

User Registration Database (URD)

As part of the FCC's ongoing commitment to strengthen the Video Relay Service program, the Commission ordered the creation of a centralized database of all VRS users called the Telecommunication Relay Service User Registration Database, also known as the TRS-URD.

Individual Registration

The FCC requires that VRS providers collect certain personal information from their VRS customer. This information includes a customer's (1) full legal name; (2) full residential address; (3) last four digits of their Social Security Number (SSN) or Tribal Identification Number (TIN); and (4) date of birth (DOB). Failing to provide the required information, or supplying inaccurate information, will result in being the customer being denied video relay service.

The customer's information is submitted to the TRS-URD and verified for accuracy. If there are any issues with the verification of the name, address, SSN, or DOB, our Customer Care team works with our customers to manually verify their information. This verification may require that we obtain from the customer validation documentation to confirm the validity of the customer's identity or address. The documentation can include the following document types (a full list can be found on the last page):

- an unexpired driver's license
- an unexpired States government, military or state issued ID
- a birth certificates
- a current income statement from an employer, paycheck stub, or W-2
- a current Utility bill (telephone, electric, water, gas, or internet)
- a current Bank/Credit Card/Loan Statement

If the customer does not have a social security number or Tribal Identification number, the FCC provides for an alternative process to verify the customer's identity and address. Sorenson will assist customers through this process.

For further information about the registration requirements and process, please contact the FCC at ASL Support Line by calling 1-844-432-2275 directly on videophone. Please click [here](#) to learn more about the FCC's requirements and process.

Enterprise and public videophone registration

The FCC requires the registration of all public and enterprise video phones that are accessible to VRS users outside of the home setting. VRS providers are required to gather and submit the following information for registration into the TRS-URD:

- Name of the organization, business, or agency ("Entity") where the videophone is located
- Physical (Headquarter) address of the Entity
- Registered Location of the videophone
- Whether the videophone is a public or enterprise videophone (47 C.F.R. § 64.601)
- For a videophone indicated as enterprise, the location type where the videophone is located within the Entity.
- Service initiation date
- Name of the individual responsible for the videophone(s) ("Entity POC")
- Date certification of use was obtained
- Whether or not the videophone is assigned to a hearing individual who knows sign language

For more information, please review the [Enterprise Registration FAQ's](#) and the Consent and Certification agreements found [here](#). You may also contact Customer Care at 866-756-6729.

Validation Documentation
Bank/Credit Card/Loan Statement (not issued more than 24 months)
Birth certificate
Car Insurance Card (not issued more than 24 month)
Certificate of Naturalization or Certificate of U.S. Citizenship
Current income statement from an employer, paycheck stub or W-2+ (not older than 24 months)
Current mortgage or lease agreement^ - Document showing property being leased or mortgaged; documents must be fully executed/signed by all parties including the registering user, and pages showing name, address and signatures must be included (not issued more than 24 months)
Current mortgage or lease statement - documents showing rent or mortgage payment due/received (not issued more than 24 months)
Dated Residency Attestation Letter – must include registering user’s name, address, & signature of property manager (not issued more than 24 months)
Dated Residency Confirmation Postcard-Provider Distributed/Received (not issued more than 24 months)
Divorce Decree/Agreement
Employer provided work ID or employee ID (not issued more than 24 months)
Government assistance program documents which include the individual’s name and date of birth – documentation must address eligibility/receipt of benefits (not issued more than 24 months)
Government assistance program documents which include the name and address of the individual – documentation must address eligibility/receipt of benefits (not issued more than 24 months)
Insurance Statement/Bill– i.e. car, life, property, health, etc. (not issued more than 24 months)
IRS Form 1095 (A, B, C) (not older than 24 months)
IRS Form 1099 (not older than 24 months)
Marriage License
Medical Bill (not issued more than 24 months)
Military discharge documentation
Prior year’s state, federal or Tribal tax return+ (not older than 24 months)
Retirement/pension statement of benefits (not issued more than 24 month)
School Transcript (not issued more than 24 months)
Student ID (not issued more than 24 months)
Unemployment/worker’s compensation statement of benefits^ (nor issued more than 24 months)
Unexpired driver’s license
Unexpired health insurance card
Unexpired passport
Unexpired Permanent Resident Card or unexpired Permanent Resident Alien Card
Unexpired United States government, military or state issued ID
United States issued Employment Authorization Card
United States issued Visa
USPS Issued Permanent Change of Address Documentation (not issued more than 24 months)
Utility bill- including phone bill (electric, water, gas, internet) (not issued more than 24 months)

