

FCC DISCLAIMER

Governing Language. The English language version of this Disclaimer shall be controlling in all respects, notwithstanding any translation of this Disclaimer made for any purpose whatsoever. If any translation of this Disclaimer conflicts with the English version or contains terms in addition to or different from the English version, the English version shall prevail.

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 +1 (866) 756-6729 or by visiting sorenson.com/support/manage-account/.

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: sorenson.com/vrs/911-legal-disclaimer/. For information on toll-free numbering, please visit sorenson.com/vrs/toll-free-numbers/.

This Disclaimer was last updated and is effective as of August 24, 2024.