

Due to the drastic decrease in the FCC reimbursement rates to compensate VRS providers, Sorenson VRS must now cut its operating hours back during the week and call hold times may increase. The Sorenson VRS Call Center will now be open from 6:30 a.m. to 10:00 p.m. (Mountain Time Zone) Monday through Friday instead of 6:30 a.m. to midnight. Saturday hours will remain the same and calls may be placed from 10:00 a.m. to 6:00 p.m. (Mountain Time Zone).

This presents problem for those living in Hawaii. Since we are on the Hawaii time zone, the service time for Hawaiian residents are really limited. I would like for the services to be open till 8pm Hawaii time zone because I would like for us to be able to use this service at our own comfort.

Thank you,
Karl Mikasa