



Video Relay Service

Video Relay Service (VRS) allows deaf, hard-of-hearing, or speech-disabled U.S. persons to place and receive phone calls using American Sign Language (ASL). VRS is funded by other telecommunications users through mandatory contributions to the Telecommunications Relay Service (TRS) Fund, which was established by the Federal Communications Commission (FCC).

SVRS at Work

Whether you are a business, a school, a government agency or any other organization, Sorenson Video Relay Service® (SVRS®) knows how important communication is to your success. As the leading provider of VRS for the deaf, SVRS at Work has the products, technology, infrastructure and experience to make the implementation easy for you and the performance powerful for your deaf employees.

Advanced Products

The Sorenson ntouch® VP is the only videophone designed specifically for the deaf. Because the ntouch VP offers the most advanced technology for sign language communication, it is the preferred videophone of the deaf and has been installed in more deaf homes and offices than all other VRS devices combined. Used along with our ntouch apps for computers and mobile devices, SVRS at Work allows deaf employees to be just as accessible as their hearing counterparts.

Firewall-Friendly Technology

SVRS at Work understands security is essential to keep your organization running smoothly, which is why the ntouch VP was designed to operate behind firewalls. Here are a few features that make the ntouch VP so great.

- Firewall traversal technology is based on industry-standard ICE (RFC 5245) and H.460 protocols.
- The ntouch VP eliminates the need for manual NAT “fix-ups” or other manual workarounds.
- The ntouch VP supports both H.323 and SIP protocols, enabling use with both legacy and future videophone devices.

Robust Infrastructure

With SVRS at Work, you have the backing of the industry leader. We have more interpreting centers than any other provider and a robust routing system that ensures plenty of redundancy. You will never have to worry about our system being unavailable. We employ the highest-quality, professional interpreters, which means your employees and customers can count on an exceptional calling experience. We have the largest outreach, customer service and technical support teams to ensure your questions are answered and your problems are solved right away.

Extensive Experience

As the leader in VRS, SVRS at Work has implemented systems for businesses, schools, government agencies and other organizations across the country. Whatever your needs, from one to 100 videophones, we have you covered. We are experts at tailoring solutions that work best for your network and for your people.

Apply Now

We provide our products and services at no cost to you. SVRS is paid for by the U.S. government’s Telecommunications Relay Service (TRS) fund. Apply now by going to **www.svrs.com/svrsatwork** and let SVRS at Work work for you!

For more information, visit **www.svrs.com/work_faqs**

Notes: Under FCC rules, VRS may be used only for calls by or to eligible users, who must be deaf, hard-of-hearing or speechdisabled; who must use ASL to communicate; and who must need VRS in order to communicate with other people. Use for any other purpose is a violation of federal law.

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