



Proposed Customer Classification Table

Compliance Classification	Customer	Information Submitted to URD	Other Information Voluntarily Collected	Certifications	Who Signs Certifications	VRS Calls Allowed	URD Impacts / iTRS / Billing
Individual Standard	Deaf individual and Deaf household	Individual’s Name, Address, DOB, 4SSN/4TIN		Individual Self-Certification, URD Consent	Individual user	Yes	Registered with URDID Registered with TRS Numbering Directory Compensable with URDID
Individual Non-Citizen (589 user)	Deaf individual and Deaf household without SSN or TIN	Individual’s Name, Address, DOB, plus residential and identity documents required by URD		Individual Self-Certification, URD Consent	Individual user	Yes	Registered with URDID (as 589 user) Registered with TRS Numbering Directory Compensable with URDID
Individual Minor	Deaf minor (under 18 years old)	Guardian’s Name, Address, DOB, 4SSN/4TIN. Minor’s DOB	Minor application with guardian consent; minor’s name, address, 4SSN	Individual Self-Certification URD Consent	Guardian	Yes	Registered with URDID Registered with TRS Numbering Directory Compensable with URDID
Individual Hearing	Hearing individual knowing ASL	Individual’s Name, Address, DOB		Hearing Self-Certification, URD Consent	Individual user	P2P Calls Only	Registered with URDID (as hearing) Registered with TRS Numbering Directory Never compensable
Entity Deaf Assigned	Entity, who assigns number to a Deaf staff member (e.g., professor at deaf university)	Entity’s name, Address, Contact Name, Contact Phone Number	Name of staff member assigned	Entity Deaf-Assigned Self-Certification URD Consent Quarterly entity & user verification	Individual assigned to use the phone	Yes	Registered with URDID Registered with TRS Numbering Directory Compensable with URDID
Entity Hearing Assigned	Entity, who assigns number to an ASL-fluent staff member	Entity’s name, Address, Contact Name, Contact Phone Number	Name of staff member assigned to phone	Hearing Self-Certification URD Consent Quarterly entity and user verification	Individual assigned to use the phone	P2P Calls Only	Registered with URDID (as hearing device) Registered with TRS Numbering Directory Never compensable
Entity Public	Entity, who assigns phone to public area e.g. airport terminal, lobby at a hospital	Entity’s name, Address, Contact Name, Contact Phone Number	Name of location	Public-Phone Self-Certification before each VRS call. (No self-certification required for point-to-point calls.)	User placing VRS call.	Yes (with per-call self-certification)	Registered with URDID Registered with TRS Numbering Directory Compensable with URDID & per call self-certification
Entity Supervised Deaf-Use	Entity, who assigns number to a location with supervision (e.g., front desk in an administration office at a university)	Entity’s name, Address, Contact Name, Contact Phone Number	Name of location, Name of person supervising phone	Entity Supervised Self-Certification Quarterly entity & location verification	Individual assigned to supervise use of the phone	Yes	Registered with URDID (as device) Registered with TRS Numbering Directory Compensable with URDID
Entity Mixed-Use (proposed new mode)	Entity, who assigns number to an ASL-fluent counselor who provides services for Deaf individuals e.g. vocational counselor at a state-sponsored institution	Entity’s name, Address, Contact Name, Contact Phone Number	Name of location	Entity Mixed-Use Self-Certification Before Each VRS Call or SignMail retrieval	User placing VRS call.	Yes (with per-call self-certification)	Registered with URDID (as device) Registered with TRS Numbering Directory Compensable with URDID & per call self-certification

Entity includes government agencies, businesses, schools, deaf service organizations, non-profits, and other similarly formally organized groups. Phone numbers (and their associated accounts) are the property of the Entity. Numbers are ported and data updated at the direction of the entity.