



# PUBLIC NOTICE

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## GRANT OF CERTIFICATION FOR NAGISH, INC., TO PROVIDE INTERNET PROTOCOL CAPTIONED TELEPHONE SERVICE AND INTERNET PROTOCOL RELAY SERVICE

### CG Docket No. 03-123

By the Chief, Consumer and Governmental Affairs Bureau:

Certification is granted to Nagish, Inc. (Nagish), to provide Internet Protocol Captioned Telephone Service (IP CTS)<sup>1</sup> and Internet Protocol Relay Service (IP Relay)<sup>2</sup> on a fully automated basis. Both services are supported by the Interstate Telecommunications Relay Services Fund (TRS Fund).<sup>3</sup> With this action, Nagish, which currently holds conditional certifications to provide both IP CTS<sup>4</sup> and IP Relay<sup>5</sup> on a fully automated basis is eligible to receive TRS Fund compensation for a period of five years ending on June 9, 2031. This grant of full certification authorizes Nagish to offer fully automated IP CTS using automatic speech recognition (ASR) and fully automated IP Relay using ASR and text-to-speech (TTS) technology to all eligible consumers.

### **Background**

The Consumer and Governmental Affairs Bureau (Bureau) granted conditional certification to Nagish to provide fully automated IP CTS on January 4, 2024, for a period of two years.<sup>6</sup> Subsequently, on December 23, 2024, the Bureau granted Nagish conditional certification to provide fully automated IP Relay through December 23, 2026.<sup>7</sup> Because Nagish relied solely on fully automated technologies and

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<sup>1</sup> 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) (definition of IP CTS). The captions may be created by a Communications Assistant (CA) or an Automatic Speech Recognition (ASR) program.

<sup>2</sup> IP Relay is a form of TRS that permits individuals with hearing or speech disabilities to communicate in text using an IP-enabled device via the Internet, rather than using a TTY and the public switched telephone network. 47 CFR § 64.601(a) (definition of IP Relay). Like IP CTS, the captions may be created by a CA or an ASR program. Text from the IP Relay user may be spoken by a CA or generated into speech by a text-to-speech program.

<sup>3</sup> 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 and IP Relay are forms 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).

<sup>4</sup> See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket No. 03-123, Order, 39 FCC Rcd 92 (CGB 2024) (*Nagish IP CTS Certification Order*).

<sup>5</sup> See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket No. 03-123, Order, 39 FCC Rcd 13811 (CGB 2024) (*Nagish IP Relay Certification Order*).

<sup>6</sup> *Nagish IP CTS Certification Order*, 39 FCC Rcd at 94, para. 5.

<sup>7</sup> *Nagish IP Relay Certification Order*, 39 FCC Rcd at 13814, para. 9.

was a new applicant, the Bureau determined that collecting additional information through observing its actual operating experience was necessary to confirm compliance with mandatory minimum standards.<sup>8</sup>

On October 16, 2025, Nagish filed a request for full certification to provide both IP CTS and IP Relay.<sup>9</sup> To ensure uninterrupted service while the Bureau completed its review, Nagish's conditional IP CTS certification was extended through June 18, 2026.<sup>10</sup> Nagish has since filed an annual report demonstrating its continued compliance with the Commission's rules.<sup>11</sup>

## **Discussion**

Internet-based TRS providers must be certified by the Federal Communication Commission (Commission) to be eligible for TRS Fund support.<sup>12</sup> Certification is 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.<sup>13</sup> After certification, Internet-based TRS providers file annual reports to update the information in their applications and demonstrate continuing compliance with the Commission's mandatory minimum TRS standards.<sup>14</sup>

*Nagish's IP CTS and IP Relay Qualifications.* Based on our review of Nagish's application and supplemental filings, we find that Nagish has sufficiently provided the information required by the Commission's Internet-based TRS certification rules, including: (1) a description of the service to be provided;<sup>15</sup> (2) a detailed description of how Nagish will meet all mandatory minimum standards applicable to IP CTS and IP Relay;<sup>16</sup> (3) a description of Nagish's 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 Nagish, and the names of its executives, officers and members of its

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<sup>8</sup> *Nagish IP CTS Certification Order*, 39 FCC Rcd at 97, para. 14; *Nagish IP Relay Certification Order*, 39 FCC Rcd at 13820, para. 26.

<sup>9</sup> Nagish Request for Full Certification, CG Docket No. 03-123 (filed Oct. 16, 2025), <https://www.fcc.gov/ecfs/document/1016207532352/1> (*Nagish Request for Full Certification*).

<sup>10</sup> *Extension of Conditional Certifications of Global Caption, Inc., and Nagish, Inc., to Provide Internet Protocol Captioned Telephone Service*, CG Docket No. 03-123, Public Notice, DA 25-1076 (CGB Dec. 18, 2025).

<sup>11</sup> Nagish IP CTS and IP Relay Annual Report, CG Docket No. 03-123 (filed Dec. 31, 2025), <https://www.fcc.gov/ecfs/document/123122776202/1> (Nagish 2025 Annual Report). This annual report incorporates by reference its previous annual report for 2024 as well as Nagish's initial application and related amendments. See Internet-Based TRS Certification Application Nagish, Inc., CG Docket No. 03-123 (filed June 23, 2022) (Initial Application); Amendment to Internet-Based TRS Certification Application of Nagish, Inc., CG Docket No. 03-123 (filed Aug. 16, 2023) (First Amendment); Second Amendment to Internet-Based Certification Application of Nagish, Inc., CG Docket No. 03-123 (filed June 14, 2024) (Second Amendment); Third Amendment to Internet-Based Certification Application of Nagish, Inc., CG Docket No. 03-123 (filed Sept. 19, 2024) (Third Amendment); IP CTS Annual Report of Nagish, Inc., CG Docket No. 03-123 (filed Jan. 4, 2025) (Nagish 2024 Annual Report).

<sup>12</sup> *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.

<sup>13</sup> 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).

<sup>14</sup> 47 CFR § 64.606(g).

<sup>15</sup> Initial Application at 5-10; see 47 CFR § 64.606(a)(2)(i).

<sup>16</sup> Initial Application at 12-20; First Amendment at 1-3; Second Amendment at 4; Third Amendment at 1-2; Nagish 2024 Annual Report at 2-3; see 47 CFR § 64.606(a)(2)(ii). We remind Nagish that, when implemented for IP CTS, IP CTS users must be registered in the TRS User Registration Database. See 47 CFR § 64.611(j).

board;<sup>17</sup> (4) a confidential list, by position, of the number of full-time and part-time employees involved in Nagish's IP CTS and IP Relay operations;<sup>18</sup> (5) a confidential list of all sponsorship arrangements relating to the provision of Internet-based TRS;<sup>19</sup> (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 certification requirements;<sup>20</sup> (7) a description of Nagish's complaint procedures;<sup>21</sup> (8) a statement that Nagish will file annual compliance reports demonstrating continued compliance with the rules;<sup>22</sup> and (9) certification by Nagish's CEO confirming the accuracy and completeness of the information contained in the application.<sup>23</sup>

Based on our review of the application, amendments, and annual reports,<sup>24</sup> we find that Nagish has sufficiently established that it will provide IP CTS and IP Relay in compliance with the applicable mandatory minimum TRS standards and has adequate procedures to ensure compliance and remedy non-compliance with the minimum standards and the certification requirements of section 64.606. Therefore, we certify Nagish as eligible to receive compensation from the Fund for the provision of IP CTS and IP Relay.<sup>25</sup> This certification shall remain in effect for a period of five years.<sup>26</sup>

*Preventing Misuse.* We emphasize that Nagish must continue to operate in compliance with all applicable Commission rules and orders. The Commission may investigate compliance and take enforcement action, including suspension or revocation of this certification.<sup>27</sup> This may include unannounced on-site visits to Nagish's headquarters, offices, and other facilities for the purpose of ensuring continued compliance with the certification requirements and the Commission's rules.<sup>28</sup>

*Certification Renewal.* When applying for renewal of its certification, Nagish must file documentation with the Commission at least 90 days prior to the expiration of its full certification, March 11, 2031.<sup>29</sup>

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<sup>17</sup> Initial Application at 10-12; First Amendment at 1; Second Amendment at 1-4; Nagish 2024 Annual Report at 3; Nagish 2025 Annual Report at 2; *see* 47 CFR § 64.606(a)(2)(ii)(B).

<sup>18</sup> Initial Application at 10-12; First Amendment at 1; Second Amendment at 1-4; Nagish 2024 Annual Report at 3; Nagish 2025 Annual Report at 2; *see* 47 CFR § 64.606(a)(2)(ii)(C).

<sup>19</sup> Initial Application at 11; Second Amendment at 3; Nagish 2024 Annual Report at 3; Nagish 2025 Annual Report at 2-3; *see* 47 CFR § 64.606(a)(2)(ii)(E).

<sup>20</sup> Initial Application, Exh. E; 2024 Nagish Annual Report, Exh. A; *see* 47 CFR § 64.606(a)(2)(ii)(F).

<sup>21</sup> Initial Application at 25-27; 2024 Nagish Annual Report at 2; *see* 47 CFR § 64.606(a)(2)(iii).

<sup>22</sup> Initial Application at 20-24; *see* 47 CFR § 64.606(a)(2)(iv).

<sup>23</sup> Initial Application, Exh. E; First Amendment at 5; Second Amendment at 6; Third Amendment at 3; 2024 Annual Report at 4; 2025 Annual Report at 4; *see* 47 CFR § 64.606(a)(2)(v).

<sup>24</sup> Nagish 2025 Annual Report; Nagish 2024 Annual Report.

<sup>25</sup> 47 CFR § 64.606(b)(2).

<sup>26</sup> *See* 47 CFR § 64.606(c)(2).

<sup>27</sup> *See* 47 CFR § 64.606(e)(2).

<sup>28</sup> *See 2011 Internet-based TRS Certification Order*, 26 FCC Rcd at 10914, para. 36. Because Nagish only offers fully automated IP CTS and IP Relay, Nagish currently does not employ communication assistants and does not operate any call centers.

<sup>29</sup> 47 CFR § 64.606(c)(2).

**Conclusion**

Accordingly, we find that the public interest and the objectives of section 225 are served by authorizing Nagish to provide IP CTS and IP Relay supported by the TRS Fund. For these reasons, the Bureau grants Nagish certification to provide IP CTS and IP Relay 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](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 Joshua Mendelsohn at 202-559-7304, or [Joshua.Mendelsohn@fcc.gov](mailto:Joshua.Mendelsohn@fcc.gov), of the Consumer and Governmental Affairs Bureau, Disability Rights Office.

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