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An Exelon Company

ComEd wants to inform customers of an available video service for hearing and speech impaired customers to communicate with 3<sup>rd</sup> parties such as ComEd. The Federal Video Relay Service (VRS) allows customers to communicate via videoconferencing through the Internet, via a web camera or video phone. This secure service is offered through the Federal government and uses certified Video Interpreters (VI) to sign conversations, in real time, between the customer and the interpreter. The hearing and speech impaired can use this service to communicate with ComEd for their customer service needs.

For more information and to access the VRS, customers may visit the U.S. General Service Administration web site at [www.gsa.gov/portal/content/104626](http://www.gsa.gov/portal/content/104626) or to directly access the VRS go to <https://www.fedvrs.us/session/new>.