

Date: Monday, August 10, 2015

Subject: ASL Video about Porting Your Ten-Digit Phone Number for VRS

The FCC's Disability Rights Office released a video in American Sign Language (ASL) about consumers' rights to be fully informed about porting a ten-digit phone number for video relay service (VRS).

The Disability Rights Office has received many complaints and inquiries from consumers about porting a ten-digit number. Porting a number means you are transferring your phone number from one VRS provider to another VRS provider. When the port is complete, your new VRS provider provides all service for your phone number, including VRS calls and direct point-to-point video calls.

Link to "Check In Before You Port Out" video:

<https://www.fcc.gov/encyclopedia/telecommunications-relay-services-trs>

For more information contact the ASL Consumer Support Line at (844) 432-2275 via videophone or email DRO@fcc.gov.