

Notice of Sorenson's Online Privacy Practices for Children

Before we begin offering services to your child, we are required to inform you about our online privacy practices. We do not knowingly collect personal information online from anyone under the age of 18 unless we first obtain permission from that child's parent or legal guardian. After we receive proper parental permission, we will collect, store, and disclose information necessary to provide SVRS® products and services to the child.

When you apply for VRS products and services on behalf of your minor child, we collect the following information about your child:

- Name
- Address
- Email address
- Date of Birth
- Last four digits of the Social Security Number
- Telephone, videophone, mobile number
- Eligibility information for Deaf and hard-of-hearing individuals
- Connectivity information (internet connection, ISP, computer)

We may also collect certain information about you (the parent or guardian), as required by law or regulation, and for administrative and billing purposes.

When providing SVRS products and services over an internet connection, Sorenson may collect and store:

- Information necessary to complete or receive a call, including information about who your child is calling or who is calling your child
- The length of each call, for accounting purposes
- Your child's contacts, allowing your child to maintain a contact list
- Your child's image, if your child provides a profile picture
- If your child uses Sorenson services on a mobile device, your child's location in order to provide your child with location-based services

Sorenson will share information about your child and your child's use of VRS products and services with third parties for billing and administrative purposes and otherwise, as required or permitted by law or regulation, including with government agencies and private entities responsible for administering or overseeing the Telecommunications Relay Service Fund and verifying eligibility for Sorenson services. For example, Sorenson will submit your and your child's information to the TRS User Registration Database, a database administered by a government contractor, as required by FCC regulations, and Sorenson will submit information about your child and your child's TRS usage to the Administrator of the TRS Fund and/or the FCC for billing purposes. Sorenson may also share your child's name, image, and video phone number(s) with other Sorenson users in your child's contact list. Sorenson may also share information about your child's location with emergency services if your child calls 911 from a Sorenson mobile device. And if your child uses Sorenson products and services and enables sharing of location information on that device, Sorenson may share your child's precise location information with third parties. However, we will not allow your child to enable sharing of location information without your consent. Sorenson does not otherwise disclose any of this information to third parties unless required by law.

You have the right to ask Sorenson, at any time, to allow you to review the information Sorenson has collected about your child, to stop collecting personal information about your child or to delete the information it has on file about your child. If your child is under the age of 13, Sorenson is legally required to comply with those requests, unless deleting the child's information would conflict with a legal obligation to retain the data. If your child is between the ages of 13 and 17, Sorenson will voluntarily honor those requests, unless deleting the child's information would conflict with a legal obligation to retain the data. Sorenson also offers an optional service on its ntouch mobile application, which allows a user's current location information (obtained through GPS or zip code provided by the user) to be shared with third-party websites and content providers such as Yelp/Yelp Number Search that are accessed through the ntouch application. Location information is shared only if the user turns this feature on. These updates are intended to create a better user experience for all ntouch users, including your minor child.

For minors ages 12 and under, this feature is not available. For minors between the ages of 13 and 17, Sorenson will not activate this feature without parental consent. If you would like to allow your child to turn on this feature and equivalent features in other Sorenson hardware and software, and share location information with third parties, please check the appropriate box below. Please understand that you are not required to agree to allow us to share your child's location information with third-party websites and content providers. Please also understand that Sorenson cannot control how your child's location information will be used by third parties if you allow us to share your child's location information with third-party websites and content providers. If you consent to allow your child to share his or her location information with third parties, you acknowledge and agree that Sorenson is not responsible for third party use of your child's location information.

If you have further questions or requests related to Sorenson's online privacy practices for children, please contact Customer Service: **Videophone/Voice:** 866-756-6729, **from a Sorenson videophone:** CIR.SVRS.TV

I am the parent or guardian of _____ (child's name), and I consent to the use of Sorenson's privacy practice policy for children as described above.

Check one:

- I permit Sorenson to share my child's location information with third-party websites and content providers accessed through Sorenson hardware and software.
- I do not permit Sorenson to share my child's location information with third-party websites and content providers accessed through Sorenson hardware and software.

Please include the following:

→ Signature _____

→ Printed name _____ Date _____



Application for Minors



Application for Minors

Sorenson Communications, LLC provides ntouch® accounts exclusively for Deaf or hard-of-hearing individuals and individuals with medically recognized speech disabilities who require Video Relay Service (VRS) to place and receive calls.

Application requirements:

- Is your child Deaf, hard-of-hearing, or does your child have a medically recognized speech disability? Yes No
- Do they use American Sign Language (ASL) to communicate? Yes No

Please complete the entire application. A Sorenson representative will contact you when the account is ready to be installed for your child. For purposes of this application, “child” refers to the minor for whom you are applying, and “guardian” refers to the parent or legal guardian of the child.

Child's First Name: _____ / _____ / _____ Child's Last Name: _____

Child's Birthdate: _____ Child's Social Security # (last four digits): _____

Street Address: _____ Apt or Suite #: _____

City: _____ State: _____ ZIP: _____

VP #: _____ Phone #: _____

Which ntouch account(s) are you applying for? (Check all that apply)

- ntouch® VP ntouch® PC ntouch® for Mac® ntouch® Tablet ntouch® Mobile

Section A:

Who is your child's Internet Service Provider (ISP)? _____

Does your child have a Sorenson videophone? Yes No

Are you, the guardian, a Sorenson customer? Yes No

Section B:

Tell us about your child's computer: PC computer with Windows Mac® computer

Does your child have a webcam? Yes No

Section C:

Who is your child's mobile provider? Sprint T-Mobile AT&T Verizon Other _____

What type of phone does your child have*? _____

*Must have a front-facing camera

Guardian's First Name: _____ / _____ / _____ Guardian's Last Name: _____

Guardian's Birthdate: _____ Guardian's Social Security # (last four digits): _____

Guardian's Address: _____

City: _____ State: _____ ZIP: _____

Guardian's Email: _____

Guardian's VP #: _____ Guardian's Phone #: _____

Additional Terms

By signing this form, you are acknowledging that you have received and understood the following information:

(1) If you choose Sorenson as your child's default provider, you can port an existing 10-digit number to Sorenson from another provider or Sorenson can provide one for the geographic area where your child lives or works. If you later change the default provider for the account, your child's number can be ported to that provider.

(2) When selecting Sorenson, you must provide to Sorenson the physical address (i.e., the Registered Location) from which your child is placing the call, so that Sorenson can properly route any 911 calls your child may make. If your child moves or changes their location, you must notify Sorenson immediately. You can update the Registered Location from a Sorenson videophone by calling 801-386-8500, phone 800-659-4810 or by visiting www.svrs.com/moving. Sorenson will confirm receipt of your Registered Location information.

(3) Emergency calls made via internet-based Telecommunications Relay Service (TRS) may not function the same as traditional 911 service. For example, your child may not be able to dial 911 if there is an internet-service failure or if your child loses electrical power, and your child's 911 call may not be routed correctly if the Registered Location is not up-to-date. For more information on the process of obtaining 10-digit numbers and the limitations and risks associated with using Sorenson VRS to place a 911 call, please visit Sorenson's website: www.sorenson.com/disclaimer.

(4) For information on toll-free numbering, please visit www.svrs.com/tollfree.

(5) Sorenson Communications reserves the right to refuse service.

(6) You certify that your child has a hearing or speech disability and that he or she needs 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.

(7) You agree to the terms of Sorenson's End User License agreement (EULA), found at <http://www.svrs.com/eula>, on behalf of your child. The EULA is incorporated by reference into this form, and the terms of the EULA are binding upon you and your child and affects legal rights. In addition to other terms, the EULA provides that disputes between you or your child and Sorenson Communications are to be resolved through binding arbitration and replaces the right to go to court. It also limits your ability and the ability of your child to have the case heard as a class action, and waives Sorenson's liability with respect to use of its service for emergency calls, even in the event of Sorenson's negligence. Please review the EULA in its entirety before signing this form.

User Registration Database Consent Disclosure and Consent.

Under Federal Communications Commission (FCC) regulations, Sorenson must collect and submit certain personal information on every VRS user to a centralized User Registration Database (URD). For minors, certain information about a parent or guardian must also be submitted to the URD. By signing this form, you are consenting to the inclusion in the URD of your (i.e., the guardian's) full name, address, date of birth, and last four digits of social security number or alternative documents provided in lieu of social security number; your child's full name, videophone number, 911 address, date of birth; selected VRS provider name (i.e., Sorenson) and dates of service initiation and termination; a digital copy of the self-certification of eligibility for VRS and the date Sorenson obtained the self-certification; the date on which your identification was verified by the provider; the date on which your child last placed a point-to-point or relay call; and any additional information that the FCC may require in the future. Note that failure to provide consent for disclosure of your child's information to the URD will result in denial of service. For further information on how Sorenson uses the information collected on this form, visit http://www.sorenson.com/privacy_policy.

Guardian's Signature: _____ Date: _____



Mail completed application to:
Sorenson Outreach
4192 South Riverboat Road
Salt Lake City, Utah 84123



Fax completed application to:
Sorenson Outreach
Fax: 801-281-1037



Questions?
Email: minors@sorenson.com
VRS: 866-756-6729

Or, you can scan your signed form and return it by email to: minors@sorenson.com

See back page additional signature required. →