



# PUBLIC NOTICE

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## EFFECTIVE AND COMPLIANCE DATES FOR VIDEO RELAY SERVICE IMPROVEMENTS

### CG Docket Nos. 03-123, 10-51

In December 2023, the Federal Communications Commission (Commission) released a Report and Order modifying several Video Relay Service (VRS) rules relating to communications assistants (CAs) working at home, the use of contractors for VRS interpreting, and the use of VRS by registered users when traveling abroad.<sup>1</sup>

On March 21, 2024, a summary of the Report and Order was published in the Federal Register, establishing effective dates and compliance dates for some of these rule amendments.<sup>2</sup> Accordingly, the effective date for the rule changes on CAs working at home and the use of contractors for VRS interpreting is April 22, 2024. The compliance date for the modified rule on the portion of a VRS provider's monthly minutes that may be handled by CAs working at home is October 17, 2024. Certain other rule changes contain modified information collection requirements and will not be effective until the Office of Management and Budget (OMB) concludes review under the Paperwork Reduction Act.<sup>3</sup> The effective date for those rules will be announced in a subsequent Public Notice.

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](mailto:fcc504@fcc.gov) or call the Consumer and Governmental Affairs Bureau at (202) 418-0530 (voice).

For further information, contact Joshua Mendelsohn, Disability Rights Office, Consumer and Governmental Affairs Bureau, at 202-559-7304, or [Joshua.Mendelsohn@fcc.gov](mailto:Joshua.Mendelsohn@fcc.gov).

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<sup>1</sup> 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; Petition for Rulemaking and Interim Waiver of Convo Communications, LLC*, CG Docket Nos. 03-123, 10-51, Report and Order and Order, FCC 23-116 (Dec. 20, 2023) (*2023 VRS Improvements Order*).

<sup>2</sup> Federal Communications Commission, Video Relay Service Improvements, Final Rule, 89 Fed. Reg. 20125 (March 21, 2024).

<sup>3</sup> *2023 VRS Improvements Order*, paras. 32, 52.