

## ESIGN CONSENT TO USE ELECTRONIC RECORDS AND SIGNATURES

Thank you for your interest in our services. In order to provide you with service, we will present you with several different types of agreements, including regulatory agreements, certifications, disclosures, notices, and consents.

By accepting, you:

- Provide your general consent to use electronic agreements and signatures throughout our relationship with you. The agreements we provide to you, or that you sign or agree to at our request, may be in electronic form and delivered to you in a variety of ways, including over our phone, mobile application, website, and other devices. You agree to use these various means of delivery to display agreements and to enter into these agreements and any future, updated versions of them. Without your consent, you cannot use our service. Withdrawal of consent later will result in termination of our service. You may withdraw your consent by contacting customer service. Your acceptance of this consent and the agreements we present to you will constitute your legally binding electronic signature. If requested, we will provide a paper version of any electronic agreement we present to you or you can request that customer service email you a copy of any electronic agreement in a computer-readable format. In the future, you can obtain additional copies at <https://www.sorenson.com/legal/> or by calling Customer Care with your videophone at 1-801-386-8500.
- Agree to select Sorenson as your default provider for Video Relay Service, as described below, which means that outgoing and incoming calls will be placed through Sorenson by default, unless you or the other party “dials around” to another provider. If you are not porting in a telephone number, you request Sorenson to provide you a ten-digit telephone number.
- Request that Sorenson open a Video Relay Service account in your name and that Sorenson provide you a ten-digit telephone number for that account.
- UNDERSTAND THAT IN ORDER TO PROPERLY ROUTE 911 CALLS TO LOCAL EMERGENCY SERVICE PROVIDERS, YOU MUST PROVIDE SORENSON THE ADDRESS WHERE YOU WILL USE YOUR SORENSON VIDEOPHONE. You can update your 911 address using your ntouch software or by contacting customer support.
- Affirmatively acknowledge that you have received, read, and understood the document found at <https://www.sorenson.com/legal/>, which among other things (1) limits your ability to sue Sorenson, its agents, and its contractors for claims arising out of your use of VRS; (2) describes important limitations regarding the ability to use VRS to dial 911; and (3) contains important information about ten-digit numbering.
- Affirmatively acknowledge that you have received, read, and understood the advisory on process for obtaining toll-free numbers found at <https://www.sorenson.com/frequently-asked-questions/>
- Affirmatively agree, as described below, that Sorenson can and may disclose certain personal information (described below) to the TRS User Registration Database, which will be made available for review by the Federal Communications Commission, the TRS

Fund Administrator, their respective agents and any person or entity designated by either of them for access to the database. You further acknowledge that failing to provide consent will result in being denied video relay service.

- Affirmatively acknowledge that before Sorenson can provide you Video Relay Service, the FCC requires the collection of certain information and that it is imperative for you to provide complete and accurate answers to the information requested.

## SELECTION OF SORENSON AS YOUR DEFAULT PROVIDER AND PORTING YOUR TELEPHONE NUMBER

Selecting Sorenson as your “default provider” for that ten-digit telephone number means that outgoing and incoming calls will be placed through Sorenson by default, unless you or the other party “dials around” to another provider.

If you wish to port an existing VRS telephone number from another default provider to Sorenson, you may do so by following the instructions listed here:

<https://www.sorenson.com/porting/>. If you choose to port your number from another provider, Sorenson will issue you a temporary ten-digit number (as described above) until the process of porting your existing number is completed, after which Sorenson will become the default provider for the ported number.

You may:

- (1) Obtain a telephone number from, and register with, your default provider of choice— notwithstanding any prior relationship you may have had with another provider;
- (2) Change default providers at any time and, in doing so, retain your telephone number by porting the number to the new default provider;
- (3) Make calls through, and receive calls from, any provider (and you are not limited to making or receiving calls through your default provider).

In addition,

- (4) Sorenson cannot condition the ongoing use or possession of equipment, or the receipt of different or upgraded equipment, on your continuing to use Sorenson as your default provider.

## CONSENT TO DISCLOSURE OF PERSONAL INFORMATION

To ensure proper administration of the TRS program, the FCC requires all 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 Federal Communications Commission, the TRS Fund Administrator, their respective agents and any person or entity designated by either of them for access to the database:

- Full Name
- Residential Address
- Ten-digit telephone number for your account
- 911 Address
- Birthday
- Last four digits of your Social Security Number
- Selected VRS provider name and dates of service initiation and termination
- A digital copy of your self-certification of eligibility for VRS and the date obtained by the provider
- The date on which your identification was verified by the provider
- The date on which you last placed a point-to-point or relay call

In addition, under certain circumstances, the FCC requires VRS providers to collect and retain documentation to confirm the validity of a user's identity or address. The FCC may require that VRS providers submit validation documentation for review and retention by the TRS-URD Administrator. Therefore, if we collect validation documentation from you, we may submit them to the Federal Communications Commission, the TRS Fund Administrator, their respective agents, and any person or entity designated by either of them to access the information.

For more information about the other ways in which Sorenson may use or disclose your personal information (including the types of information discussed in this document), please see our Privacy Policy found at <https://www.sorenson.com/legal/>.

By clicking on the 'Accept' button, you consent to allow Sorenson to share your registration information as described above with the TRS-URD.

## **SELF-CERTIFICATION**

By clicking 'Accept', you certify that you have a hearing or speech disability and that you need VRS to be able to communicate with other people. You further certify that you understand that the cost of VRS calls is paid for by contributions from other telecommunications users to the interstate Telecommunications Relay Service Fund.

If you are a parent, guardian, or legal representative obtaining Sorenson Hardware or Software on behalf of and for use by a minor child or other person, you certify that the child or other person has a hearing or speech disability and needs VRS to be able to communicate with other people. You further certify that the child or other person understands that the cost of VRS calls is paid for by contributions from other telecommunications users to the interstate Telecommunications Relay Service Fund.