



PUBLIC NOTICE

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**EXTENSION OF CONDITIONAL CERTIFICATIONS
OF CAPTIONCALL, LLC, AND SORENSON COMMUNICATIONS, LLC,
TO PROVIDE TELECOMMUNICATIONS RELAY SERVICES**

CG Docket Nos. 03-123 and 10-51

By the Chief, Consumer and Governmental Affairs Bureau:

By this Public Notice, the Consumer and Governmental Affairs Bureau (Bureau) extends until June 30, 2025, the conditional certification for CaptionCall, LLC (CaptionCall), to provide Internet Protocol Captioned Telephone Service (IP CTS) supported by the Interstate Telecommunications Relay Service Fund (TRS Fund).¹ The Bureau also extends until June 30, 2025, the conditional certification for Sorenson Communications, LLC (Sorenson), to provide Video Relay Service (VRS) supported by the TRS Fund.²

On March 23, 2022, the Bureau granted conditional certifications to CaptionCall and Sorenson for the provision of IP CTS and VRS, respectively, following the acquisition of majority ownership of both CaptionCall and Sorenson by Ariel GP Holdco, LLC (Ariel).³ Both conditional certifications were granted for a period of two years, until March 23, 2024, and subsequently extended through December 31,

¹ See *Structure and Practices of the Video Relay Service Program*, CG Docket No. 10-51, Second Report and Order and Order, 26 FCC Rcd 10898, 10914-15, para. 37 (2011) (authorizing conditional certification). IP CTS is a form of Internet-based TRS that permits an individual who can speak but who has difficulty hearing over the telephone to use a telephone and an Internet Protocol-enabled device via the Internet to simultaneously listen to the other party and read captions of what the other party is saying. See 47 CFR § 64.601(a)(25) (defining IP CTS). Captions may be displayed on a specialized IP CTS device or an off-the-shelf computer, tablet, or smartphone. Internet-based TRS providers obtain certification from the Federal Communications Commission to be eligible to receive compensation from the TRS Fund. *Id.* § 64.606.

² VRS is a form of Internet-based TRS that uses a broadband Internet connection between the VRS user and the communications assistant (CA) to enable a person using American Sign Language to communicate over video with another party through a CA. During a VRS call, the CA relays the communications between the two parties, signing what the other party says to the deaf or hard of hearing user and responding in voice to the other party to the call. See 47 CFR § 64.601(a)(53) (defining VRS).

³ See *Grant of Conditional Certification for CaptionCall, LLC, to Provide Internet Protocol Captioned Telephone Services After Its Acquisition by Ariel GP Holdco, LLC*, CG Docket No. 03-123, 37 FCC Rcd 3995 (CGB 2022); *Grant of Conditional Certification for Sorenson Communications, LLC, to Provide Video Relay Service After Its Acquisition by Ariel GP Holdco, LLC*, CG Docket Nos. 03-123 and 10-51, 37 FCC Rcd 3990 (CGB 2022).

2024.⁴ On April 18, 2022, Ariel filed separate applications for full certification of CaptionCall⁵ and Sorenson⁶ as providers of IP CTS and VRS, respectively, eligible for compensation from the TRS Fund under the Ariel ownership. On October 29, 2024, the Bureau released a Public Notice seeking comment on CaptionCall's and Sorenson's applications for full certification.⁷ The Private Equity Stakeholder Project filed comments regarding Sorenson's VRS application, and Sorenson filed reply comments.

The Bureau requires additional time to evaluate CaptionCall's and Sorenson's applications for full certification. Therefore, we extend until June 30, 2025, CaptionCall's and Sorenson's conditional certifications to provide IP CTS and VRS, respectively. These extensions are without prejudice to the Commission's final determination on the full certification applications. The extensions are effective upon release of this Public Notice.

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 further information regarding this Notice, please contact William Wallace, Disability Rights Office, Consumer and Governmental Affairs Bureau, at 202-418-2716 or by e-mail to William.Wallace@fcc.gov.

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⁴ See *Extension of Conditional Certifications of CaptionCall, LLC, and Sorenson Communications, LLC, to Provide Telecommunications Relay Services*, CG Docket Nos. 03-123 and 10-51, Public Notice, 39 FCC Rcd 2937 (CGB 2024).

⁵ See Application of CaptionCall, LLC, as Majority-Owned and Controlled by Ariel GP Holdco, LLC, for Certification to Provide Internet Protocol Captioned Telephone Service, CG Docket No. 03-123 (filed Apr. 18, 2022) (redacted); Supplemental Update to CaptionCall, LLC's Internet-Based TRS Certification Application for Internet Protocol Captioned Telephone Service, CG Docket No. 03-123 (filed Sept. 17, 2024) (disclosing certain previously redacted information); Supplemental Update to CaptionCall, LLC's Internet-Based TRS Certification Application for Internet Protocol Captioned Telephone Service, CG Docket No. 03-123 (filed Dec. 5, 2024) (updating list of officers and directors).

⁶ See Application of Sorenson Communications, LLC, as Majority-Owned and Controlled by Ariel GP Holdco, LLC, for Certification to Provide Video Relay Service, CG Docket Nos. 10-51 and 03-123 (filed Apr. 18, 2022) (redacted); Supplemental Update to Sorenson Communications, LLC's Internet-Based TRS Certification Application for Video Relay Service, CG Docket No. 03-123 (filed Sept. 17, 2024) (disclosing certain previously redacted information); Supplemental Update to Sorenson Communications, LLC's Internet-Based TRS Certification Application for Video Relay Service, CG Docket No. 03-123 (filed Dec. 5, 2024) (updating list of officers and directors).

⁷ See *Comment Sought on Application of Sorenson Communications, LLC, for Certification as a Provider of Video Relay Service; Comment Sought on Applications of CaptionCall, LLC, for Certification as a Provider of Internet Protocol Captioned Telephone Service*, CG Docket Nos. 10-51 and 03-123, DA 24-1113 (Oct. 29, 2024).