



# PUBLIC NOTICE

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DA 17-360  
Released: April 14, 2017

## VIDEO RELAY SERVICE IMPROVEMENTS: EFFECTIVE DATE FOR RULE AMENDMENTS AND COMMENT DEADLINES FOR FURTHER NOTICE OF PROPOSED RULEMAKING

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

On March 23, 2017, the Federal Communications Commission (Commission) adopted a Report and Order, Notice of Inquiry, Further Notice of Proposed Rulemaking, and Order<sup>1</sup> in the above-referenced proceeding, amending its rules, authorizing trials, and seeking additional comment on video relay service (VRS) rates, service quality metrics, and other matters pertaining to the quality and efficiency of VRS. The Commission ordered that the Report and Order and amended rules, other than those that contain new or modified information collection, shall be effective 30 days after publication in the Federal Register, unless otherwise specified.<sup>2</sup> A summary of the Report and Order and amended rules was published in the Federal Register on April 13, 2017.<sup>3</sup> Accordingly, and except as noted below, the Report and Order and final rules become effective May 15, 2017.

New section 64.604(b)(8) and the amendments to sections 64.604(b)(4)(iii), 64.611, 64.615, 64.630, 64.5101, and 64.5103 of the Commission's rules contain modified information collection requirements. As such, these requirements are subject to the Paperwork Reduction Act of 1995 (PRA) and shall become effective upon publication in the Federal Register of a notice announcing the approval by the Office of Management and Budget under the PRA and an effective date.<sup>4</sup>

The skills-based routing and deaf-interpreter trials will commence on August 1, 2017, and terminate March 31, 2018. The pilot program for at-home VRS call handling will commence on November 1, 2017, and end on November 1, 2018.

A summary of the Further Notice of Proposed Rulemaking (FNPRM) and Notice of Inquiry (NOI) was published in the Federal Register on April 12, 2017.<sup>5</sup> Comments regarding the VRS compensation rates, server-based routing, and research and development funds must be filed on or before April 24, 2017, and reply comments on these issues must be filed on or before May 4, 2017. For the remaining issues in the FNPRM and NOI, the Commission established a comment deadline of 45 days

<sup>1</sup> *Structure and Practices of the Video Relay Service Program; Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order, Notice of Inquiry, Further Notice of Proposed Rulemaking, and Order, FCC 17-26 (rel. Mar. 23, 2017) (*VRS Improvements Order*).

<sup>2</sup> *VRS Improvements Order* at para. 147.

<sup>3</sup> FCC, *Structure and Practices of the Video Relay Services Program*, 82 FR 17754 (Apr. 13, 2017) (*VRS Final Rules Summary*).

<sup>4</sup> *VRS Order* at para. 148.

<sup>5</sup> FCC, *Structure and Practices of the Video Relay Services Program*, 82 FR 17613 (Apr. 12, 2017) (*VRS Proposed Rules Summary*).

after publication in the Federal Register and a reply comment deadline of 75 days after publication in the Federal Register. Accordingly, comments pertaining to performance goals and service quality metrics, “phony” VRS calls, VRS use of enterprise and public videophones, direct video calling customer support services, per-call validation procedures, non-service related inducements, and non-compete provisions in VRS employment contracts must be filed on or before May 30, 2017, and reply comments on these issues must be filed on or before June 26, 2017.

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), (844) 432-2275 (videophone), or 202-418-0432 (TTY).

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