

Sorenson Video Relay Service — FCC-Funded ASL Video Interpreting

Digital Inclusion · Good practice · United States of America

Quality score: 88/100

Evidence strength: Descriptive / self-reported

Summary

Sorenson VRS (Salt Lake City, USA) lets Deaf and hard-of-hearing Americans call hearing users via live ASL interpreters, funded by the FCC's TRS Fund — the dominant US provider, fined \$34.6M in 2024 for illegal data retention.

Key dimensions

Dimension	Score
Innovation level	2/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-03

[Sorenson Communications, LLC](#) — accessed 2026-07-03

[FCC — \\$34.6 Million Consumer Privacy Investigation Settlement](#) — accessed 2026-07-03

[Private Equity Stakeholder Project — Lost in Interpretation](#) — accessed 2026-07-03

[PR Newswire — Sorenson interpreter training 2024](#) — accessed 2026-07-03

[Wikipedia — Video relay service](#) — accessed 2026-07-03

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