



PUBLIC NOTICE

Federal Communications Commission
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DA 23-370

Released: May 5, 2023

COMMENT SOUGHT ON PETITION BY COMMUNICATION SERVICE FOR THE DEAF ON TRS FUND SUPPORT FOR DIRECT VIDEO CALLING

CG Docket Nos. 10-51 and 03-123

Comments Due: June 5, 2023

Reply Comments Due: June 20, 2023

The Consumer and Governmental Affairs Bureau (Bureau) of the Federal Communications Commission (Commission) seeks comment on a petition by Communication Service for the Deaf (CSD) requesting a declaratory ruling that direct video calling service (DVC) is eligible for Telecommunications Relay Services (TRS) Fund support.¹ The petition states that DVC “is a modern broadband technology that enables the most accurate, private, and efficient video communications in real-time between American Sign Language (ASL) users who are deaf, hard of hearing, deafblind or have speech disabilities and customer service representatives in business and government call centers.”²

In addition, CSD recommends that if a further rulemaking on DVC is necessary, the Commission could consider adopting minimum standards for DVC, resolving call transfer issues between DVC and video relay service,³ supporting DVC from both interstate and intrastate revenues of TRS Fund contributors,⁴ and allowing use of DVC without first registering for TRS.⁵

Filing Requirements. Interested parties may file comments on or before the dates indicated above.⁶ All filings must reference CG Docket Nos. 10-51 and 03-123. Comments may be filed using the Commission’s Electronic Comment Filing System (ECFS).⁷

¹ Communication Service for the Deaf, Petition for Declaratory Ruling Regarding Direct Video Calling Service, CG Docket Nos. 10-51 and 03-123 (filed Mar. 31, 2023) (CSD Petition), <https://www.fcc.gov/ecfs/document/103310754209479/1>.

² CSD Petition at 1; *see also* 47 CFR § 64.601(a)(16) (defining “[d]irect video customer support” as “[a] telephone customer support operation that enables callers with hearing or speech disabilities to engage in real-time direct video communication in [American Sign Language (ASL)] with ASL speakers in a call center operation.”)

³ *Id.* at 37.

⁴ *Id.*

⁵ *Id.* at 37-38.

⁶ *See* 47 CFR §§ 1.1, 1.2(b), 1.45.

⁷ *See* FCC, Electronic Filing of Documents in Rulemaking Proceedings, 63 Fed. Reg. 24121 (May 1, 1998).

- Electronic Filers: Comments may be filed electronically using the Internet by accessing the ECFS: <https://www.fcc.gov/ecfs/filings>.
- Paper Filers:
 - Parties who choose to file by paper must file an original and one copy of each filing.
 - Filings can be sent by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.
 - Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9050 Junction Drive, Annapolis Junction, MD 20701. U.S. Postal Service first-class, Express, and Priority mail must be addressed to 45 L Street NE Washington, DC 20554.
 - Currently, the Commission does not accept any hand delivered or messenger delivered filings as a temporary measure taken to help protect the health and safety of individuals, and to mitigate the transmission of COVID-19.⁸ In the event that the Commission announces the lifting of COVID-19 restrictions, a filing window will be opened at the Commission's office located at 9050 Junction Drive, Annapolis Junction, MD 20701.

Ex Parte Rules. The proceeding this Public Notice initiates shall be treated as a “permit-but disclose” proceeding in accordance with the Commission's ex parte rules.⁹ Persons making ex parte presentations must file a copy of any written presentation or a memorandum summarizing any oral presentation within two business days after the presentation (unless a different deadline applicable to the Sunshine period applies). Persons making oral ex parte presentations are reminded that memoranda summarizing the presentation must (1) list all persons attending or otherwise participating in the meeting at which the ex parte presentation was made, and (2) summarize all data presented and arguments made during the presentation. If the presentation consisted in whole or in part of the presentation of data or arguments already reflected in the presenter's written comments, memoranda or other filings in the proceeding, the presenter may provide citations to such data or arguments in his or her prior comments, memoranda, or other filings (specifying the relevant page and/or paragraph numbers where such data or arguments can be found) in lieu of summarizing them in the memorandum. Documents shown or given to Commission staff during ex parte meetings are deemed to be written ex parte presentations and must be filed consistent with section 1.1206(b). In proceedings governed by section 1.49(f) or for which the Commission has made available a method of electronic filing, written ex parte presentations and memoranda summarizing oral ex parte presentations, and all attachments thereto, must be filed through the electronic comment filing system available for that proceeding, and must be filed in their native format (e.g., .doc, .xml, .ppt, searchable .pdf). Participants in this proceeding should familiarize themselves with the Commission's ex parte rules.

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 Consumer and Governmental Affairs Bureau at 202-418-0530.

⁸ See *FCC Announces Closure of FCC Headquarters Open Window and Change in Hand-Delivery Policy*, Public Notice, 35 FCC Rcd 2788 (OMD 2020), <https://www.fcc.gov/document/fcc-closes-headquarters-open-window-and-changes-hand-delivery-policy>.

⁹ See 47 CFR § 1.1200 *et seq.*

Additional Information: For additional information on this proceeding, contact Bill Wallace, Disability Rights Office, Consumer and Governmental Affairs Bureau, at 202-418-2716, or William.Wallace@fcc.gov

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