

Vermont Telecommunication Relay Service (TRS) Users

The Internet Protocol (IP) Caption Telephone (CapTel) Service (CTS) is undergoing changes as mandated by the Federal Communications Commission ("FCC"). ***These changes will not impact Vermont users of the traditional (analog) Caption Telephone Service.***

To combat abuse and misuse, the FCC has added a requirement that IP CTS users be required to provide information for the IP CTS User Registration Database, also known as the IP CTS URD. Users may see an important message on their CapTel display screen that says action is needed. This message is being slowly rolled out – meaning not all IP CTS users will see it right away, but they likely will see it sometime in the coming month or so. This is a legitimate notice from CapTel. More information on this FCC rule can be found [here](#).

The messages may resemble these:

***** Registration Consent *****

To continue service, the FCC requires your consent to transmit your name, address, phone number, DOB, and last 4 digits of your social security number to the TRS user Registration Database.

CapTel.com/consent

Press YES to consent

CapTel 840i/880i

Action Needed:

The Federal Communications Commission (FCC) requires that your name, address, telephone number, date of birth, and last 4 digits of your Social Security Number (or equivalent) be transmitted to the Telecommunication Relay Service (TRS) User Registration Database to assist with the administration of the TRS program. Failure to provide consent will result in denial of service.

I Consent

For more information on why the FCC requires us to collect this information, visit online: CapTel.com/consent

CapTel 2400i

Please be aware: Users do not need to re-enter personal information or provide anything new. They already provided this information when their CapTel phone was registered. The screen simply asks for their permission to store their information in the database according to FCC requirements. See below for full details. Once the user selects "I consent", the message goes away. Failure to provide consent will eventually result in denial of service in the future.

IP CTS Consent to Disclosure of Personal Information

The Federal Communications Commission ("FCC") has established the Telecommunication Relay Service ("TRS") User Registration Database ("URD") which is intended to ensure that Internet Protocol Captioned Telephone Service (IP CTS) is used by verified users only. The FCC is in the process of requiring all IP CTS providers to collect required information which will then be verified for accuracy as a component of registration with the URD. The following required information will be submitted to the URD and made available for review by the FCC, the TRS Fund Administrator, their respective agents, and any person or entity designated by either of them for access to the URD:

- A. user's full name;
- B. user's full residential address;
- C. user's telephone number;
- D. a unique identifier such as the electronic serial number (ESN) of the user's IP CTS device, the user's log-in identification, or the user's email address;

- E. the last four digits of the user's social security number or Tribal Identification number (or alternative documentation, if such documentation is permitted by and has been collected pursuant to FCC Order, 30 FCC Rcd 1093 (CGB 2015));
- F. user's date of birth;
- G. user's registered location (if applicable);
- H. IP CTS provider name;
- I. date of service initiation and (when applicable) termination;
- J. a digital copy of the user's self-certification of eligibility for IP CTS and the date obtained by the provider; and
- K. (for existing users only) the date on which the IP CTS user last placed an IP CTS call.