Handsets Meeting ANSI Standard

Microphone Rating
As of February 15, 2010, Verizon Wireless will ensure that at least 10 of its lineup of wireless handsets (or 50% of the total) will meet or exceed the ANSI (American National Standards Institute) hearing aid compatibility standard. Handsets that receive a hearing aid compatibility rating of M3 or M4 have met or surpassed the ANSI hearing aid compatibility standard as adopted by the Federal Communications Commission (FCC).

- M3 rating indicates the handset has satisfied the ANSI standard
- M4 rating indicates the handset has exceeded the ANSI standard

The higher the M-rating the handset has, the lower the Radio Frequency (RF) emissions level and the higher the signal quality of the handset will be. If there is no M-rating then the handset does not meet the ANSI standard. The handset’s M-rating, along with a hearing aid’s M-rating, will assist customers in finding a handset that will work best for them. The hearing aid must be in microphone mode in order to replicate the mode that was used to achieve the rating.

Telecoil Rating
Currently, at least one-third of the handsets Verizon Wireless offers meet the ANSI telecoil standard (or, seven handsets as of February 15, 2010; 10 handsets as of February 15, 2011). Handsets that receive a telecoil rating of T3 or T4 have met or surpassed the required standard as adopted by the FCC.

- T3 rating indicates the handset has satisfied the ANSI standard
- T4 rating indicates the handset has exceeded the ANSI standard

The telecoil rating is in reference to telecoils in some hearing aids. The telecoil is a small device that is built into some hearing aids for use with the telephone as well as assistive listening devices. Not all hearing aids have telecoils. To use the telecoil, generally either the hearing aid is switched to the “T” position or a button on the hearing aid is pushed to select the telecoil setting.
The telecoil picks up magnetic fields generated by telephones and converts these fields into sound. Telecoils are particularly useful for telephone communication because they permit the volume control of a hearing aid to be turned up without creating feedback or “whistling,” and background noise can be reduced, especially when using cell phones in noisy places.

A handset that is compliant for both the microphone rating and the telecoil rating will have both ratings on the handset box and its owner’s manual as well as on the handset description card in the store. If compliant to both standards, the ratings will appear as M3/T3 or M4/T4.

Rating information for handsets can be found on their description cards at your local Verizon Wireless Store and at our online store: verizonwireless.com

New Technologies
This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

Frequently Asked Questions
1) Will handsets that are labeled “hearing aid compatible” (HAC) have any interference that may cause static and buzzing sounds?
It depends on the level of immunity in the hearing aids and the level of reduced emissions from the digital wireless handset. The interference comes from both magnetic and RF (radio frequency) pulses generated by digital wireless handsets. There is no guarantee that handsets labeled “hearing aid compatible” will definitely work for you, but they should improve usability for hearing aid wearers.

2) How will I know if a handset is HAC-compliant?
If the device meets M or T standards of a 3 or higher rating, the M or T, or both, will appear on the phone description card in the Verizon Wireless store or on the feature description list on verizonwireless.com for all applicable devices.

3) How do I know if my hearing aid works with a handset?
Ask your hearing aid healthcare professional if your hearing aids have “cell phone shielding,” for the “M” (microphone) rating of your hearing aids, or if the circuitry design is more immune to interference. This information, along with the M-rating, will be useful to you.

4) May I try the handset before I buy it?
Yes—it is best to try several handsets before you buy to find the best match with your hearing aid. All Verizon Wireless Stores will have M-rated handsets available for you to try in the store. You will be able to place a call to our customer service department so you can determine whether you can hear well on that handset model.

5) Will a non-rated device work with hearing aids?
A lack of a rating does not mean a device will not work with a hearing aid. You are encouraged to test all handsets in the store prior to buying. Please remember that everyone’s hearing loss is different and what works for one person may not work for another.

6) Is an HAC-compliant phone more expensive than a phone without a rating?
No, there is no additional cost for the device.