

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
CG Docket No. 03-123

ORDER

Adopted: January 08, 2008

Released: January 08, 2008

By the Chief, Consumer & Governmental Affairs Bureau:

I. INTRODUCTION

1. In this Order, we grant Snap Telecommunications, Inc.'s (Snap) and Verizon's requests for a temporary waiver of the speed dialing requirement for Video Relay Service (VRS). Consequently, we extend the waiver of the speed dialing requirement for VRS providers through April 30, 2008.

II. BACKGROUND

2. On December 26, 2007, the Consumer & Governmental Affairs Bureau (CGB) released the 2007 TRS Waiver Order addressing waivers of several Telecommunications Relay Service (TRS) requirements for VRS and Internet Protocol (IP) Relay providers. The 2007 TRS Waiver Order, in part, allowed the waiver of the speed dialing requirement for VRS to expire on January 1, 2008. On December 31, 2007, in response to the 2007 TRS Waiver Order, Snap and Verizon each filed requests for temporary waiver of the speed dialing requirement for VRS.

1 Snap Telecommunications, Inc., Request for Limited Waiver (filed Dec. 31, 2007) (Snap Waiver Request); Verizon, Verizon's Request for Temporary Waiver of Speed Dialing Requirement for Video Relay Services (filed Dec. 31, 2007) (Verizon Waiver Request). Telecommunications Relay Service (TRS), created by Title IV of the Americans with Disabilities Act of 1990 (ADA), enables an individual with a hearing or speech disability to communicate by telephone or other device through the telephone system with a person without such a disability through a communications assistant (CA) at a relay center. See 47 U.S.C. § 225(a)(3) (defining TRS). VRS is a form of TRS that allows users to communicate with the CA via a video link and sign language, rather than text, through a broadband Internet connection. See 47 C.F.R. § 64.601(17) (defining VRS).

2 Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123, Order, DA 07-5098 (Dec. 26, 2007) (2007 TRS Waiver Order).

3 See 47 C.F.R. § 64.604(a)(3)(vi).

4 2007 TRS Waiver Order at paras. 20-21.

Snap requests a three month waiver until April 1, 2008, to provide sufficient time to complete its implementation of the speed dialing feature.⁵ Snap notes that in a previous filing with the Commission it stated that it was unable to offer this feature, and that therefore the finding in the *2007 TRS Waiver Order* that “all VRS providers are currently offering a speed dialing feature” is incorrect.⁶ Verizon requests a temporary waiver of the speed dialing requirement for VRS until April 30, 2008.⁷ Verizon explains that although it has made good progress toward offering speed dialing for VRS, it is “not [yet] ready to provide this capability for VRS users” and therefore requires a temporary waiver until April 30, 2008.⁸

III. DISCUSSION

3. We grant Snap’s and Verizon’s requests for a temporary waiver of the speed dialing requirement for VRS. Upon reviewing Snap’s and Verizon’s 2007 Annual Waiver Reports,⁹ we find that the *2007 TRS Waiver Order* erroneously concluded that all VRS providers could offer the speed dialing feature at this time. The 2007 Annual Waiver Reports indicated that these providers were working on implementing speed dialing, but were not yet offering this feature.¹⁰ Because it is clear that the *2007 TRS Waiver Order* should have extended the waiver of the speed dialing requirement for VRS, we extend the waiver of the speed dialing requirement for VRS providers through April 30, 2008. Based on Snap’s and Verizon’s requests for waiver, this should provide Snap and Verizon with a sufficient transition period to complete implementation of the speed dialing feature.¹¹

IV. ORDERING CLAUSES

4. Accordingly, IT IS ORDERED that, pursuant to section 225 of the Communications Act of 1934, as amended, 47 U.S.C. § 225, and Sections 0.141, 0.361, and 1.3 of the Commission’s rules, 47 C.F.R. §§ 0.141, 0.361, and 1.3, this ORDER IS ADOPTED.

5. IT IS FURTHER ORDERED that the waiver of the speed dialing requirement for VRS providers is extended through April 30, 2008.

6. IT IS FURTHER ORDERED that this *Order* shall be effective upon release.

7. To request materials in accessible formats (such as Braille, large print, electronic files, or audio format), send an e-mail to fcc504@fcc.gov or call the Consumer & Governmental

⁵ See *Snap Waiver Request* at 3-7.

⁶ *Snap Waiver Request* at 3 (citing *2007 TRS Waiver Order* at para. 21); Snap Telecommunications, Inc., Annual Report on Progress Toward Meeting Waived Requirements (April 16, 2007) (*Snap Report*).

⁷ See *Verizon Waiver Request* at 1.

⁸ See *Verizon Waiver Request* at 1; Verizon, 2007 Annual Report on Waived Requirements at 3 (April 16, 2007) (*Verizon Report*).

⁹ See *Snap Report* at 12; *Verizon Report* at 1.

¹⁰ *Snap Report* at 12.

¹¹ Because the speed dialing waiver will terminate at the end of April 2008, we do not require that VRS providers address this feature in their annual waiver reports that are due on April 16, 2008. See *2007 TRS Waiver Order* at para. 26.

Affairs Bureau at (202) 418-0530 (voice) or (202) 418-0432 (TTY). This *Order* can also be downloaded in Word and Portable Document Formats (PDF) at <http://www.fcc.gov/cgb/dro/trs.html>.

FEDERAL COMMUNICATIONS COMMISSION

Catherine W. Seidel, Chief
Consumer & Governmental Affairs Bureau