



# PUBLIC NOTICE

**Federal Communications Commission**  
45 L Street NE  
Washington, DC 20554

News Media Information 202-418-0500  
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DA 25-425

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## CONSUMER AND GOVERNMENTAL AFFAIRS BUREAU SEEKS COMMENT ON CLEARCAPTIONS, LLC'S PETITIONS FOR WAIVER

CG Docket No. 03-123

**Comments due: June 19, 2025**

**Reply Comments due: July 7, 2025**

The Consumer and Governmental Affairs Bureau seeks comment on two Petitions for Waiver filed by ClearCaptions, LLC (ClearCaptions),<sup>1</sup> a provider of Internet Protocol Captioned Telephone Service (IP CTS) supported by the Telecommunications Relay Services (TRS) Fund.

In the first petition, ClearCaptions seeks limited waiver of the Commission's rules with respect to a set of its IP CTS user records that became incorrect due to "data corruption issues."<sup>2</sup> Specifically, ClearCaptions seeks partial waiver of the Commission's rules that: (1) require an IP CTS provider to obtain (and maintain for five years) registration information and self-certifications from each consumer prior to the IP CTS provider requesting compensation from the TRS Fund for service provided to the consumer,<sup>3</sup> (2) require an IP CTS provider to collect and transmit to the TRS User Registration Database certain user information,<sup>4</sup> and (3) require an IP CTS provider not to engage in any practice that the provider knows or has reason to know will cause or encourage false or unverified claims for TRS Fund compensation or unauthorized use of IP CTS.<sup>5</sup>

In the second petition, ClearCaptions seeks limited waiver of the Commission's rule requiring a TRS provider to submit to the TRS Fund administrator (and retain for five years) call detail records regarding the calls for which they request compensation from the Fund.<sup>6</sup> Specifically, ClearCaptions requests that this rule be retroactively waived, for the period from April 1, 2022 through January 31, 2024, to the extent that, in conjunction with ClearCaptions' conditional certification, it required ClearCaptions to identify in call detail records all minutes of use captioned by means of automatic speech recognition (ASR).<sup>7</sup> ClearCaptions also requests a partial, retroactive waiver of the rule requiring IP CTS

<sup>1</sup> ClearCaptions, LLC, Petition for Waiver, CG Docket No. 03-123 (filed Jan. 12, 2023), <https://www.fcc.gov/ecfs/document/10113127486324/1> (Jan. 2023 Petition); ClearCaptions, LLC, Petition for Waiver, CG Docket No. 03-123 (filed Mar. 13, 2025), <https://www.fcc.gov/ecfs/document/103120377716828/1> (Mar. 2025 Petition).

<sup>2</sup> Jan. 2023 Petition at 2-6.

<sup>3</sup> See Jan. 2023 Petition at 6-7; 47 CFR § 64.611(j)(1)(i), (v), (vi), (xii).

<sup>4</sup> See Jan. 2023 Petition at 7-9; 47 CFR § 64.611(j)(2)(i).

<sup>5</sup> See Jan. 2023 Petition at 9-10; 47 CFR §§ 64.604(c)(13), 64.611(j)(3).

<sup>6</sup> See Mar. 2025 Petition at 1; 47 CFR § 64.604(c)(5)(iii)(D)(2), (7).

<sup>7</sup> Mar. 2025 Petition at 3, 4 (citing *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket No. 03-123, Memorandum Opinion and Order, 36 FCC Rcd 7246, 7255, para. 19 (CGB 2021)).

providers to retain records detailing the amounts that consumers paid for IP CTS equipment obtained from their service provider.<sup>8</sup>

ClearCaptions has redacted portions of both petitions for which it requests confidential treatment. Access to the redacted material is governed by the Third Protective order in this docket.<sup>9</sup>

*Filing Requirements.* Interested parties may file comments on or before the dates shown on the first page of this document.<sup>10</sup> All comments must reference CG Docket No. 03-123. Comments may be filed using the Commission's Electronic Comment Filing System (ECFS).<sup>11</sup>

- 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 hand or messenger delivery, by commercial overnight courier, or by U.S. Postal Service. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.
  - Hand-delivered or messenger-delivered paper filings for the Commission's Secretary are accepted between 8:00 a.m. and 4:00 p.m. by the FCC's mailing contractor at 9050 Junction Drive, Annapolis Junction, MD 20701. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes and boxes must be disposed of before entering the building.
  - Commercial courier deliveries (any deliveries not by the U.S. Postal Service) must be sent to 9050 Junction Drive, Annapolis Junction, MD 20701.
  - Filings sent by U.S. Postal Service First-Class Mail, Priority Mail, and Priority Mail Express may be addressed to 45 L Street, NE, Washington, DC 20554.

*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.<sup>12</sup> 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

<sup>8</sup> See Mar. 2025 Petition at 7-11 (citing 47 CFR § 64.604(c)(5)(iii)(D)(7), (11)(iv)).

<sup>9</sup> See *Misuse of Internet Protocol (IP) Captioned Telephone Service; Structure and Practices of the Video Relay Service Program; Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket Nos. 13-24, 10-51, and 03-123, Order and Third Protective Order, 33 FCC Rcd 6802, 6803, para. 4 (CGB 2018).

<sup>10</sup> See 47 CFR §§ 1.1, 1.3, 1.45.

<sup>11</sup> See *Electronic Filing of Documents in Rulemaking Proceedings*, GC Docket No. 97-113, Report and Order, 13 FCC Rcd 11322 (1998).

<sup>12</sup> 47 CFR § 1.1200 *et seq.*

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

*Additional Information.* For additional information on this proceeding, contact Stephen Wang, Disability Rights Office, Consumer and Governmental Affairs Bureau, at 202-418-1634, or [Stephen.Wang@fcc.gov](mailto:Stephen.Wang@fcc.gov).

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