



# NEWS

**Federal Communications Commission**  
**445 12<sup>th</sup> Street, S.W.**  
**Washington, D. C. 20554**

**News Media Information 202 / 418-0500**  
**Internet: <http://www.fcc.gov>**  
**TTY: 1-888-835-5322**

---

This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action.  
See MCI v. FCC, 515 F.2d 385 (D.C. Circ 1974).

---

For Immediate Release:  
April 28, 2009

News Media Contact:  
Rosemary Kimball at (202) 418-0511  
e-mail: [rosemary.kimball@fcc.gov](mailto:rosemary.kimball@fcc.gov)

## FCC RELEASES AMERICAN SIGN LANGUAGE VIDEO EXPLAINING NEW TEN-DIGIT NUMBERING AND EMERGENCY CALL HANDLING PROCEDURES FOR INTERNET-BASED TELECOMMUNICATIONS RELAY SERVICE

Washington, DC -- The Commission has produced a video in American Sign Language to explain the new ten-digit numbering requirements and emergency call handling procedures for Internet-based telecommunications relay services.

The video is available at:  
[http://www.fcc.gov/cgb/dro/numbering\\_and\\_e911\\_for\\_vrs\\_ip.html](http://www.fcc.gov/cgb/dro/numbering_and_e911_for_vrs_ip.html)

Since December 31, 2008, persons with hearing and speech disabilities using Video Relay Service (VRS) or Internet Protocol Relay (IP Relay) – two forms of Internet-based Telecommunications Relay Service (TRS) – have been able to obtain ten-digit geographic telephone numbers that permit access to enhanced 911 (E911) service, as well as facilitate the placing and receiving of IP-based TRS calls.

VRS and IP Relay users obtaining ten-digit telephone numbers can make emergency calls through their primary (“default”) provider and have the call, along with their ten-digit number and Registered Location information, automatically routed to the appropriate public safety answering point, the same E911 call center used by voice telephone users. In addition, all 911 emergency calls made through VRS or IP Relay must receive priority attention so that they will be answered by the first available Communications Assistant ahead of all other non-emergency calls.

Further, with a ten-digit number, voice telephone users calling someone using VRS or IP Relay will simply dial the user’s assigned ten-digit telephone number, rather than the VRS or IP Relay provider’s access number and the user’s IP address or proxy telephone number.

After June 30, 2009, all VRS and IP Relay users must have registered with a default provider – *i.e.*, obtained an ten-digit geographic telephone number and provided location information – in order to place a VRS or IP Relay call (unless it is an emergency call).