



## News Release

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### ***Sprint Brings Captioned Telephone (CapTel) service to Delawareans with Hearing Loss***

**Overland Park, Kan. – Nov. 14, 2013** – Sprint (NYSE: S) today announced that captioned telephone (CapTel) service is now available to the residents of Delaware. Seniors or other individuals who are hard of hearing can now choose to "see what is being said" during phone calls and not miss a word of the conversation.

"Sprint is pleased to introduce CapTel to the state of Delaware. The service makes it possible for seniors and others who may have hearing loss to reconnect with family and friends," said Mike Ellis, Director of Sprint Relay.

He added, "We have been honored to work with the Delaware Office of the Deaf and Hard of Hearing, the Delaware TRS (Telecommunications Relay Services) Advisory Committee and the Division of Vocational Rehabilitation on this historic effort."

The CapTel service connects someone with hearing loss to a caller through a specially-trained operator who uses enhanced voice recognition technology to provide captions during the call. The CapTel user simply reads what is being said much like closed captions on television. The service itself is provided at no charge to the CapTel user and is 100% confidential.

"The Delaware TRS Advisory Committee members have worked diligently to get legislation passed for the CapTel service. We are very proud to be able to offer it to those who have a hearing loss and enable their conversations," said Jim Cole, Chairperson of the Delaware TRS Advisory Committee.

The CapTel service requires both a specialized telephone and an analog telephone line. Delaware citizens may qualify to receive it for free through a State program administered by the Delaware Office of the Deaf and Hard of Hearing (DODHH). Up to 10 new users are accepted per month on a first-come, first-serve basis. Please see <http://dvr.delawareworks.com/dodhh.php> for application information.

"The Delaware Office for the Deaf and Hard of Hearing thanks Sprint Relay for their partnership in making CapTel services available in Delaware. We are excited that the service is now available here. Individuals with hearing loss will benefit, and the DODHH is proud to have a role in



administering the program,” said Loretta Sarro, Public Information Officer, The Delaware Office for the Deaf and Hard of Hearing

Sprint is also offering a limited-time special of \$75.00, plus \$10 shipping and handling, (\$495 retail price). There is limited funding available through the Office for the Deaf and Hard of Hearing to assist income-eligible individuals with the purchase of a Cap Tel phone. For more information on the CapTel service or how to purchase a phone, please visit <http://www.delawarerelay.com/captel/index.html>.

### **About Sprint Relay**

Sprint is the largest Telecommunications Relay Service provider in the nation with more than 23 years of experience in providing relay services to persons who are deaf, hard of hearing, deaf-blind or have a speech disability to communicate with those who can hear on the phone. Sprint Relay provides intrastate relay services for 30 states, Puerto Rico, the U.S. Virgin Islands, the federal government, and the country of New Zealand. Sprint also provides internet-based Captioned Telephone, “CapTel”, services to all U.S. states and territories. Sprint’s experience in this field assures Sprint Relay users receive quality service regardless of the type of relay service they are using. Sprint’s relay service is available 24/7/365 with no restrictions on the number of calls placed or calls length. For more information, visit [www.sprintrelay.com](http://www.sprintrelay.com).

### **About Sprint**

Sprint (NYSE:S) offers a comprehensive range of wireless and wireline communications services bringing the freedom of mobility to consumers, businesses and government users. Sprint served more than 54 million customers at the end of the third quarter of 2013 and is widely recognized for developing, engineering and deploying innovative technologies, including the first wireless 4G service from a national carrier in the United States; offering industry-leading mobile data services, leading prepaid brands including Virgin Mobile USA, Boost Mobile, and Assurance Wireless; instant national and international push-to-talk capabilities; and a global Tier 1 Internet backbone. The American Customer Satisfaction Index rated Sprint as the most improved company in customer satisfaction, across all 47 industries, during the last five years. You can learn more and visit Sprint at [www.sprint.com](http://www.sprint.com) or [www.facebook.com/sprint](http://www.facebook.com/sprint) and [www.twitter.com/sprint](http://www.twitter.com/sprint).