



Communication is Power

Sorenson understands how important communication is to success! Sorenson gives Deaf people a variety of American Sign Language (ASL) interpreting options. Our Video Relay Service (VRS) offers ASL interpreting for telephone calls between a Deaf person and a hearing person in different locations. For situations that are ineligible for VRS (such as in-person gatherings), Sorenson offers Video Remote Interpreting (VRI) and in-person interpreting. With more than 100 interpreting centers – more than any other provider – and the largest staff of skilled ASL interpreters, we can meet any interpreting need. Sorenson provides businesses, schools, government agencies, and other organizations customizable solutions to make communication easy and seamless.

In-person and Video Remote Interpreting (VRI)

Sorenson provides onsite, in-person ASL interpreting between Deaf and hearing people who are in the same room. These services are ideal for companies, medical practices, schools, or other organizations that employ or serve members of the Deaf community. Because we harness the skills of the largest and most-skilled sign language interpreting force in the world, we match every in-person interpreting need, whether it is a legal consultation, training seminar, performance review, or any other situation.

When an in-person interpreter is not available, Sorenson offers VRI that accesses a “remote” interpreter to interpret for Deaf and hearing people who are in the same room and who have an ntouch® videophone (VP), software, or app.

Interpreted Phone Calls

Using Sorenson ntouch videophones and VRS, Deaf Americans place and receive real-time phone calls from hearing people. A live ASL video interpreter, fluent in ASL and spoken English or Spanish, “relays” the conversation between the two parties, empowering each to communicate in their preferred language. Our trusted service is delivered by caring ASL interpreters who want to make a difference every day. Because VRS is a program created by the federal government and funded by the TRS Fund, it is subject to eligibility requirements under federal law, and is only available to Deaf or hard-of-hearing people who need VRS to communicate effectively on the phone.

Innovative/Advanced Calling Products

Since 2003, Sorenson has been revolutionizing Deaf communication with VPs designed specifically for Deaf people. We have installed tens of thousands of VPs in homes and offices across the United States. Our ntouch apps for computers and mobile devices give Deaf employees equal access to functionally-equivalent communication. Deaf people can place and receive calls – anytime, anywhere in the United States. Whatever your needs – whether it’s one or 100 VPs – we are here to customize a solution that works best for you, your network, and your people.

Firewall-Friendly Technology

Sorenson at Work understands network security is essential to keeping your organization running smoothly, which is why our VPs are designed to operate behind firewalls. Here are a few features that make our technology great.

- Firewall transversal technology is based on industry-standard ICE (RFC 5245) protocols.
- Our VPs eliminate the need for manual NAT “fix-ups” or other manual workarounds.
- Our VPs support SIP protocols, the industry standard for VOIP communication.

Robust Infrastructure

With Sorenson at Work, you have the backing of the industry leader. We have best-in-class technology and a robust routing system that ensures plenty of redundancy. So our system is always available. We have the largest outreach, customer service, and technical support teams to ensure your questions are answered and your concerns are addressed right away.

Payment Structure

In-person and remote interpreting services are paid for by the requesting organization. For VRS, Sorenson does not charge the end user; rather, the cost of calls is billed to the Telecommunications Relay Services (TRS) Fund established by the federal government and funded with mandatory contributions from telecommunications users. The only requirement for Deaf callers is an internet connection and a TV or monitor. Sorenson provides VP equipment, software, and apps at no charge.



Let Sorenson at Work work for you! Apply now by visiting www.svrs.com/svrsatwork

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

Note: Under Federal Communications Commission rules, VRS may only be used for calls by or to eligible users, who must be Deaf or hard-of-hearing, use ASL to communicate, and who need VRS to place and receive calls with other people. Using VRS for any other purpose is a violation of federal law.

VRS is funded by American telecommunications users through a mandatory contribution to the TRS Fund, established by the United States government.

© 2019 Sorenson Communications, LLC. If you choose Sorenson Communications, LLC (“Sorenson”) as your default provider, you can port your existing 10-digit number to Sorenson from another provider or Sorenson can provide you with one for the geographic area where you live or work. If you later change your default provider, you can port your number to that provider. When selecting Sorenson, you must provide to Sorenson the physical address (i.e., the Registered Location) from which you are placing the call, so that Sorenson can properly route any 911 calls you may make. If you move or change your location, you must notify Sorenson immediately. You can update your Registered Location from your Sorenson videophone by calling 866-756-6729 or by visiting www.svrs.com/moving. Sorenson will confirm receipt of your Registered Location information. Emergency calls made via internet-based TRS may not function the same as traditional E911 service. For example, you may not be able to dial 911 if there is an internet-service failure or if you lose electrical power, and your 911 call may not be routed correctly if you have not updated your Registered Location. For more information on the process of obtaining 10-digit numbers and the limitations and risks associated with using Sorenson’s VRS to place a 911 call, please visit Sorenson’s website: www.sorensonvrs.com/disclaimer. For information on toll-free numbering, please visit www.sorensonvrs.com/tollfree.