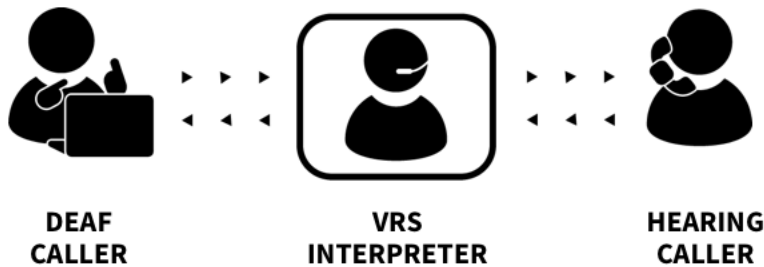




## What is Video Relay Service?

Video Relay Service (VRS) allows Deaf and Hard-of-Hearing (HoH) individuals who use sign language (SL) to communicate with voice telephone users through video equipment and a high-speed Internet connection. A video interpreter relays the conversation at no cost to the caller. Convo is compensated by the Telecommunications Relay Service Fund, which the Federal Communications Commission (FCC) oversees.



A Deaf/HoH person can make VRS calls or receive VRS calls. The Deaf/HoH caller will always connect with a SL video interpreter onscreen first. Once connected, the interpreter will proceed to relay messages verbatim back and forth, alternating between SL (with the Deaf/HoH caller) and spoken language (with the hearing caller). Our interpreters are highly-trained and skilled in relaying accurate messages during any call. All VRS calls are kept confidential and are not recorded.