Websites

- **Sprint Accessibility**: sprint.com/accessibility
- **Sprint Relay**: sprintrelay.com
- **Sprint CapTel**: sprintcaptel.com
- **Sprint IP Relay**: sprintip.com
- **Sprint Teleconference Captioning**: sprintrelay.com/stc
- **Federal Relay**: federalrelay.us
- **Speech-to-Speech**: sprintsts.com
- **Sprint Relay Store**: sprintrelaystore.com
- **Sprint Vision Store**: sprint.com/vision
- **List of State Relay**: sprintrelay.com/contact_us

Social Networking

- facebook.com/sprintaccessibility
- twitter.com/sprintaccess
- youtube.com/sprintaccessibility

Contact Information

- **Sprint Accessibility Care**: 855-885-7568 Voice
  800-676-3777 Voice/TTY
  800-676-4290 Español
  877-787-1989 Speech-to-Speech
  866-931-9027 VCO
  877-877-3291 Fax
  accessibility@sprint.com Email

- **Sprint Video Customer Service (VCS):**
  (for sign language users)
  vcs@sprint.com Email
  sprintrelaystore.com Online Chat

- **CapTel Customer Service**: 888-269-7477 Voice/TTY
  608-204-6167 Fax
  captel@sprint.com Email

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Relay Service

Telecommunications Relay
- Service for people who are deaf, hard of hearing, deafblind, or have a speech disability.
- Dial 711 using a text telephone (TTY).
- The relay operator reads aloud the TTY user’s typed conversation and types back the spoken conversation of the other party.

sprintrelay.com

Sprint IP Relay
- Service for people who are deaf, hard of hearing, deafblind, or have a speech disability.
- Available via an internet connected computer, smartphone or tablet.
- Sprint IP Relay mobile app (available for Android and iOS) and SprintIP.com (web based) are available only in the USA and US territories.
- Registration required.
- Standard message and data rates apply.

sprintip.com
sprintrelay.com/iprelay

Speech-to-Speech (STS)
- Free service for people whose speech may not be understood by the public on the phone.
- A specially trained operator is on the line to assist the caller by repeating the conversation when unclear, or when requested.
- Special equipment is not required to use this service.

sprintsts.com

Teleconference Captioning

State and Business-to-Business
Sprint Teleconferencing Captioning (STC)
- Real-time online captioning of conference calls and webinars.
- Requires a computer, laptop or tablet with high-speed Internet connection.
- Available for states or businesses that have agreements with Sprint.
- To learn more on how to get STC for your state or company, email STCrequests@sprint.com.

sprintrelay.com/stc

Sprint CapTel – State and IP CapTel
- Provides captions using a specialized telephone (similar to closed captions on the television) for individuals with hearing loss.
- Captions appear virtually at the same time as the other person speaks, allowing the CapTel user to read what is being said and enjoy the natural flow of an interactive telephone conversation.

sprintcaptel.com

Federal Relay
- Communication access for Federal employees who are deaf, hard of hearing, deafblind, or have a speech disability.
- The Federal Relay program can be used by Federal employees or the general public to conduct business with the federal government and its agencies.
- Six services are provided by the Federal Relay program including: Text Telephone (TTY), Captioned Telephone (CapTel), Internet Relay (IP Relay), Speech-to-Speech (STS), Relay Conference Captioning (RCC), and Video Relay Service (VRS).
- Current Federal Relay Task Order required.

federalrelay.us

Wireless Sales

Sprint Relay Store
- A specialized online store for the deaf and hard of hearing communities.
- Data-Only plans and standard service plans.
- Video Customer Service (VCS) provides technical assistance, handles billing questions and works with customers on other service issues using American Sign Language (ASL). Email VCS@sprint.com to schedule an appointment.
- Committed to working with phone manufacturers to deliver user-friendly, accessible wireless devices, including hearing aid compatibility (HAC).

sprintrelaystore.com

Sprint Vision Store
- A specialized online store for customers with vision loss.
- Expertise on accessible devices and mobile applications available for the blind and low vision communities.
- Committed to working with phone manufacturers to deliver user-friendly, accessible wireless devices.
- Offers wireless devices with text-to-speech functionality which can read aloud text messages, menu settings and phone display information such as battery level, signal strength, time and date.
- Contact Sprint Accessibility Care at 1-855-885-7568 or via email at accessibility@sprint.com for support.

sprintvision.com