

PUBLIC NOTICE

Federal Communications Commission
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360 DIRECT VIDEO 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) approves the application of 360 Empower Consulting, LLC, doing business as 360 Direct Video (360 Direct Video) for access to the Telecommunications Relay Services (TRS) Numbering Directory as a Qualified Direct Video Entity.¹ This authorization is effective upon release of this Public Notice.² As discussed below, we find that 360 Direct Video demonstrates a legitimate need for access to the TRS Numbering Directory and an awareness of its regulatory obligations.³

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 Federal Communications Commission (Commission) modified its rules to allow qualifying entities to seek certification for access to the TRS Numbering Directory.⁴ Such access, which is available to a Qualified Direct Video Entity, facilitates the routing of direct video calls between sign language users and customer support call centers.⁵

On August 1, 2023, 360 Direct Video filed an application with the Bureau seeking access to the TRS Numbering Directory as a Qualified Direct Video Entity.⁶

¹ 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 is the end-user customer that has been assigned a telephone number used for direct video customer support calls or is the designee of such entity. 47 CFR § 64.601(a)(35)(i). “Direct video customer support” is a “telephone customer support operation that enables callers with hearing or speech disabilities to engage in real-time direct video communication in [American Sign Language] with ASL speakers in a call center operation.” *Id.* § 64.601(a)(16).

² *See id.* § 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).

³ *See id.* § 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. *Id.* § 64.613(a)(1).

⁴ *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*).

⁵ *Direct Video Access Order*, 34 FCC Rcd at 3403, para. 11; *see also* 47 CFR § 64.613(c)(1).

⁶ 360 Empower Consulting, LLC DBA 360 Direct Video Applies to Be Recognized as a Qualified Direct Video Entity with Access to the TRS Numbering Directory for Direct Video Communication as Outlined in 47 C.F.R. Sections 64.613(a)(1), 64.613(a)(2), 64.613(b)(2), 64.623(c) [as in original], 64.613(a)(4) of the Commission’s

(continued....)

360 Direct Video's Qualifications. The Commission may approve an application for TRS Numbering 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 TRS Numbering Directory, instructions of the TRS Numbering administrator, and applicable standards pertaining to privacy, security, reliability, and interoperability.⁸

We approve 360 Direct Video's application, as supplemented, for access to the TRS Numbering Directory. 360 Direct Video 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 TRS Numbering 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 360 Direct Video's legitimate need to access the TRS Numbering Directory and its awareness of its regulatory obligations.¹⁰ This authorization shall remain in effect until terminated pursuant to section 64.613(c)(3) of the Commission's rules.¹¹

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 Public Notice, please contact Joshua Mendelsohn, Disability Rights Office, Consumer and Governmental Affairs Bureau, at (202) 559-7304, or email at Joshua.Mendelsohn@fcc.gov.

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Regulations, CG Docket Nos. 10-51, 03-123, 10-191, and 05-196 (filed August 1, 2023) (360 Direct Video Application), <https://www.fcc.gov/ecfs/document/108100912512133/1>; *see also* Amendment No. 1 to Direct Video Numbering Directory Access Application for 360 Empower Consulting LLC DBA 360 Direct Video, CG Docket Nos. 03-123 and 10-51 (filed Feb. 16, 2024) (360 Direct Video Application Supplement), <https://www.fcc.gov/ecfs/document/10215047293533/1>.

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.

⁹ 360 Direct Video Application at 5; 360 Direct Video Application Supplement at 1-3; 47 CFR § 64.613(c)(1).

¹⁰ *See* 360 Direct Video Application at 5 (providing detail on the service to be provided); *see also* 360 Direct Video Application Supplement at 1-3 and Appendix 1 (listing applicable requirements, describing current and future operations for calls).

¹¹ 47 CFR § 64.613(c)(3).