



Federal CapTel™ Service (Captioned Telephone)

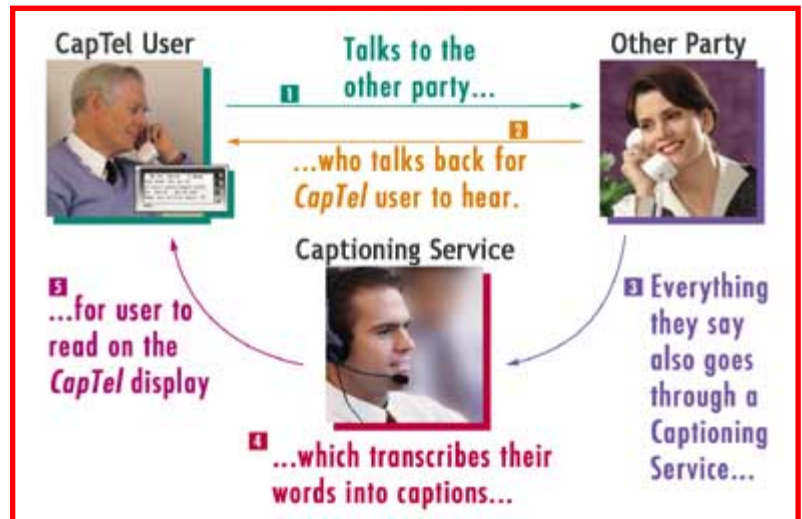


What is CapTel?

The Captioned Telephone (or CapTel™ for short) is a new technology that allows people to receive word-for-word captions of their telephone conversations. It is similar in concept to Captioned Television, where spoken words appear as written text for viewers to read. The CapTel phone looks and works like any traditional phone, with callers talking and listening to each other, but with one very significant difference: captions are provided live for every phone call. The captions are displayed on the phone's built-in screen so the user can read the words while listening to the voice of the other party. If the CapTel phone user has difficulty hearing what the caller says, he can read the captions for clarification.

How does the CapTel phone work?

The Federal Relay CapTel user dials the number of the person they wish to call on the Captioned Telephone. The call is transparently connected to a service that provides the captioning. At the CapTel captioning service, a specially-trained operator transcribes everything the caller says into text, using the latest in voice recognition technology. The text captions are bundled with the speaking party's actual voice and sent down the telephone line to the CapTel phone. When the CapTel phone receives this combined information, the voice and text are split so that the voice goes to the earpiece of the phone and the captions appear on the display screen.



Where can I use Federal CapTel service?

CapTel by Federal Relay is accessible domestically from work or home (telecommute) or while traveling within the United States (50 states) and District of Columbia. No domestic toll (long distance) charge for calls made anywhere in the United States.

Hours of Operation

Federal CapTel service is available 24 hours a day, 7 days a week, and 365 days a year (including Federal holidays). Spanish Federal CapTel service from 8am to Midnight EST, 7 days.

Who can use Federal CapTel?

- Active Federal (civilian and Military) employees;

- US Tribal member (federally recognized)¹;
- Authorized Federal contractors (cost-reimbursement)

There are no restrictions on the number, length or type of calls. All calls are strictly confidential and no records of any conversations are maintained.

What equipment do I need to have, in order to use Federal CapTel service?

- Federal CapTel phone and one or two analog (regular) phone line (s).

Where can I get a Federal CapTel Phone for work and/or home?

Up to fifty (50) free CapTel phones are distributed on a monthly basis nationally. To qualify, you must be an authorized Federal Relay user (see “Who can use Federal Relay?”). If you qualify, complete a Federal CapTel phone application form at www.federalcaptel.us or call CapTel Customer Service listed below to have the form sent to you. If you would like a 2nd phone for your home or work, the price is \$495. *Note: This free Federal CapTel phone distribution program will expire on 12/27/2007 at 11:59pm ET and agencies will have to purchase a phone for their employees through the GSA Scheduled beginning 12/28/2007.*

Options Available with Federal CapTel Phone?

- **USB** - View Large-print **CapTel** Captions on a Computer Monitor **CapTel USB™** connects directly to your computer to display conversation captions on your computer screen. <http://www.captionedtelephone.com/usb.phtml>
Cost is \$95 and must be paid at time of application (1st free phone) or purchase (2nd phone + \$495)
- **Extended Warranty** (up to four years beyond the standard one year). Cost is \$29 and must be ordered and paid for at time of application (1st free phone) or purchase (2nd phone).

Who to contact?

If you have questions about your application or qualification, send email to federalrelay@sprint.com or fax at 404-948-9553.

For any technical questions about the CapTel phone or service, please contact CapTel Customer Service:

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| By CapTel Phone, or voice - 1 (888) 269-7477 | By TTY - 1 (800) 482-2424 |
| By FAX - (608) 238-3008 | Email: CapTel@ultratec.com |
| By Mail: Ultratec, Inc., Attn: CapTel Customer Service 450 Science Drive, Madison, WI 53711 | |

What is Federal Relay?

The Federal Relay was established under Public Law 100-542, the Telecommunications Accessibility Act of 1988. Federal Relay is a Federal Government service which allow active or retired Federal employees (civilian or military), and veterans who are deaf, hard-of-hearing, deaf/blind or have speech disability, equal telecommunication access. Federal Relay’s mission is to broaden employment and advancement opportunities for individuals with disabilities. For further information about Federal Relay, go to www.federalrelay.us or call Federal Relay Customer Service at 1-800-877-0996 (Voice/TTY/ASCII/Spanish) 24/7/365.

¹ <http://a257.g.akamaitech.net/7/257/2422/14mar20010800/edocket.access.gpo.gov/2003/pdf/03-30244.pdf>