

PUBLIC NOTICE

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COMMUNICATION SERVICE FOR THE DEAF, INC. APPROVED TO ACCESS THE TRS NUMBERING DIRECTORY AS A QUALIFIED DIRECT VIDEO ENTITY

CG DOCKET NOS. 03-123 & 10-51

The Consumer and Governmental Affairs Bureau (Bureau) of the Federal Communications Commission (Commission) approves the application of Communication Service for the Deaf, Inc. (CSD) for access to the Telecommunications Relay Services (TRS) Numbering Directory (Directory) as a Qualified Direct Video Entity, effective immediately.¹ As discussed below, we find that CSD demonstrates a legitimate need for access to the TRS Numbering Directory and an awareness of its regulatory obligations.²

Background. In 2019, to enable more effective direct video communication using American Sign Language (ASL) between consumers with hearing or speech disabilities and customer support call centers, the Commission modified its rules to allow qualifying entities to seek certification for access to the Directory.³ Such Directory access, which is available to a “Qualified Direct Video Entity,”⁴ facilitates the routing of direct video calls between VRS users and customer support call centers.⁵

On September 11, 2020, CSD filed an application with the Bureau seeking access to the Directory as a Qualified Direct Video Entity.⁶

¹ See 47 CFR § 1.102(b) (providing that non-hearing actions taken pursuant to delegated authority be effective upon release of the document with the full text of such action).

² See 47 CFR § 64.613(c)(2). The TRS Numbering Directory contains routing information for North American Numbering Plan telephone numbers assigned to video relay service (VRS) users and certain other video communication users. 47 CFR § 64.613.

³ *Structure and Practices of the Video Relay Service Program, Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket Nos. 10-51 and 03-123, Report and Order and Further Notice of Proposed Rulemaking, 34 FCC Rcd 3396, 3403, para. 11 (2019) (*Direct Video Access Order*).

⁴ A “Qualified Direct Video Entity” is an individual or entity that is approved by the Commission for access to the TRS Numbering Directory, that is engaged in direct video customer support, and that (1) is the end-user customer that has been assigned a telephone number used for direct video customer support calls or (2) is the designee of such entity. 47 CFR § 64.601(a)(34). “Direct video customer support,” in turn, is a “telephone customer support operation that enables callers with hearing or speech disabilities to engage in real-time direct video communication in ASL with ASL speakers in a call center operation.” 47 CFR § 64.601(a)(15).

⁵ *Direct Video Access Order*, 34 FCC Rcd at 3396; see also 47 CFR § 64.613(c)(1). These rules became effective October 23, 2020. Federal Communications Commission, *Improving Video Relay Service and Direct Video Calling; Implementing Kari’s Law and Section 506 of RAY BAUM’S Act; Inquiry Concerning 911 Access, Routing and Location in Enterprise Communications Systems; Amending the Definition of Interconnected VoIP Service; Video Relay Service Call Handling*, 85 FR 67447 (Oct. 23, 2020).

CSD's Qualifications. The Commission may approve an application for Directory access if the applicant demonstrates a legitimate need for such access and an awareness of its regulatory obligations.⁷ These obligations include compliance with the rules and regulations governing VRS providers' access to use of the Directory, instructions of the TRS Numbering administrator, and applicable standards pertaining to privacy, security, reliability, and interoperability.⁸

We approve CSD's application for access to the Directory. CSD has provided the following information required by our rules: (1) the applicant's name, address, telephone number, and email address; (2) a description of the service to be provided; (3) an acknowledgment that Directory access is conditional on compliance with applicable Commission rules, obligations, and standards; (4) contact information for personnel responsible for such compliance; and (5) certification that the applicant's description of service meets the definition of direct video customer support and that the information provided is accurate and complete.⁹ This information and other material provided in the application sufficiently demonstrate CSD's legitimate need to access the Directory and its awareness of its regulatory obligations.¹⁰ This authorization shall remain in effect until terminated pursuant to section 64.613(c)(3).¹¹

CSD's Petition for Limited Waiver is dismissed as moot. The Commission's rules authorizing Directory access by qualified entities have become effective and are satisfied by CSD's application. Therefore, the rule waivers requested in CSD's prior petition are no longer needed.

People with Disabilities. To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Bureau at 202-418-0530 (voice).

Additional Information. For additional information regarding this Notice, please contact Halie Peacher, Disability Rights Office, Consumer and Governmental Affairs Bureau, at (202) 418-0514, or email at Halie.Peacher@fcc.gov.

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⁶ Direct Video Numbering Directory Access Application for CSD, CG Docket Nos. 10-51 and 03-123 (filed Sept. 11, 2020), <https://ecfsapi.fcc.gov/file/10911582014683/REDACTED%20CSD%20QDVE%20application%209.11.pdf> (CSD Application); *see also* Amendment to Direct Video Numbering Directory Access Application for CSD, CG Docket Nos. 03-123 and 10-51 (filed Jan. 19, 2021), <https://ecfsapi.fcc.gov/file/10119196166342/CSD%20QDVE%20Application%20Amendment%20v01192021.pdf> (CSD First Amendment); Amendment No. 2 to Direct Video Numbering Directory Access Application for CSD, CG Docket Nos. 10-51 and 03-123 (filed March 22, 2021), https://ecfsapi.fcc.gov/file/10322227265807/CSD_Second_Amendment_to_DVC_Application_March_22_2021.pdf (CSD Second Amendment). Before the *Direct Video Access Order* became effective, CSD had sought a waiver of certain rules to allow it to have Directory access. CSD Petition for Limited Waiver of 47 C.F.R. Sections 64.613(A)(1), 64.613(A)(2), 64.613(A)(4), 64.613(B)(2) and 64.623(C) of the Commission's Regulations, CG Docket Nos. 10-51 and 03-123 (filed May 26, 2017), <https://ecfsapi.fcc.gov/file/105261795200602/Waiver%20Request%20-%20Connect%20Direct.pdf> (CSD Petition for Limited Waiver). The CSD Petition for Limited Waiver is attached as an exhibit to CSD's application. CSD Application, Exh. B.

⁷ 47 CFR § 64.613(c)(2); *Direct Video Access Order*, 34 FCC Rcd at 3404, para. 13.

⁸ 47 CFR § 64.613(c)(5); *Direct Video Access Order*, 34 FCC Rcd at 3405, para. 16 & n.58.

⁹ CSD Application at 2-3; CSD First Amendment at 1-2; 47 CFR § 64.613(c)(1).

¹⁰ *See* CSD Application, Exh. A (confidential) (providing additional detail on the service to be provided); *see also id.* at Exh. B (CSD Petition for Limited Waiver); *id.* at 1, 3-4 (detailing CSD's history in call center support and the development of direct video calling, listing applicable requirements, and detailing its familiarity and prior experience with Commission rules and obligations).

¹¹ 47 CFR § 64.613(c)(3)(i)-(iii).