



PUBLIC NOTICE

Federal Communications Commission
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SORENSEN 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 Sorenson Communications LLC (Sorenson) for access to the Telecommunications Relay Services (TRS) Numbering Directory (Directory) as a Qualified Direct Video Entity. This authorization is effective upon release of this Public Notice.¹

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 Directory.² Such access, which is available to a Qualified Direct Video Entity,³ facilitates the routing of direct video calls between sign language users and customer support call centers.⁴

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.⁵ These obligations include compliance with the rules and regulations governing VRS providers' access to and use of the Directory, the instructions of the TRS Numbering administrator, and the applicable standards pertaining to privacy, security, reliability, and interoperability.⁶

¹ 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).

² *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*). The Directory provides 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(a)(1).

³ A Qualified Direct Video Entity is an individual or entity that (1) is approved by the Commission for access to the TRS Numbering Directory, (2) is engaged in "direct video customer support," and (3) 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)(37)(i). "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. *Id.* § 64.601(a)(16).

⁴ *Direct Video Access Order*, 34 FCC Rcd at 3396, para. 1; see also 47 CFR § 64.613(c)(1).

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

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

Sorenson's Application. On November 25, 2024, Sorenson filed an application with the Bureau seeking access to the Directory as a Qualified Direct Video Entity.⁷ Sorenson 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.⁸

We approve the application. Sorenson sufficiently demonstrates a legitimate need to access the Directory and awareness of its regulatory obligations.⁹ This authorization shall remain in effect until terminated pursuant to section 64.613(c)(3) of the Commission's rules.¹⁰

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 Ross Slutsky, Disability Rights Office, Consumer and Governmental Affairs Bureau, at (202) 418-0356, or Ross.Slutsky@fcc.gov.

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⁷ Sorenson Communications LLC's Direct Video Numbering Directory Access Application, CG Docket Nos. 10-51, 03-123 (filed Nov. 25, 2024) (Application), <https://www.fcc.gov/ecfs/document/1125198580778/1>.

⁸ Application at 2; 47 CFR § 64.613(c)(1).

⁹ See Application at 5 (providing detail on the service to be provided).

¹⁰ 47 CFR § 64.613(c)(3)(i)-(iii).