



# PUBLIC NOTICE

Federal Communications Commission  
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DA 26-599

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## GRANT OF CERTIFICATION FOR TIVE, LLC, TO PROVIDE VIDEO RELAY SERVICE

CG Docket No. 03-123

By the Chief, Consumer and Governmental Affairs Bureau:

Certification is granted to Tive, LLC, DBA Tive (Tive), to provide Video Relay Service (VRS)<sup>1</sup> supported by the Interstate Telecommunications Relay Services Fund (TRS Fund).<sup>2</sup> By this action, Tive, which currently holds a conditional certification to provide VRS,<sup>3</sup> is eligible to receive TRS Fund compensation for a period of five years through June 17, 2031. This grant of full certification authorizes Tive to offer VRS to all eligible consumers.

### Background

The Consumer and Governmental Affairs Bureau (Bureau) conditionally certified Tive as a provider of VRS on October 27, 2023.<sup>4</sup> Conditional certifications last for two years, and Tive's certification was scheduled to expire October 27, 2025. To ensure uninterrupted service while the Bureau completed its review, Tive's conditional certification was extended through July 16, 2026.<sup>5</sup>

Because Tive 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 TRS standards.<sup>6</sup> Tive has filed an application for full certification to provide VRS, and has supplemented its application four times.<sup>7</sup> Tive filed its 2024 Annual Report on August 19, 2025.<sup>8</sup>

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<sup>1</sup> VRS is a telecommunications relay service that allows people with hearing or speech disabilities who use sign language to communicate with voice telephone users through video equipment. *See* 47 CFR § 64.601(a)(57) (definition of Video Relay Service).

<sup>2</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). VRS 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).

<sup>3</sup> *See Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practice of the Video Relay Service Program*, CG Docket Nos. 03-123 and 10-51, Order, 38 FCC Rcd 9731 (CGB 2023) (*Tive Conditional Certification Order*).

<sup>4</sup> *Id.*

<sup>5</sup> *See Extension of Conditional Certification for Tive, LLC, to Provide Video Relay Service*, CG Docket No. 03-123, Public Notice, 40 FCC Rcd 7861 (CGB 2025) (extending Tive's conditional certification to January 27, 2026); *Extension of Conditional Certifications of Rogerveoice to Provide Internet Protocol Captioned Telephone Service and Tive, LLC to Provide Video Relay Service*, CG Docket Nos. 03-123 and 10-51, Public Notice, DA 26-59 (CGB Jan. 16, 2026) (extending Tive's conditional certification to July 16, 2026).

<sup>6</sup> *Tive Conditional Certification Order*, 38 FCC Rcd at 9731, para. 15.

## Discussion

Internet-based TRS providers must be certified by the Federal Communications Commission (Commission) to be eligible for TRS Fund support.<sup>9</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>10</sup> After certification, Internet-based TRS providers file annual reports to update application information, and demonstrate continuing compliance with the Commission's mandatory minimum TRS standards.<sup>11</sup>

*Tive's VRS Qualifications.* Based on our review of Tive's application and supplemental filings, we find that Tive 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>12</sup> (2) a detailed description of how Tive will meet all mandatory minimum standards applicable to VRS;<sup>13</sup> (3) all required documentary and other evidence showing that Tive leases, licenses, or has acquired its own call center facilities and operates such call centers;<sup>14</sup> (4) a description of Tive's organizational structure, including

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<sup>7</sup> Application of Tive, LLC, DBA Tive, for Full Certification to Provide Video Relay Service, CG Docket No. 03-123 (filed July 15, 2021), <https://www.fcc.gov/ecfs/document/10715632914790/1> (Initial Application); Supplement to Application of Tive, LLC, DBA Tive, for Full Certification to Provide Video Relay Service, CG Docket No. 03-123 (filed Mar. 31, 2023), <https://www.fcc.gov/ecfs/document/103312913520807/1> (First Supplement); Second Supplement to Application of Tive, LLC, DBA Tive, for Full Certification to Provide Video Relay Service, CG Docket No. 03-123 (filed Sept. 26, 2023), <https://www.fcc.gov/ecfs/document/109261559410685/1> (Second Supplement); Third Supplement to Application of Tive, LLC, DBA Tive, for Full Certification to Provide Video Relay Service, CG Docket No. 03-123 (filed Dec. 22, 2023), <https://www.fcc.gov/ecfs/document/1222110861530/1> (Third Supplement); Fourth Supplement to Application of Tive, LLC, DBA Tive, for Full Certification to Provide Video Relay Service, CG Docket No. 03-123 (filed Nov. 1, 2024), <https://www.fcc.gov/ecfs/document/1101288615584/1> (Fourth Supplement).

<sup>8</sup> Annual Report of Tive, LLC, DBA Tive, CG Docket No. 03-123 (filed Aug. 19, 2025), <https://www.fcc.gov/ecfs/document/1081939670157/1> (Tive 2024-25 Annual Report). Internet-based TRS providers are required to file an annual report demonstrating their compliance with mandatory minimum standards. 47 CFR § 64.606(g). While there is no fixed annual date by which to file these reports, TRS providers usually file these reports either around the anniversary of when they were certified or at the end of the calendar year. Although we certified Tive as a VRS provider in 2023, Tive did not begin services until later in 2024. As a result, Tive was not required to file an annual report for 2023.

<sup>9</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 (CGB 2011) (*2011 Internet-based TRS Certification Order*); see also 47 CFR § 64.606.

<sup>10</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 No. 10-51 et al., Memorandum Opinion and Order, Order, and Further Notice of Proposed Rulemaking, 26 FCC Rcd 14895 (CGB 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>11</sup> 47 CFR § 64.606(g).

<sup>12</sup> Initial Application at 1; see 47 CFR § 64.606(a)(2)(i).

<sup>13</sup> Initial Application at 2-14; First Supplement at 1-3; Second Supplement at 1-2; see 47 CFR § 64.606(a)(2)(ii).

<sup>14</sup> Initial Application at 3-5, 7, Attach. 2 (Call Center LOI); First Supplement at 3-5, 7, Attach. 2 (Call Center LOI); Second Supplement at 1-3; Third Supplement at 1-3; Fourth Supplement at 1-4; Tive 2024-25 Annual Report; Call Center Report of Tive, LLC, DBA Tive, CG Docket No. 03-123 (filed Oct. 1, 2024); Call Center Report of Tive, LLC DBA Tive, CG Docket No. 03-123 (filed Sept. 19, 2025); Call Center Report of Tive, LLC DBA Tive, CG Docket No. 03-123 (filed Sept. 30, 2025); Call Center Report of Tive, LLC DBA Tive, CG Docket No. 03-123 (filed Jan. 30, 2026); Call Center Report of Tive, LLC DBA Tive, CG Docket No. 03-123 (filed Mar. 11, 2026); Call Center Report of Tive, LLC DBA Tive, CG Docket No. 03-123 (filed Apr. 1, 2026); see 47 CFR § 64.606(a)(2)(ii).

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 Tive, and the names of its executives, officers and members of its board;<sup>15</sup> (5) a confidential list, by position, of the number of full-time and part-time employees involved in Tive's VRS operations;<sup>16</sup> (6) a confidential list of all sponsorship arrangements relating to the provision of Internet-based TRS;<sup>17</sup> (7) a description of Tive's complaint procedures;<sup>18</sup> (8) a statement that Tive will file annual compliance reports demonstrating continued compliance with the rules;<sup>19</sup> and (9) certification by Tive's CEO confirming the accuracy and completeness of the information contained in the application.<sup>20</sup>

Based on our review of the application, amendments, and annual reports,<sup>21</sup> we find that Tive has sufficiently established that it will provide VRS 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 Tive as eligible to receive compensation from the Fund for the provision of VRS.<sup>22</sup> This certification shall remain in effect for a period of five years.<sup>23</sup>

*Preventing Misuse.* We emphasize that Tive 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>24</sup> This may include unannounced on-site visits to Tive's headquarters, offices, and call centers for the purpose of ensuring continued compliance with the certification requirements and the Commission's rules.<sup>25</sup>

*Certification Renewal.* When applying for renewal of its certification, Tive must file documentation with the Commission at least 90 days prior to the expiration of its full certification, March 19, 2031.<sup>26</sup>

## **Conclusion**

Accordingly, we find that the public interest and the objectives of section 225 are served by authorizing Tive to provide VRS supported by the TRS Fund. For these reasons, the Bureau grants Tive certification to provide VRS 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

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<sup>15</sup> Initial Application at 21; First Supplement at 5-6; Tive 2024-25 Annual Report at 1-3; *see* 47 CFR § 64.606(a)(2)(ii)(B).

<sup>16</sup> Initial Application at 21-22; First Supplement at 6-7; Tive 2024-25 Annual Report at 1-3; *see* 47 CFR § 64.606(a)(2)(ii)(C).

<sup>17</sup> Initial Application at 22 and Exh. 2; *see* 47 CFR § 64.606(a)(2)(ii)(E).

<sup>18</sup> Initial Application at 22; *see* 47 CFR § 64.606(a)(2)(iii).

<sup>19</sup> Initial Application at 23; *see* 47 CFR § 64.606(a)(2)(iv).

<sup>20</sup> Initial Application at 24; First Supplement at 7; Second Supplement at 3; Third Supplement at 2; Fourth Supplement at 2; Tive 2024-25 Annual Report at 5; *see* 47 CFR § 64.606(a)(2)(v).

<sup>21</sup> Tive 2024-25 Annual Report.

<sup>22</sup> 47 CFR § 64.606(b)(2).

<sup>23</sup> *See* 47 CFR § 64.606(c)(2).

<sup>24</sup> *See* 47 CFR § 64.606(e)(2).

<sup>25</sup> *See 2011 Internet-based TRS Certification Order*, 26 FCC Rcd at 10914, para. 36.

<sup>26</sup> 47 CFR § 64.606(c)(2).

(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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