



PUBLIC NOTICE

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GRANT OF CERTIFICATION FOR CLEARCAPTIONS, LLC, TO PROVIDE INTERNET PROTOCOL CAPTIONED TELEPHONE SERVICE

CG Docket No. 03-123

By the Chief, Consumer and Governmental Affairs Bureau:

Certification is granted to ClearCaptions, LLC, as owned and controlled by CC Opportunities, LLC (ClearCaptions), to provide Internet Protocol Captioned Telephone Service (IP CTS)¹ supported by the Interstate Telecommunications Relay Services Fund (TRS Fund).² By this action, ClearCaptions, which currently holds a conditional certification to provide IP CTS,³ is eligible for compensation from the TRS Fund for a period of five years through March 10, 2031. This grant of full certification authorizes ClearCaptions to provide IP CTS using Communications Assistants (CAs) and Automatic Speech Recognition (ASR) to all eligible consumers.

Background

Under its prior ownership, ClearCaptions was granted full certifications to provide CA-based IP CTS and ASR-based IP CTS in 2023.⁴ On March 14, 2024, the Bureau granted conditional certification

¹ IP CTS “permits an individual who can speak but who has difficulty hearing over the telephone to use a telephone and an [IP]-enabled device via the Internet to simultaneously listen to the other party and read captions of what the other party is saying.” 47 CFR § 64.601(a)(26). The captions may be created by a Communications Assistant (CA) or an Automatic Speech Recognition (ASR) program.

² The TRS Fund compensates eligible providers of Internet-based and interstate TRS for their reasonable costs of providing these services. See 47 CFR § 64.604(c)(5)(iii). IP CTS is a form of telecommunications relay service, authorized by the Commission pursuant to Title IV of the Americans with Disabilities Act of 1990, Pub. L. No. 101-336, § 401, 104 Stat. 327 (codified at 47 U.S.C. § 225).

³ See *Grant of Conditional Certification for ClearCaptions, LLC, to provide Internet Protocol Captioned Telephone Service After its Acquisition by CC Opportunities, LLC*, CG Docket No. 03-123, Public Notice, 39 FCC Red 2388 (CGB 2024) (*ClearCaptions-CCO Certification Order*). Unless otherwise noted, references to “ClearCaptions” mean ClearCaptions as owned by CCO.

⁴ See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; ClearCaptions Internet-Based TRS Certification Application*, CG Docket No. 03-123, Order, 38 FCC Red 2471 (CGB 2023). ClearCaptions was initially granted conditional certification to provide ASR-based IP CTS in 2021. See *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 Red 7246, 7251-52, paras. 9-11 (2021) (*ASR Conditional Certification*). ClearCaptions acquired conditional certification to provide CA-based IP CTS from its prior corporate parent. See Letter from Michael Strecker, Vice President of Regulatory and Strategic Policy, Purple Communications, Inc., to Marlene H. Dortch, Secretary, FCC, CG Docket No. 03-123 (filed Dec. 29, 2016), <https://www.fcc.gov/ecfs/document/12291863504185/1>; see also *ASR Conditional Certification*, 36 FCC Red at 7247, para. 4 n.2 (detailing ClearCaptions’ CA-based certification history).

to provide IP CTS to ClearCaptions under ownership of CC Opportunities, LLC for 24 months until March 14, 2026.⁵ On March 29, 2024, ClearCaptions filed an application for full certification.⁶

Discussion

Internet-based TRS providers must obtain certification from the Commission to be eligible for TRS Fund support.⁷ Certification shall be granted upon a determination that the provider will meet all applicable minimum TRS standards and has adequate procedures and remedies for ensuring compliance with Commission rules.⁸ After certification, Internet-based TRS providers file annual reports to update the information in their application and demonstrate continuing compliance with the Commission's mandatory minimum TRS standards.⁹

ClearCaptions' IP CTS Qualifications. ClearCaptions' application and supplemental filings provide the information and documentation required by the Commission's Internet-based TRS certification rules, including: (1) a description of the service to be provided;¹⁰ (2) a detailed description of how ClearCaptions will meet all mandatory minimum standards applicable to IP CTS;¹¹ (3) a description of ClearCaptions' organizational structure, including the names of its 10 percent or more equity interest holders, the names of persons with the power to vote 10 percent or more of the securities of ClearCaptions, and the names of its executives, officers and members of its board;¹² (4) a confidential list, by position, of the number of full-time and part-time employees involved in ClearCaptions' IP CTS operations;¹³ (5) a confidential list of all sponsorship arrangements relating to the provision of Internet-based TRS;¹⁴ (6) a description of measures taken to ensure that the provider does not and will not request or collect payment from the TRS Fund for service to consumers who do not satisfy the registration and

⁵ See *ClearCaptions-CCO Certification Order*, 39 FCC Rcd 2388.

⁶ See Application of ClearCaptions, LLC, as Owned and Controlled by CC Opportunities, LLC, for Full Certification to Provide Internet Protocol Captioned Telephone Service, CG Docket No. 03-123 (filed Mar. 29, 2024) (2024 Application); ClearCaptions, LLC, First Amendment to Internet-Based TRS Certification Application, CG Docket No. 03-123 (filed Jan. 27, 2025) (First Amendment); ClearCaptions, LLC, Second Amendment to Internet-Based TRS Certification Application, 03-123 (filed Mar. 25, 2025) (Second Amendment).

⁷ *Structure and Practices of the Video Relay Service Program*, CG Docket No. 10-51, Second Report and Order, 26 FCC Rcd 10898, 10902, para. 8 (2011) (*2011 Internet-based TRS Certification Order*); see also 47 CFR § 64.606.

⁸ See *2011 Internet-based TRS Certification Order*, 26 FCC Rcd at 10909-13, paras. 23-34; 47 CFR § 64.606 (b)(2); see also *Structure and Practices of the Video Relay Service Program; et al.*, CG Docket Nos. 10-51 et al., Memorandum Opinion and Order, Order, and Further Notice of Proposed Rulemaking, 26 FCC Rcd 14895 (2011) (clarifying and modifying the certification requirements adopted in the *2011 Internet-based TRS Certification Order*); see also 47 CFR § 64.606(b)(2).

⁹ 47 CFR § 64.606(g).

¹⁰ 2024 Application at 2-3; see 47 CFR § 64.606(a)(2)(i).

¹¹ 2024 Application at 3-15; ClearCaptions, LLC, Section 64.606(g) Annual Report, CG Docket No. 03-123, at 1-6 (filed Jan. 12, 2026) (2025 Annual Report); ClearCaptions, LLC, Section 64.606(g) Annual Report, CG Docket No. 03-123, at 2-14 (filed Dec. 23, 2024) (2024 Annual Report); ClearCaptions, LLC, Section 64.606(g) Annual Report, CG Docket No. 03-123, at 2-4 (filed Dec. 21, 2023); (2023 Annual Report); see 47 CFR § 64.606(a)(2)(ii). We remind ClearCaptions that, when implemented for IP CTS, IP CTS users must be registered in the TRS User Registration Database. See 47 CFR § 64.611(j).

¹² 2024 Application at 16-19 & Exs. A, B; 2025 Annual Report, Ex. A; 2024 Annual Report, Ex. A; 2023 Annual Report, Ex. A; see 47 CFR § 64.606(a)(2)(ii)(B).

¹³ 2024 Application, Ex. C (redacted); 2025 Annual Report, Ex. B (redacted) 2024 Annual Report, Ex. B (redacted); 2023 Annual Report, Ex. B (redacted); see 47 CFR § 64.606(a)(2)(ii)(C).

¹⁴ 2024 Application, Ex. D (redacted); 2025 Annual Report, Ex. C (redacted); 2024 Annual Report, Ex. C (redacted); 2023 Annual Report, Ex. C (redacted); see 47 CFR § 64.606(a)(2)(ii)(E).

certification requirements;¹⁵ (7) a description of ClearCaptions' complaint procedures;¹⁶ (8) a statement that ClearCaptions will file annual compliance reports demonstrating continued compliance with the rules;¹⁷ and (9) certification by ClearCaptions' CEO confirming the accuracy and completeness of the information contained in the application.¹⁸

Based on our review of the Application, annual reports,¹⁹ and other relevant information,²⁰ we find that ClearCaptions has sufficiently established that it will provide IP CTS in compliance with the applicable mandatory minimum TRS standards and that it makes available adequate procedures and remedies for compliance with such minimum standards and the certification requirements of section 64.606. Therefore, we certify ClearCaptions as eligible to receive compensation from the Fund for the provision of IP CTS. This certification shall remain in effect for a period of five years.²¹

Preventing Misuse. We emphasize that ClearCaptions must continue to operate in compliance with all relevant Commission rules and orders. The Commission may investigate compliance and take enforcement action, including suspension or revocation of this certification.²² This may include unannounced on-site visits to ClearCaptions' headquarters, offices, or call centers for the purpose of ensuring continued compliance with the certification requirements and the Commission's rules.²³

Certification Renewal. When applying for renewal of its certification, ClearCaptions must file documentation with the Commission at least 90 days prior to the expiration of its full certification, December 10, 2030.²⁴

Conclusion

Accordingly, we find that the public interest and the objectives of section 225 are served by authorizing ClearCaptions to provide IP CTS supported by the TRS Fund. For these reasons, the Bureau grants ClearCaptions certification to provide IP CTS for a period not to exceed five years from the date of this Public Notice. This Public Notice shall be effective immediately upon release.

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.

¹⁵ 2024 Application at 20-21; *see* 47 CFR § 64.606(a)(2)(ii)(F).

¹⁶ 2024 Application at 21-22; Second Amendment, Att. A; First Amendment, Att. A; *see* 47 CFR § 64.606(a)(2)(iii).

¹⁷ 2024 Application at 22; 2025 Annual Report at 8; 2024 Annual Report at 16; 2023 Annual Report at 5; *see* 47 CFR § 64.606(a)(2)(iv).

¹⁸ 2024 Application, Certification; Second Amendment, Certification; First Amendment, Certification; 2025 Annual Report, Certification; 2024 Annual Report, Certification; 2023 Annual Report, Certification; *see* 47 CFR § 64.606(a)(2)(v).

¹⁹ 2025 Annual Report; 2024 Annual Report; 2023 Annual Report.

²⁰ *See, e.g.*, Letter from Michael Strecker, Vice President of Regulatory, ClearCaptions, to Marlene H. Dortch, Secretary, FCC, CG Docket Nos. 03-123 and 10-51 (filed Dec. 28, 2023) (noting that ClearCaptions enabled consumers using its Voice over Internet Protocol home telephones to receive weather-related alerts from FEMA).

²¹ *See* 47 CFR § 64.606(c)(2).

²² *See* 47 CFR § 64.606(e)(2).

²³ *See 2011 Internet-based TRS Certification Order*, 26 FCC Rcd at 10914, para. 36.

²⁴ 47 CFR § 64.606(c)(2).

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

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