

6 Disasters in FCC Numbering: How it can be a disaster or a huge benefit?

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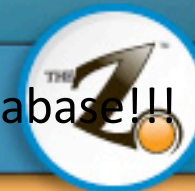


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FCC Numbering Disaster 1.

Keeping your fake Sorenson number.

- The Sorenson number you have had for years is fake (also called a 'proxy' or 'faux' number).
- It only works in the Sorenson community and will not work with other VPs and hearing numbers. It is not a real number.
- When a non-Sorenson VP calls a fake number it will connect to an interpreter not to the VP because the number can never be in the national database and likely belongs to a hearing person.
- If you keep this number and your new 10-digit local number, you will create confusion for various people you communicate with.
- Recommendation: Get one real number per video phone and pick one (see 800 number) and only use 'one number.'
- Make sure Sorenson loads you number in the national database!!!



FCC Numbering Disaster 2

You get 2 or 3 numbers for the same Video Phone

- There is no logical reason for this. Your VP only needs one number from your default provider. Getting multiple numbers for the same VP makes no sense and will cause confusion.
- Recommendation: Get one local number per VP and keep it with that VP. Get the number from the provider of the phone.
- When you want to be called on a specific VP, give out the number for that VP.
- Recommendation: Choose a primary number for your business cards. First, always use your 800 number. Second, use the number of your primary VP.
- Recommendation: For business cards, print the 800 number and the number of your primary VP.



FCC Numbering Disaster 3

You put in a bad or wrong address for 911 in your profile

- When you get a local number, you will be asked for your address.
- This is the default address the 911 responder will come to in the event of an emergency.
- This address will not be shared or used for marketing. Do not give a false address for privacy.
- You do not want to have a fire and have the fire department show up at the wrong address.



FCC Numbering Disaster 4

You hand out more than one number to hearing people

- If you hand out two or three numbers to different people, it will cause confusion. They may call the wrong VP location or answering machine.
- Recommendation: Hand out a card with two numbers – your 800 number and your primary VP local number.
- This will keep it simple and is the equivalent to the hearing world.



FCC Numbering Disaster 5

Your hearing friend gets a big unexpected long distance bill

- Calling a local number is not free if the call originates outside the dialing area.
- Long distance calls can result in a toll charge for the hearing caller. Depending on the length of the call, this could be very expensive to the hearing person calling you. Sorenson's proxy numbers were never pay calls but new local numbers can be.
- 800 numbers are always free regardless of call origination.
- Recommendation: Give your 800 number to all people who do not live close to you or give your 800 number to all hearing.



FCC Numbering Disaster 6

You give a number to someone for your second phone but when they call, your Sorenson VP rings

- Some providers are giving out second VPs with a local number but when calls ring, the wrong VP rings
- This is associated with router configuration and the ability to detect the second VP.
- Recommendation: Make sure your VP and the provider rings the right VP.
- Z Connect from ZVRS/CSDVRS insures this does not happen.

