

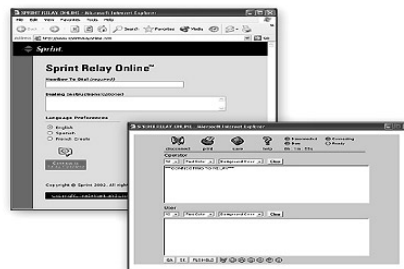
# Sprint's Relay Online

By Barbara Narvaez

Sprint introduced relay access through the internet - Sprint Relay OnlineSM (SRO) in July 2002. This service is a web-enabled, multi-language product - the next generation of Relay is available 24 hours a day, 7 days a week, 365 days a year. SRO calls can take place anywhere there is an Internet connection by typing [www.sprintrelayonline.com](http://www.sprintrelayonline.com) in the web browser. This feature provides a secure and interactive relay experience using intuitive features designed for the unique needs of relay users.

Sprint Relay Online functions similar to a TTY-to-Voice service. The only difference is that the call initiation will be from a personal computer (PC) that has an Internet connection. Hard of Hearing consumers may also use two-line VCO through Sprint Relay Online by using the Internet as the "text" connection. The VCO user must also have three-way calling capability on their second line to complete a relay call through SRO. Sprint has created innovative, unique Internet Relay features that make the service user-friendly and convenient:

## The Sprint Relay Online<sup>sm</sup> Mode Screen



### Horizontal Split-screen

- Language Preferences (English, Spanish and French Creole)

#### Language Preferences

- English
- Spanish
- French Creole

- American Sign Language Emoticons



- Variety of text output interface
- Background Color Options



- Text Size Options
- Print and/or Save conversation transcript



### Other options available through SRO:

- Dialing Instructions
- GA, SK & PLS HOLD Macros
- Clear Screen
- Online Help
- Connection to Sprint Customer Service
- Compatible with Mac OS 9.2

The design of Sprint Relay Online makes it universally accessible to mobility and visually impaired individuals. Mobility-disabled callers can ease use by pre-storing phone numbers to be dialed and dialing instructions on their pre-call setup page. This information is sent automatically to the Operator to process the call. Visually impaired callers benefit from text and color manipulation.

This product brings the advantage of portability and ease of use to all relay callers, and a convenient online help function allows customers to receive guidance on using the application.

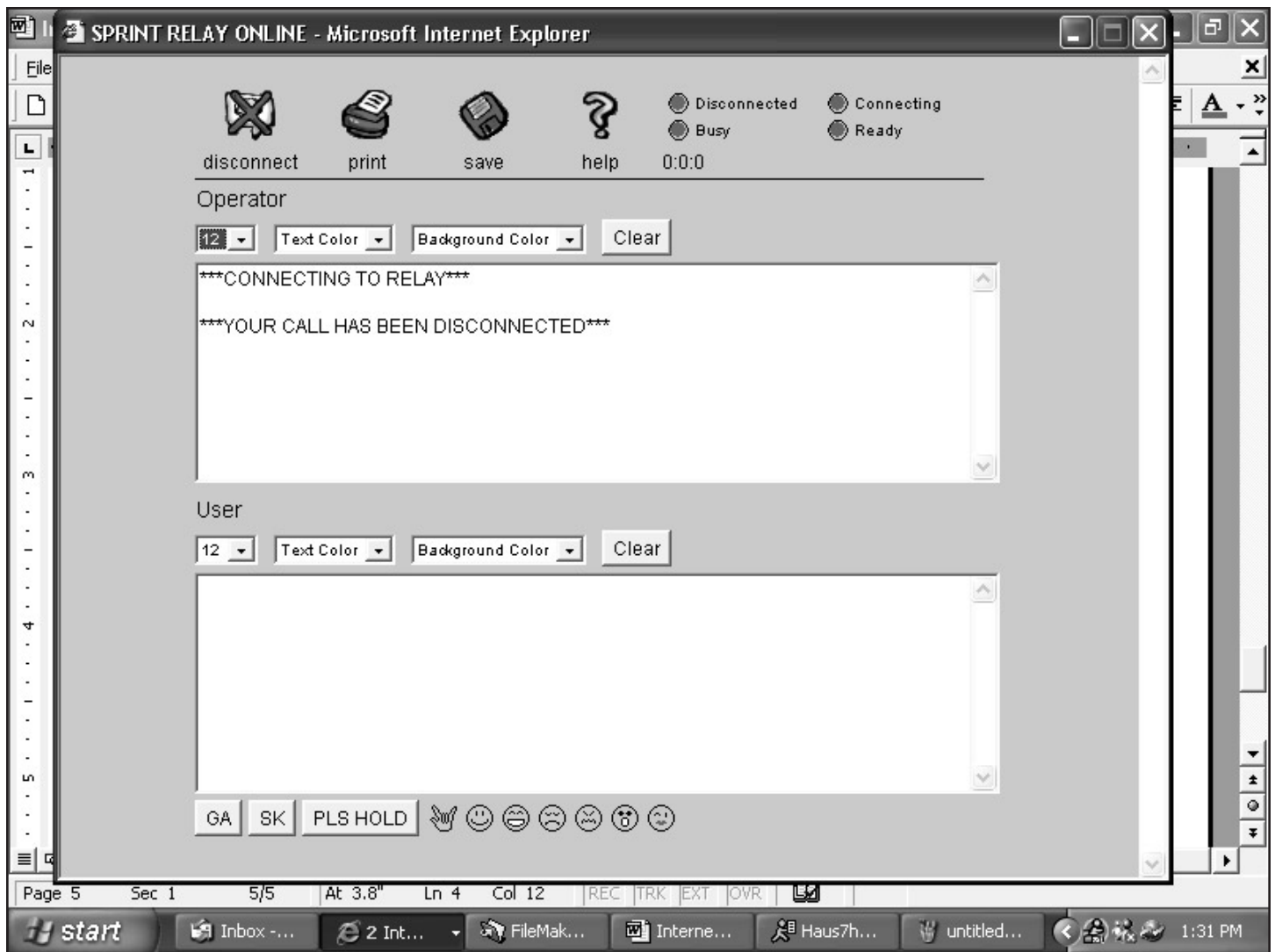
Sprint Relay Customer Service is also available 24 hours, 7 days a week, 365 days a year for SRO users to provide commendations or complaints at 1-800-676-3777 or via the internet at [www.sprintrelayonline.com](http://www.sprintrelayonline.com).

Sprint has received feedback from the community regarding Sprint's Internet Relay service and the impact that the service has brought to theirs. The following comments reflect positive messages



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received from consumers that have experienced Sprint Relay Online:

*"The SRO CA actually typed the way my best friend says 'I love you.' by typing, 'I wuv you.'"*

- A deaf SRO user

*"I was making a particularly hard call because I had to inform a customer of mine that their pet died. However, despite the stress of the call, SRO was very good about helping me communicate."*

- Another deaf SRO user

*"Best operator in years! The SRO CA had a very personable voice and it did not sound like a machine."*

- A SRO Voice user

*"I love the services Sprint offers to the deaf! I use SprintRelayOnline myself every so often when my phone line is not working but the computer's phone line is working. Sprint is doing such good stuff here! Thanks for your part in bringing much needed services to Puerto Rico's deaf community."*

- A SRO User at Evangelical School for the Deaf, Puerto Rico

SRO functions on virtually any type of computer platform and operating system. The application also has the potential to expand to serve wireless users via pagers and Personal Digital Assistants (PDAs). SRO users have the ability to multi-task-surf the web and place calls simultaneously.

SRO is a cutting edge relay application, which ensures all users quality, security and cost-effective services. Sprint is

enthusiastic about the opportunity to provide this premier internet relay service. Through Sprint Relay Online, all calls within the U.S. are free to Internet relay users. At this time, the FCC has ruled that international and 900 calling is not available through the internet.

For more information on Sprint Relay Online, contact your Sprint Relay Account Manager or visit [www.sprint.com/relay](http://www.sprint.com/relay).