



## ENTERPRISE AND PUBLIC VIDEOPHONE URD CONSENT

To ensure the proper administration of the Telecommunication Relay Services (TRS) program, the Federal Communications Commission (FCC) requires all Video Relay Service (VRS) providers to collect and submit specific data to the TRS User Registration Database (TRS-URD). The following account information will be submitted to the database and made available for review by the FCC, the TRS Fund Administrator, their respective agents, and any person or entity designated by them for access to the database:

- Name of VRS provider
- Ten-digit number assigned to the videophone(s)
- Name of organization, business, agency, or other entity
- Physical address of the videophone(s)
- 911 address for the videophone(s), if different than physical address
- Whether the videophone is designated as an enterprise or public videophone
  - If an enterprise videophone, the type of location where the videophone is located within the organization, business, agency, or other entity (i.e., reception desk, other work area, private workspace, private room in long-term care facility, other restricted area).
- Date of service initiation to the videophone(s)
- Name of individual responsible for the videophone(s)
- The date of and a digital copy of the signed certification from the individual responsible for the videophone(s) stating such person understands the function of the videophone(s) and that the cost of VRS calls made on the videophone(s) is financed by the federally-regulated Interstate TRS Fund
- Whether the videophone is assigned to a hearing individual who knows sign language

On behalf of [entity name] \_\_\_\_\_ (“Entity”),

I, [first and last name], \_\_\_\_\_ hereby consent to Sorenson Communications sharing with the TRS-URD the registration information described above for all existing videophones located at Entity’s facilities and any videophones installed at Entity’s facilities after the date of this consent, and acknowledge that failure to give this consent will result in denial of service to the videophone(s).

**Signature**

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**Name**

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**Telephone**

**Email**

**Date**

If you have any questions, contact Sorenson’s Customer Service team

Videophone: 1-801-386-8500

Phone: 1-866-756-6729

Email completed documents directly to: [TRSCompliance@sorenson.com](mailto:TRSCompliance@sorenson.com)



**ENTERPRISE AND PUBLIC VIDEOPHONE CERTIFICATION**

My name is [first name last name] \_\_\_\_\_,  
and I am responsible for the Sorenson VRS videophone(s) that are currently located at  
[entity name] \_\_\_\_\_ and  
[physical address of videophone] \_\_\_\_\_

(hereinafter "Entity"). I will be responsible for any additional Sorenson VRS videophone(s) installed at Entity following the date of this certification.

I certify that in my role as [title] \_\_\_\_\_, I have authority to sign for and bind Entity.

I understand the functions of the videophone(s) and that the federally-regulated Interstate TRS Fund finances the cost of VRS calls made on the videophone(s). Entity will make reasonable efforts to ensure that only persons with a hearing or speech disability are permitted to use the videophone(s) for VRS. Entity will make these efforts even if I am no longer the person responsible for the Sorenson videophone(s). Entity acknowledges it is solely responsible for notifying Sorenson of any changes to the person responsible for the Sorenson videophone(s) or the location of the videophone(s), and will do so immediately upon any changes taking effect.

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**Signature**

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**Name**

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**Telephone**

**Email**

**Date**

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## **ENTERPRISE AND PUBLIC VIDEOPHONE REGISTRATION**

In May 2019, the Federal Communications Commission (FCC) passed a rule that requires the registration of all enterprise and public videophones and devices. Sorenson Communications hopes the information below helps you understand this new requirement.

### **What do enterprise and public phone customers need to do now?**

Registration will require very little from Sorenson customers. We already have most of the required registration information. We will primarily need our customers' assistance in identifying the "responsible individual" at each organization, business, or agency who is responsible for the account.

### **What does it mean to be the "responsible individual"?**

The FCC requires that all VRS providers obtain two signed agreements from their enterprise and public phone customers. The "responsible individual" must sign these agreements. The first agreement states that the responsible individual will provide consent for the VRS provider to submit information about the customer's endpoints to the TRS Administrator. The type of information VRS providers must submit is described below. The second agreement is a certification from the responsible individual stating that the organization, business, or agency will ensure that only individuals with a hearing or speech disability will use the videophone for VRS. Hearing users who know sign language can still use endpoints for non-VRS "point-to-point" calls.

### **What must a company do to ensure that only individuals with a hearing or speech disability use the videophone for Video Relay Service?**

The organization, business, or agency must make "reasonable efforts" to ensure only people with a hearing or speech disability are permitted to use the videophone for VRS. There are no prescribed steps that must be taken, and reasonable efforts may vary by entity, potential users, and locations of videophones. The FCC indicates, however, that reasonable efforts could include maintaining a copy of the user's request, maintaining a list of users, and requiring individuals to provide proof of their registration for VRS when requesting to use a videophone.

### **When do VRS providers need to start registering enterprise and public videophones?**

VRS providers will be notified when the TRS Administrator is ready to accept registrations. Providers will then have a 120-day period within which to submit the required registration information. To ensure the timely registration of our customers, Sorenson representatives will proactively contact our enterprise and public phone customers to verify the "responsible individual" from each organization.

### **What is an "enterprise videophone" versus a "public videophone"?**

The FCC defines "enterprise videophones" and "public videophones" differently. An "enterprise videophone" is a videophone maintained by a business, organization, or government agency that is used by employees or other individuals in private or restricted areas. For example, this could be a videophone used at a reception desk or in a private office. A "public videophone" is a videophone maintained by a business, organization, or government agency that is available for use by the public in a public space. For example, this could be a videophone in an airport, library, or hospital lobby.



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### What registration information will Sorenson submit to the TRS Administrator?

The FCC rule requires all VRS providers submit the following registration information:

1. Name of the VRS provider
2. Videophone's phone number
3. Name and physical address of organization/business where the videophone is located
4. Emergency 911 address, if different than the organization's physical address
5. The date Sorenson initiated service to the videophone
6. The name, title, and contact information of the individual associated with the organization, business, or agency who is responsible for the videophone ("responsible individual")
7. Signed certification from the responsible individual stating the person understands the function of the videophone and understands the cost of VRS calls is financed by the federally-regulated Interstate TRS Fund. The certification also states the responsible individual will make reasonable efforts to ensure only people with a hearing or speech disability are permitted to use the phone for VRS.
8. Whether the phone is assigned to a hearing individual who knows sign language
9. For enterprise phones only, the specific type of location where the videophone is placed within the business, organization, or agency - for example, a reception desk, common work area, or private office
10. Consent from the responsible individual permitting Sorenson to provide the above information to the TRS Administrator

### What information does Sorenson need from customers?

In the near term, a Sorenson representative will reach out to customers to obtain and verify the contact information for the responsible individual who will sign the certification (No. 7 above) and the consent (No. 10 above). For videophones and devices that constitute "enterprise videophones," Sorenson will also need to obtain information regarding the "location type" of each videophone. We will provide additional guidance in the future about how we will collect that information.

### What will happen if an enterprise customer does not sign the required agreements?

Only enterprise and public phones that are registered are eligible to use VRS. Because this is a rule required by the FCC, if the business, organization, or agency does not sign the required agreements or provide the required information, all videophones and devices (and their associated ten-digit numbers) will be disabled.

### Whom do I contact for more information?

- FCC information
  - <https://www.fcc.gov/general/trs-user-registration-database-faqs-asl-video>
  - Videophone: 1-844-432-2275
  - Voice: 1-888-225-5322 (1-888-CALL-FCC)
  - Email: DRO@fcc.gov
- Sorenson Customer Service
  - Videophone: 1-801-386-8500
  - Phone: 1-866-756-6729