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For Immediate Release

**SORENSEN COMMUNICATIONS AND CAPTIONCALL WILL PAY
\$40.5 MILLION FOR VIOLATING THE TRS RULES**
Largest Settlement for TRS Violations

WASHINGTON, December 3, 2021—The Federal Communications Commission’s Enforcement Bureau today announced it has settled with Sorenson Communications, LLC and its wholly-owned subsidiary, CaptionCall, LLC, to resolve investigations into CaptionCall’s practices as a provider of Internet Protocol Captioned Telephone Service (IP CTS), an internet-based form of Telecommunications Relay Services (TRS). In addition to paying a \$12.5 million civil penalty, CaptionCall will reimburse \$28 million to the TRS Fund, and has agreed to enter into a compliance plan to ensure further compliance with these rules. Today’s action represents the largest recovery of monies for the TRS Fund and the largest fine for violations of the TRS rules. This action also reflects the Commission’s continued efforts to prevent waste, fraud, and abuse of the TRS Fund.

TRS provide persons who are deaf, hard of hearing, deafblind, or have speech disabilities access to the telephone system at no cost, enabling communications with telephone users in a manner similar to other telephone users. TRS is funded through mandatory contributions to the TRS Fund by telecommunications and VoIP service providers, which typically pass these costs on to their customers. IP CTS allows a person with hearing loss to read the other party’s words during a telephone call via real-time captions using an internet-enabled device. IP CTS providers are reimbursed from the TRS Fund only for minutes handled in compliance with the Commission’s rules and that are associated with consumers who have met certain registration requirements.

The Commission has adopted numerous rules to reduce waste, fraud, and abuse associated with the TRS Fund, including prohibiting IP CTS providers from offering or providing a Hearing Health Professional any direct or indirect incentive tied to a consumer's decision to register for or use IP CTS. IP CTS providers must also provide true and adequate data to the TRS Fund Administrator, and retain documentation supporting this data, to allow the TRS Fund Administrator and the Commission to assess the accuracy of reimbursement filings and payments.

The Enforcement Bureau’s investigation found that the company offered and provided incentives, including monetary contest awards and free meals, to Hearing Health Professionals for referring users to CaptionCall IP CTS and improperly reported costs associated with these wasteful practices. The company also failed to collect and retain required documentation.

The consent decree is available at <https://www.fcc.gov/document/fcc-reaches-settlement-sorenson-and-captioncall>.

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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action. See MCI v. FCC, 515 F.2d 385 (D.C. Cir. 1974).