



Greetings, West Virginia!

The Sprint Relay team is thrilled to be serving the communication needs of the citizens of and visitors to the State of West Virginia, effective September 16, 2009. Our long tradition in the relay communication business demonstrates our strong commitment. Our never-ending drive for innovation has been the key to expanding accessible communication options.

We are pleased to announce that West Virginia Relay has a new logo! The West Virginia Public Service Commission requested that the new logo be selected by relay users from this state and we are very proud to present the final selection.



We are pleased to keep all existing relay phone numbers the same with the exception of the 900 number. We're also offering new toll-free numbers to benefit people with specific communication needs.

- 711
- TTY/HCO/ASCII: 1-800-982-8771
- Voice: 1-800-982-8772
- Speech-to-Speech: 1-866-519-0570
- Spanish to Spanish: 1-866-519-0569
- CapTel Voice-in: 1-877-243-2823
- Spanish to English: 1-877-298-3348 (New)
- TeleBraille: 1-877-298-3349 (New)
- VCO Direct: 1-877-298-3330 (New)
- 900 (not toll-free): 1-900-230-7272 (New)

West Virginia Relay Customer Service (TTY/ASCII/HCO/Voice/VCO):

- 1-800-676-3777 or 1-866-430-1274 (English)
- 1-800-676-4290 (Español)

Sprint's TTY Operator Service:

- 1-800-855-4000



CapTel Customer Care:

For equipment/service support and profile registration, users can reach CapTel Customer Care Monday–Friday between 8 a.m. and 5 p.m., Central Standard Time.

- 1-888-269-7477 (Voice/CapTel/TTY)
- 1-866-217-3362 (Spanish)
- Email: CapTel@CapTel.com

For more information and to learn about all of our services, please check the new website at www.westvirginiarelay.com.

If you have questions, concerns or service suggestions, please contact West Virginia Relay Customer Service at 1-800-676-3777/1-866-430-1274 (Español: 1-800-676-4290) or by email at Sprint.TRSCustServ@sprint.com.

We look forward to working closely with the West Virginia Public Service Commission, the West Virginia Commission for the Deaf and Hard of Hearing, the West Virginia Association of the Deaf, Relay users of the state, and the community at large.

Sincerely,

Danny Barrett

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West Virginia Relay Outreach Manager