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EXTENSION OF CONDITIONAL CERTIFICATION OF HAMILTON RELAY, INC. TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE

CG Docket No. 03-123

By the Chief, Consumer and Governmental Affairs Bureau:

By this Public Notice, the Consumer and Governmental Affairs Bureau (Bureau) extends until December 31, 2024, the conditional certification for Hamilton Relay, Inc. (Hamilton), to provide fully automatic Internet Protocol Captioned Telephone Service (IP CTS) supported by the Interstate Telecommunications Relay Services (TRS) Fund.¹

On April 20, 2022, the Bureau granted conditional certification to Hamilton for the provision of IP CTS on a fully automatic basis for a period of two years, until April 20, 2024.² The Federal Communications Commission requires additional time to evaluate Hamilton's application for full certification.³ Therefore, we extend until December 31, 2024, Hamilton's conditional certification to provide IP CTS on a fully automatic basis. This extension is without prejudice to the Commission's final

¹ See Telecommunications Relay Services and Speech-to-Speech Relay Services for Individuals with Hearing and Speech Disabilities, Memorandum Opinion and Order, CG Docket No. 03-123, 37 FCC Rcd 5227 (CGB 2022) (Hamilton ASR Certification); 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)(23) (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. With the fully automatic form of IP CTS, automatic speech recognition (ASR) technology is used to produce captions for telephone calls without the participation of a communications assistant (CA). Misuse of Internet Protocol (IP) Captioned Telephone Service; Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket Nos. 13-24 and 03-123, Report and Order, Declaratory Ruling, Further Notice of Proposed Rulemaking, and Notice of Inquiry, 33 FCC Rcd 5800, 5827, para. 48 (2018).

² See Hamilton ASR Certification.

³ See Sixth Amendment to Application of Hamilton Relay, Inc. for Certification as a Provider of Internet Protocol Captioned Telephone Services, CG Docket Nos. 10-51 and 03-123 (filed July 9, 2021) (Sixth Amendment) (seeking permission to provide fully automatic IP CTS), https://www.fcc.gov/ecfs/document/1070942156998/1 (redacted); Seventh Amendment to Application of Hamilton Relay, Inc. for Certification as a Provider of Internet Protocol Captioned Telephone Services, CG Docket Nos. 10-51 and 03-123 (filed Mar. 24, 2022), https://www.fcc.gov/ecfs/document/103250348902238/1; Eighth Amendment to Application of Hamilton Relay, Inc. for Certification as a Provider of Internet Protocol Captioned Telephone Services, CG Docket Nos. 10-51 and 03-123 (filed Jan. 13, 2023), https://www.fcc.gov/ecfs/document/10113285203338/1 (redacted).

determination on the full certification application. The extension is effective upon release of this Public Notice.

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For further information regarding this item, please contact Joshua Mendelsohn, Disability Rights Office, Consumer and Governmental Affairs Bureau, at 202-559-7304 or by e-mail to Joshua.Mendelsohn@fcc.gov.

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