

Before the
Federal Communications Commission
Washington, D.C. 20554

In the Matter of
Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities
Structure and Practices of the Video Relay Service Program
CG Docket No. 03-123
CG Docket No. 10-51

ORDER

Adopted: June 28, 2024

Released: June 28, 2024

By the Chief, Consumer and Governmental Affairs Bureau:

I. INTRODUCTION

1. In this Order, the Consumer and Governmental Affairs Bureau (CGB or Bureau) of the Federal Communications Commission (Commission) sets per-minute provider compensation for certain telecommunications relay services (TRS) supported by the Interstate TRS Fund (TRS Fund, or Fund) for the Fund Year beginning July 1, 2024, and ending June 30, 2025 (2024-25 Fund Year).1 For Fund Year 2024-25, the per-minute compensation for interstate TRS provided through state programs shall be: (1) for traditional (TTY-based) TRS, \$6.1229; (2) for speech-to-speech relay service (STS), \$7.2539; and (3) for captioned telephone service (CTS), \$2.7867. Per-minute compensation for Fund Year 2024-25 for IP Relay shall be \$2.1252, and, for Video Relay Service (VRS), \$8.06 for small providers, who provide 1 million monthly minutes or fewer; \$6.51 for Tier 1, applicable to a provider’s first 1 million monthly minutes; \$4.07 for Tier II, applicable to a provider’s monthly minutes in excess of 1 million; and a \$0.20 additive rate for Video-Text service.

2. We also grant, on our own motion, a limited temporary waiver of the June 30, 2024, expiration of the current TRS Fund compensation formula for Internet Protocol Captioned Telephone Service (IP CTS). The current compensation formula for IP CTS is extended until July 31, 2024; the waiver is effective through that date unless a different expiration date is set by subsequent Commission action.

3. In addition, we determine the total TRS funding requirement and contribution factors that determine the amounts that telecommunications carriers and other covered service providers must contribute to the Fund. Based on the above compensation formulas, projected demand for each service, projected Fund administration expenses, and application of the projected surplus from the previous Fund year, the net funding requirement is \$1,490,582,564. For support of TRS provided through state programs, we approve a carrier contribution factor of 0.00024, applied to contributors’ interstate and international end-user revenues.2 For support of Internet-based TRS—IP CTS, IP Relay, and VRS—we

1 TRS enables an individual who is deaf, hard of hearing, or deafblind or who has a speech disability to communicate by telephone or other device through the telephone system. See 47 U.S.C. § 225(a)(3). TRS is provided in a variety of ways. Currently, interstate TRS calls and all Internet Protocol (IP) based TRS calls, both intrastate and interstate, are supported by the Fund. 47 CFR § 64.604(c)(5)(ii).

approve a carrier contribution factor of 0.01952, applied to contributors' intrastate, interstate, and international end-user revenues.³

II. BACKGROUND

4. *IP Relay.* On June 30, 2022, the Commission adopted a four-year compensation plan for IP Relay.⁴ The Commission set a compensation amount of \$1.9576 per minute, subject to annual adjustment by application of an inflation factor based on a cost index compiled by the U.S. Department of Labor.⁵ In December 2023, the Commission adopted a technical amendment to clarify how the inflation adjustment factor should be calculated.⁶

5. *VRS Compensation.* On September 28, 2023, the Commission released a five-year compensation plan for VRS.⁷ For VRS providers handling 1 million or fewer VRS minutes per month, the Commission set a compensation amount of \$7.77 per minute for all minutes, and, for VRS providers handling more than 1 million VRS minutes per month, the Commission set a compensation amount of \$6.27 per minute for the first 1 million minutes and \$3.92 per minute for all additional monthly minutes.⁸ Additionally, for Video-Text service, the Commission set a compensation additive of \$0.19 per minute.⁹ These amounts are subject to annual adjustment by application of an inflation factor based on a cost index compiled by the U.S. Department of Labor.¹⁰

6. *IP CTS Compensation.* The current compensation formula for IP CTS, established by the Commission in 2020, was initially set to expire on June 30, 2022.¹¹ In an Order adopted June 30, 2022, the Bureau found good cause to issue a limited waiver extending the IP CTS compensation formula through June 30, 2023.¹² In a Notice of Proposed Rulemaking adopted in December 2022, the Commission sought comment on setting IP CTS compensation for the next period.¹³ Pending the

(Continued from previous page) _____

² See 47 CFR § 64.604(c)(5)(iii)(A)(i).

³ See *id.* § 64.604(c)(5)(iii)(A)(ii).

⁴ *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Petition for Rulemaking of Sprint Corporation*, CG Docket No. 03-123 and RM-11820, Report and Order, 37 FCC Rcd 8009 (2022) (*2022 IP Relay Compensation Order*).

⁵ *Id.* at 8013, para. 9.

⁶ *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program; Petition for Rulemaking and Interim Waiver of Convo Communications, LLC*, CG Docket Nos. 03-123, and 10-51, Report and Order and Order, FCC 23-116, at 16-17, paras. 38-40 (Dec. 20, 2023).

⁷ *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program*, CG Docket Nos. 03-123 and 10-51, Report and Order and Further Notice of Proposed Rulemaking, FCC 23-78 (Sept. 28, 2023) (*2023 VRS Compensation Order*).

⁸ *Id.* at 3, para. 4.

⁹ *Id.*

¹⁰ *Id.*

¹¹ *Misuse of Internet Protocol (IP) Captioned Telephone Service; Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program*, CG Docket Nos. 13-24, 03-123, and 10-51, 35 FCC Rcd 10866, 10883, para. 33 (2020) (*2020 IP CTS Compensation Order*).

¹² *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program*, CG Docket Nos. 03-123 and 10-51, Order, 37 FCC Rcd 7667 (CGB 2022) (*2022 TRS Funding Order*).

Commission's adoption of a revised compensation plan, the Bureau found good cause to further extend the IP CTS compensation formula through June 30, 2024.¹⁴

7. On May 1, 2024, the TRS Fund administrator, Rolka Loube Associates LLC (Rolka Loube), submitted to the Commission an annual report on the TRS Fund with recommendations for provider compensation, the TRS Fund budget, and contribution factors for the 2024-25 Fund Year.¹⁵ On May 10, 2024, the Bureau sought comment on the administrator's recommendations.¹⁶ The Commission received comments from ClearCaptions, LLC (ClearCaptions), Convo Communications, LLC (Convo), and Hamilton Relay, Inc. (Hamilton),¹⁷ and reply comments from ClearCaptions.¹⁸ On June 13, the administrator filed a supplement to the annual report, updating the recommended contribution factors.¹⁹

III. DISCUSSION

A. Compensation for Traditional TRS, STS, CTS, IP Relay, and VRS

8. *Traditional TRS, STS, and CTS.* For traditional TRS, STS, and CTS, we approve Rolka Loube's per-minute compensation recommendations for the 2024-25 Fund Year: \$6.1229 for interstate traditional TRS; \$7.2539 for interstate STS; and \$2.7867 for interstate CTS. These compensation levels represent increases in per-minute compensation of approximately 7% for traditional TRS, 5.9% for STS, and 4.7% for CTS.²⁰ Under the Multi-State Average Rate Structure (MARS) methodology adopted by the Commission in 2007, per-minute compensation for interstate use of these relay services is determined by aggregating each state program's payments for intrastate use of the relay service in the previous Fund Year and dividing total state payments by total intrastate minutes.²¹ The calculation of MARS support

(Continued from previous page) _____

¹³ *Internet Protocol Captioned Telephone Service Compensation; Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Misuse of Internet Protocol (IP) Captioned Telephone Service*, CG Docket Nos. 22-408, 03-123, and 13-24, Notice of Proposed Rulemaking and Order on Reconsideration, 37 FCC Rcd 15243 (2022) (*2022 IP CTS Compensation Notice*).

¹⁴ *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program*, CG Docket Nos. 03-123 and 10-51, Order, 38 FCC Rcd 6058, 6063-64, paras. 14-17 (CGB 2023) (*2023 TRS Funding Order*).

¹⁵ Rolka Loube Associates LLC, Interstate Telecommunications Relay Services Fund Payment Formula and Fund Size Estimate, CG Docket Nos. 03-123 and 10-51 (filed May 6, 2024), <https://www.fcc.gov/ecfs/search/search-filings/filing/10506289045837> (2024 TRS Fund Report). Each May, the Fund administrator recommends TRS payment formulas and revenue requirements for the next Fund Year. 47 CFR § 64.604(c)(5)(iii)(E), (H).

¹⁶ *Rolka Loube Associates Submits Payment Formulas and Funding Requirements for the Interstate Telecommunications Relay Services Fund*, CG Docket No. 03-123, Public Notice, DA 24-448 (CGB May 10, 2024) (*2024 TRS Report Public Notice*).

¹⁷ Comments of ClearCaptions LLC (filed May 28, 2024) (ClearCaptions Comments); Comments of Convo Communications, LLC (filed May 28, 2024); Comments of Hamilton Relay, Inc. (filed May 28, 2024) (Hamilton Comments).

¹⁸ Reply Comments of ClearCaptions, LLC (filed June 7, 2024) (ClearCaptions Reply).

¹⁹ Rolka Loube, Interstate Telecommunications Relay Services Fund; Payment Formula and Fund Size Estimate; Supplemental Comment, CG Docket Nos. 03-123 and 10-51 (filed June 13, 2024), <https://www.fcc.gov/ecfs/search/search-filings/filing/1061792927674> (2024 TRS Fund Report Supplement).

²⁰ 2024 TRS Fund Report at 6-8. Consistent with previous compensation determinations, the STS plan includes a supplemental per-minute amount (\$1.1311) to be used for STS outreach. *Id.*; see also *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order and Declaratory Ruling, 22 FCC Rcd 20140, 20170, para. 57 (2007) (*2007 TRS Compensation Methodology Order*).

²¹ See *2007 TRS Compensation Methodology Order*, 22 FCC Rcd at 20151-61, paras. 16-38.

levels for the current year is shown in Rolka Loubé's report.²² Hamilton supports the administrator's recommendations,²³ and no commenter opposes them. We conclude that Rolka Loubé's recommended formulas correctly apply the MARS methodology.

9. *IP Relay*. Pursuant to the four-year compensation plan adopted by the Commission in 2022,²⁴ the per-minute compensation amount for Fund Year 2024-25 is the current year's compensation amount plus an inflation adjustment. The amount of this adjustment, 3.77%, is determined by the change in the Employment Cost Index for private industry workers in professional, scientific, and technical services (the Index), as compiled by the Bureau of Labor Statistics of the U.S. Department of Labor, between the fourth quarter of 2022 (4Q 2022) and the fourth quarter of 2023 (4Q 2023).²⁵ The IP Relay compensation amount for Fund Year 2024-25 is \$2.1252 per minute.

10. *VRS*. Pursuant to the five-year compensation plan adopted by the Commission in 2023,²⁶ the per-minute compensation amounts for Fund Year 2024-25 are the current year's compensation amounts plus an inflation adjustment. The amount of this adjustment, 3.77%, is determined in the same manner as for IP Relay.²⁷ The VRS compensation amounts for Fund Year 2024-25 are \$8.06 for small providers, who provide 1 million monthly minutes or fewer; \$6.51 for Tier 1, applicable to a provider's first 1 million monthly minutes, \$4.07 for Tier II, applicable to a provider's monthly minutes in excess of 1 million; and a \$0.20 additive rate for Video-Text service.²⁸

B. Compensation for IP CTS

11. Given the pendency of the Commission's rulemaking on a revised IP CTS compensation plan, we grant, on our own motion, a temporary waiver of the June 30, 2024, expiration of the current TRS Fund compensation formula for IP CTS. We extend the IP CTS compensation formula through July 31, 2024—unless a different expiration date is set by subsequent Commission action. This action will ensure that the continued provision of IP CTS is supported, without disruption.

12. *Waiver Standard*. A Commission rule may be waived for good cause shown.²⁹ In particular, waiver of a rule is appropriate where the particular facts make strict enforcement of a rule inconsistent with the public interest.³⁰ In addition, we may take into account considerations of hardship, equity, or more effective implementation of overall policy on an individual basis.³¹ Waiver of a rule is

²² 2024 TRS Fund Report at 6-8, Exh. 1-1.

²³ See Hamilton Comments at 2-4.

²⁴ See 2022 IP Relay Compensation Order, FCC 22-48.

²⁵ See *id.*, para. 43; 47 CFR § 64.640(c)-(d). This index is found at <https://beta.bls.gov/dataViewer/view/timeseries/CIS20154000000000>. The formula also may be adjusted for recovery of exogenous costs. See *id.* § 64.640(e). T-Mobile, the only IP Relay provider, has not requested compensation for any exogenous costs.

²⁶ See generally 2023 VRS Compensation Order.

²⁷ See *id.* at 3, para. 4.

²⁸ Convo supports the administrator's recommendations for VRS, and no commenter opposes them. See Convo Comments at 1-3.

²⁹ 47 CFR § 1.3 (providing for suspension, amendment, or waiver of Commission rules, in whole or in part, for good cause shown).

³⁰ *Northeast Cellular Tel. Co. v. FCC*, 897 F.2d 1164, 1166 (D.C. Cir. 1990).

³¹ *WAIT Radio v. FCC*, 418 F.2d 1153, 1159 (D.C. Cir. 1969), *cert. denied*, 409 U.S. 1027 (1972); *Northeast Cellular*, 897 F.2d at 1166.

appropriate if special circumstances warrant a deviation from the general rule and such deviation will serve the public interest and will not undermine the policy underlying the rule.³²

13. We find good cause to waive the expiration date of the current compensation formula for IP CTS. Establishing a methodology and compensation formula for Internet-based TRS is inherently complex,³³ and while the Commission has sought comment on a revised compensation plan for IP CTS, it has not yet completed consideration and adoption of such revised plan.³⁴ Continuing the current compensation level for IP CTS for a short period will provide certainty and stability to TRS providers pending final Commission action. If we were to let the current compensation plan expire without providing for interim payments, IP CTS would cease to be available to consumers with disabilities who rely on them for functionally equivalent communication.³⁵ Under such circumstances, it is administratively efficient and consistent with prior practice to extend the current compensation formula, pending resolution of Commission action.

14. Therefore, we direct the TRS Fund administrator to continue compensating providers of IP CTS under the current compensation formula through July 31, 2024, unless a different expiration date is set by subsequent Commission action.³⁶ This action does not preclude a true-up of compensation for one or both services, should the Commission deem that necessary after determining the compensation

³² *Northeast Cellular*, 897 F.2d at 1166; *NetworkIP, LLC v. FCC*, 548 F.3d 116, 127-128 (D.C. Cir. 2008).

³³ See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program*, CG Docket Nos. 03-123 and 10-51, Order, 35 FCC Rcd 5469 (CGB 2020) (*2020 IP CTS Compensation Waiver Order*) (extending IP CTS compensation levels for three months to allow the submission of additional data for the Commission to reach an informed decision on IP CTS compensation); see also *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program*, CG Docket Nos. 03-123 and 10-51, Order, 32 FCC Rcd 5142, 5147, para. 15 (CGB 2017) (extending the compensation period for VRS pending further action by Commission to establish a new compensation methodology); *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program*, CG Docket Nos. 03-123 and 10-51, Order, 26 FCC Rcd 9972, 9980-81, paras. 22-23 (2011) (adopting interim VRS compensation levels pending Commission completion of a proceeding addressing VRS market structure and compensation methodology issues); *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket No. 03-123, Order, 21 FCC Rcd 7018, 7027, paras. 28-29 (CGB 2006) (extending the VRS compensation levels for one year or until the Commission adopts new VRS compensation levels pursuant to new cost recovery rules); *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CC Docket No. 98-67, Order, 18 FCC Rcd 12823, 12832-33, paras. 24, 26, 28 (CGB 2003) (adopting interim cost recovery compensation levels for TRS providers subject to modification pending further analysis of relevant cost data).

³⁴ See *supra* para. 6.

³⁵ See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program*, CG Docket Nos. 03-123 and 10-51, Notice of Proposed Rulemaking and Order, 36 FCC Rcd 8802, 8818, para. 43 (2021) (*2021 VRS Compensation Notice*).

³⁶ Hamilton, in its comments, supports the temporary continuation of the \$1.30-per-minute formula for IP CTS “[t]o the extent that the Commission has not adopted a new long-term IP CTS rate methodology by June 30, 2024.” Hamilton Comments at 6. Hamilton and ClearCaptions both make recommendations regarding the IP CTS rate methodology, and ClearCaptions additionally raises concerns about the 2024 TRS Fund Report’s presentation of aggregate IP CTS cost data. See Hamilton Comments at 5-6; ClearCaptions Comments at 1-7; ClearCaptions Reply at 1-3. However, the Commission will address compensation for IP CTS in a separate rulemaking proceeding. See *2022 IP CTS Compensation Notice*, 37 FCC Rcd 15243 (proposing compensation plan for IP CTS).

formula.³⁷ Accordingly, until the expiration of this waiver, the current compensation formula for IP CTS remains effective. IP CTS providers shall be paid \$1.30 per minute for all compensable minutes.³⁸

C. Funding Requirement and Carrier Contribution Factors

15. To calculate the annual net funding requirement, the Fund administrator sums the projected payments to TRS providers for each form of TRS (determined by multiplying the proposed compensation plan formula for each service category by the projected minutes of use for that category), adds administrative overhead, other funding requirements, and a budgetary reserve, and subtracts the projected surplus from the previous Fund Year.³⁹

16. *Demand Projections.* For traditional TRS, STS, and CTS, Rolka Loube projects demand using recent historical data, an approach that has provided reasonably accurate results for these services.⁴⁰ For VRS, IP Relay, and IP CTS, Rolka Loube takes as a starting point the providers' aggregate demand projections for 2024-25, which in recent years have generally produced reasonably accurate results.⁴¹ We find that Rolka Loube's TRS demand projections are reasonable for budgeting purposes.

17. *Compensation Requirements.* We approve Rolka Loube's proposed provider compensation requirements for relay services that use the MARS methodology—traditional TRS, STS, and CTS—which total \$7,563,082.⁴² We also approve the proposed funding requirements for IP-based TRS services, totaling \$1,407,499,285.⁴³

18. *NDBEDP and Fund Administration.* In addition to projected payments for TRS, Rolka Loube includes in its proposed funding requirement a \$10,000,000 funding allocation for the National Deaf-Blind Equipment Distribution Program (NDBEDP).⁴⁴ Rolka Loube recommends a total of \$27,487,224 for Fund administrative costs, including ongoing TRS research and reforms, database administration, Fund administration, the data collection agent costs, the Interstate TRS Fund Advisory Council, service provider audits, bankruptcy representation, an independent financial audit of the Fund, the development and implementation of a Payment Integrity Information Act audit plan, and TRS user identity verification.⁴⁵ One commenter, Convo, expresses support for Rolka Loube's proposed allocation for administrative costs.⁴⁶ We find the recommendation to be fair and consistent with prior year Fund administrative expenses.⁴⁷

³⁷ See 2020 IP CTS Compensation Waiver Order, 35 FCC Rcd at 5473, para. 11.

³⁸ See 2020 IP CTS Compensation Order, 35 FCC Rcd at 10870, para. 10.

³⁹ See 2024 TRS Fund Report at 16-18; see also 47 CFR § 64.604(c)(5)(iii)(H).

⁴⁰ 2024 TRS Fund Report at 16.

⁴¹ *Id.*

⁴² 2024 TRS Fund Report, Exh. 2.

⁴³ *Id.*, Exh. 2.

⁴⁴ 2024 TRS Fund Report at 17; see also 47 CFR §§ 64.6201-6219.

⁴⁵ 2024 TRS Fund Report, Exh. 2; see also 2024 TRS Fund Report at 17-18.

⁴⁶ Convo Comments at 3.

⁴⁷ See, e.g., *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program*, CG Docket Nos. 03-123 and 10-51, 36 FCC Rcd 10194, 10201, para. 19 (2021); *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program*, CG Docket Nos. 03-123 and 10-51, Order, 35 FCC Rcd 6649, 6658, para. 23 (CGB 2020) (2020 TRS Compensation Order); *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program*, CG Docket Nos. 03-123 and 10-51, Order, 34 FCC Rcd 5171, 5181-82, para. 24 (CGB 2019); *Telecommunications Relay Services and Speech-to-*

(continued...)

19. *Payment Reserve and Current Surplus.* In its report, in keeping with prior practice, Rolka Loube recommends that funding requirements include a two-month payment reserve, totaling \$238,032,972.⁴⁸ Rolka Loube also anticipates that there will be a surplus from the current fund year, estimated at \$200,000,000,⁴⁹ which it proposes to deduct from the funding requirement when determining the contribution factor.⁵⁰ We approve these proposals.

20. *Gross and Net Funding Requirements.* In summary, we conclude that Rolka Loube's demand projections are reasonable and with the adjustments discussed above, its recommended gross funding requirement of \$1,690,582,564⁵¹ is consistent with the Commission's rules on contribution computations.⁵² We therefore adopt this funding requirement. Deducting the surplus of \$200,000,000, as discussed above, the net funding requirement is \$1,490,582,564.

21. *Contribution Factors.* In the report, Rolka Loube proposed contribution factors for the 2024-25 TRS Fund Year—0.01992 for Internet-based TRS and 0.00025 for non-Internet-based TRS—while noting that it anticipated submitting an updated contribution factor recommendation when new information became available.⁵³ In its supplemental filing, Rolka Loube proposed updated TRS Fund contribution factors of 0.01952 for Internet-based TRS and 0.00024 for non-Internet-based TRS, in light of revised estimates of the respective contribution bases for Internet-based and non-Internet-based TRS.⁵⁴ The contribution factor for Internet-based TRS, applicable to contributors' intrastate, interstate, and international end-user revenues, is the ratio of the estimated IP CTS, VRS, and IP Relay funding requirements to the total intrastate, interstate, and international end-user revenues for the prior calendar year.⁵⁵ The contribution factor for non-Internet-based TRS, which is applicable to interstate and

(Continued from previous page) _____

Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program, CG Docket Nos. 03-123 and 10-51, Order, 33 FCC Rcd 6300, 6306-07, para. 18 (CGB 2018).

⁴⁸ 2024 TRS Fund Report at 17 & Exh. 2. This amount is the total of \$1,219,843 for non-Internet Protocol (IP) services and \$236,813,129 for IP-based services. *See id.* One commenter, Hamilton, supports this recommendation, Hamilton Comments at 7, and no commenters oppose it. A payment reserve is a precautionary measure to guard against the possibility of unanticipated demand for TRS that could unexpectedly increase the need for Fund payments in the course of a Fund Year. *See, e.g., Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program*, CG Docket Nos. 03-123 and 10-51, Order, 29 FCC Rcd 8044, 8053, para. 23 (CGB 2014); *see also 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, Order and Notice of Proposed Rulemaking, 28 FCC Rcd 703, 707 n.20 (2013) (noting that the Anti-Deficiency Act, 31 U.S.C. § 1341(a)(1)(A), provides that an officer or employee of the federal government may not make or authorize an expenditure or obligation exceeding an amount available in an appropriation or fund for the expenditure or obligation). To the extent that the reserve goes unused, it is not wasted but is turned over for use in the next Fund Year. *See* 47 CFR § 64.604(c)(5)(iii)(B).

⁴⁹ 2024 TRS Fund Report, Exh. 2.

⁵⁰ 2024 TRS Fund Report at 8.

⁵¹ 2024 TRS Fund Report, Exh. 2.

⁵² 47 CFR § 64.604(c)(5)(iii)(A), (B).

⁵³ 2024 TRS Fund Report at 18-19 & Exh. 2. Comments were due before the administrator filed its updated proposed contribution factors, but, in its comments, Hamilton expresses support for the administrator's initially proposed contribution factors. *See* Hamilton Comments at 6-7.

⁵⁴ 2024 TRS Fund Report Supplement at 1-2 & Exh. 2. The contribution base for Internet-based TRS is the total of contributors' intrastate, interstate, and international end-user revenues for the prior calendar year. The contribution base for non-Internet-based TRS is the total of contributors' interstate and international end-user revenues for the prior calendar year. *See* 47 CFR § 64.604(c)(5)(iii)(A), (B).

⁵⁵ 2023 TRS Fund Report at 15-17.

international end-user revenues, is the ratio of the estimated funding requirement for interstate, non-Internet-based TRS to total interstate and international end-user revenues for the prior calendar year. We find that Rolka Loube's recalculation of contribution factors is accurate and we therefore approve the contribution factors for Internet-based TRS and non-Internet-based TRS.

IV. PROCEDURAL MATTERS

22. *Accessible Materials.* 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 Consumer and Governmental Affairs Bureau at 202-418-0530.

V. ORDERING CLAUSES

23. Accordingly, IT IS ORDERED, pursuant to section 225 of the Communications Act of 1934, as amended, 47 U.S.C. § 225, and sections 0.141, 0.361, 1.3 and 64.604(c)(5)(iii) of the Commission's rules, 47 CFR §§ 0.141, 0.361, 1.3, 64.604(c)(5)(iii), that this ORDER IS hereby ADOPTED.

24. IT IS FURTHER ORDERED that the TRS Fund administrator shall compensate eligible providers of interstate traditional TRS, for the period from July 1, 2024, through June 30, 2025, in the amount of \$6.1229 per interstate conversation minute.

25. IT IS FURTHER ORDERED that the TRS Fund administrator shall compensate eligible providers of interstate STS, for the period from July 1, 2024, through June 30, 2025, in the amount of \$7.2539 per interstate conversation minute.

26. IT IS FURTHER ORDERED that the TRS Fund administrator shall compensate eligible providers of interstate CTS, for the period from July 1, 2024, through June 30, 2025, in the amount of \$2.7867 per conversation minute.

27. IT IS FURTHER ORDERED that the TRS Fund administrator shall compensate eligible providers of IP Relay in the amount of \$2.1252 per conversation minute, for the period from July 1, 2024, through June 30, 2025.

28. IT IS FURTHER ORDERED that the TRS Fund administrator shall compensate eligible providers of VRS in the amounts of \$8.06 per compensation minute for small providers, who provide 1 million monthly minutes or fewer; \$6.51 per compensation minute for Tier I, applicable to a provider's first 1 million monthly minutes, \$4.07 per compensation minute for Tier II, applicable to a provider's monthly minutes in excess of 1 million; and an additive \$0.20 per compensation minute for Video-Text service, for the period from July 1, 2024, through June 30, 2025.

29. IT IS FURTHER ORDERED that the TRS Fund administrator shall compensate eligible providers of IP CTS in the amount of \$1.30 per conversation minute, for the period from July 1, 2024, through July 31, 2024, unless a different expiration date is set by subsequent Commission action establishing a revised compensation formula for that service.

30. IT IS FURTHER ORDERED that the net TRS Fund revenue requirement for Fund Year 2024-25 shall be \$1,490,582,564, and the TRS Fund contribution factors shall be 0.00024 for non-Internet-based TRS and 0.01952 for Internet-based TRS.

31. IT IS FURTHER ORDERED that, pursuant to section 1.102(b)(1) of the Commission's Rules, 47 CFR § 1.102(b)(1), this Order is effective upon release.

FEDERAL COMMUNICATIONS COMMISSION

Alejandro Roark, Chief
Consumer and Governmental Affairs Bureau