

Before the
Federal Communications Commission
Washington, D.C. 20554

In the Matter of
Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities
Structure and Practices of the Video Relay Service Program
CG Docket No. 03-123
CG Docket No. 10-51

ORDER

Adopted: June 30, 2026

Released: June 30, 2026

By the Chief, Consumer and Governmental Affairs Bureau:

I. INTRODUCTION

1. By this Order, the Consumer and Governmental Affairs Bureau (CGB or Bureau) of the Federal Communications Commission (Commission) establishes the per-minute provider compensation for specified telecommunications relay services (TRS) supported by the Interstate TRS Fund (TRS Fund, or Fund) for the Fund Year beginning July 1, 2026, and ending June 30, 2027 (Fund Year 2026-27).1

2. For Fund Year 2026-27, the per-minute compensation for interstate TRS provided through state programs shall be: (1) \$9.1713 for traditional (TTY-based) TRS; (2) \$10.3023 for speech-to-speech relay service (STS); and (3) \$3.3885 for captioned telephone service (CTS). For Video Relay Service (VRS), the compensation shall be \$8.61 for small providers that provide 1 million monthly minutes or fewer. For larger VRS providers, the compensation shall be \$6.96 for Tier 1, applicable to a provider's first 1 million monthly minutes; \$4.35 for Tier II, applicable to a provider's monthly minutes in excess of 1 million; and a \$0.22 additive rate for Video-Text service. Per-minute compensation for Fund Year 2026-27 for IP CTS shall be \$0.95 for service using only automatic speech technology, \$1.45 for service using a communications assistant (CA), and a supplemental rate of \$0.23 for CA-assisted service when the CA is paid a threshold amount.

3. We grant, on our own motion, a waiver of the June 30, 2026, expiration of the current TRS Fund compensation formula for Internet Protocol Relay Service (IP Relay).2 The current compensation formula for IP Relay is extended until June 30, 2027; the waiver is effective through that date unless a different expiration date is set by subsequent Commission action. Accordingly, the per minute compensation for Fund Year 2026-27 for IP Relay shall be \$2.2710.

4. In addition, we establish the total TRS funding requirement and contribution factors for Fund Year 2026-27. The contribution factors determine the amounts that telecommunications carriers and other covered service providers must contribute to the TRS Fund. Based on the above compensation

1 TRS enables an individual who is deaf, hard of hearing, or deafblind or who has a speech disability to communicate by telephone or other device through the telephone system. See 47 U.S.C. § 225(a)(3). TRS is provided in a variety of ways. Currently, interstate TRS calls and all Internet Protocol (IP) based TRS calls, both intrastate and interstate, are supported by the Fund. 47 CFR § 64.604(c)(5)(ii).

2 47 CFR § 64.640(a), (c).

formulas, projected demand for each service, projected Fund administration expenses, as adjusted herein, and application of the projected surplus from the previous Fund year, the net funding requirement is \$1,563,489,843, an increase of 73 million over the prior Fund year. For support of TRS provided through state programs, we approve a carrier contribution factor of 0.00021, applied to contributors' interstate and international end-user revenues.³ For support of Internet-based TRS—IP CTS, IP Relay, and VRS—we approve a carrier contribution factor of 0.02276, applied to contributors' intrastate, interstate, and international end-user revenues.⁴

II. BACKGROUND

5. *Analog TRS.* Interstate compensation rates for analog relay services provided through state TRS programs are recalculated annually using the Multi-State Average Rate Structure (MARS) methodology adopted by the Commission in 2007.⁵ The per-minute compensation for interstate use of each relay service is determined based on the average per-minute payment, under state TRS programs, for *intrastate* use of the relay service in the previous Fund Year.⁶

6. *IP Relay.* On June 30, 2022, the Commission adopted a four-year compensation plan for IP Relay.⁷ The Commission set a compensation rate of \$1.9576 per minute, subject to annual adjustment by application of an inflation factor based on a cost index compiled by the U.S. Department of Labor.⁸ In December 2023, the Commission adopted a technical amendment to clarify how the inflation adjustment factor should be calculated.⁹

7. *VRS Compensation.* On September 28, 2023, the Commission adopted a five-year compensation plan for VRS.¹⁰ For VRS providers handling 1 million or fewer VRS minutes per month, the Commission set a compensation rate of \$7.77 per minute for all minutes. For VRS providers handling more than 1 million VRS minutes per month, the Commission set a compensation rate of \$6.27 per minute for the first 1 million minutes, and \$3.92 per minute for all additional monthly minutes.¹¹ Additionally, for Video-Text service, the Commission set a compensation additive of \$0.19 per minute.¹²

³ See *id.* § 64.604(c)(5)(iii)(A)(i).

⁴ See *id.* § 64.604(c)(5)(iii)(A)(ii).

⁵ See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket No. 03-123, Report and Order, 22 FCC Rcd 20140, 20151-61, paras. 16-38 (2007) (*2007 TRS Compensation Methodology Order*).

⁶ *Id.*

⁷ *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Petition for Rulemaking of Sprint Corporation*, CG Docket No. 03-123 and RM-11820, Report and Order, 37 FCC Rcd 8009 (2022) (*2022 IP Relay Compensation Order*).

⁸ *Id.* at 8013, para. 9.

⁹ *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program; Petition for Rulemaking and Interim Waiver of Convo Communications, LLC*, CG Docket Nos. 03-123 and 10-51, Report and Order and Order, 38 FCC Rcd 12750, 12765-66, paras. 38-40 (2023).

¹⁰ *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program*, CG Docket Nos. 03-123 and 10-51, Report and Order and Further Notice of Proposed Rulemaking, 38 FCC Rcd 9157 (2023) (*2023 VRS Compensation Order*).

¹¹ *Id.* at 9159, para. 4.

¹² *Id.*

These rates are subject to annual adjustment by application of an inflation factor based on a cost index compiled by the U.S. Department of Labor.¹³

8. *IP CTS Compensation.* On July 31, 2024, the Commission adopted a five-year compensation plan for IP CTS.¹⁴ For IP CTS using only automatic speech technology, the Commission established a glide path with an initial compensation rate of \$1.17 per minute, a second-year rate of \$1.05 per minute, and a rate of \$0.95 per minute for the third through fifth years of the compensation plan.¹⁵ For IP CTS using a CA, the Commission set a compensation rate of \$1.35 per minute and a supplemental rate of \$0.21 per minute for CA-assisted service when the CA's wages equal or exceed a threshold amount;¹⁶ both rates are subject to annual adjustment by application of an inflation factor based on a cost index compiled by the U.S. Department of Labor.¹⁷

9. On May 4, 2026, the TRS Fund Administrator, Rolka Loube Saltzer Associates LLC (Rolka Loube), submitted to the Commission an annual report on the TRS Fund with recommendations for provider compensation, the TRS Fund budget, and contribution factors for the 2026-27 Fund Year.¹⁸ On May 22, 2026, the Bureau sought comment on the administrator's recommendations.¹⁹ The Commission received three comments.²⁰ On June 15, 2026, Rolka Loube submitted to the Commission a Supplemental Report that updated the figures for IP CTS ASR demand and Fund Requirement, the Projected Fund Balance, the intrastate and interstate revenue Contribution Bases, and IP-based contribution factors.²¹

III. DISCUSSION

A. TRS Compensation for Fund Year 2026-27

10. *Traditional TRS, STS, and CTS.* For traditional TRS, STS, and CTS, we approve Rolka Loube's per-minute compensation recommendations for the 2026-27 Fund Year: \$9.1713 for interstate

¹³ *Id.*

¹⁴ *Internet Protocol Captioned Telephone Service Compensation; Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Misuse of Internet Protocol Captioned Telephone Service*, CG Docket Nos. 22-408, 03-123, and 13-24, Report and Order and Order, 39 FCC Rcd 9099 (2024) (*2024 IP CTS Compensation Order*).

¹⁵ *Id.* at 9130-31, paras. 72-75.

¹⁶ *Id.* at 9131-33, paras. 76-81. The rate supplement is applicable to those minutes for which the CA producing captions is paid a "Minimum Hourly Wage." 47 CFR § 64.641(c)(1). This amount, initially set at \$17.20 per hour, is adjusted annually by the same factor applicable to the rates for CA-assisted service. *Id.* § 64.641(c).

¹⁷ *2024 IP CTS Compensation Order*, 39 FCC Rcd at 9133-34, paras. 83-87.

¹⁸ Rolka Loube Saltzer Associates LLC, Interstate Telecommunications Relay Services Fund: Payment Formula and Fund Size Estimate, CG Docket Nos. 03-123 and 10-51 (filed May 4, 2026), <https://www.fcc.gov/ecfs/document/10504140406416/1> (2026 TRS Fund Report). Each May, the Fund administrator recommends TRS payment formulas and revenue requirements for the next Fund Year. 47 CFR § 64.604(c)(5)(iii)(E), (H).

¹⁹ *TRS Fund Administrator Submits Payment Formulas and Funding Requirements for the Telecommunications Relay Services Fund*, CG Docket No. 03-123, Public Notice, DA 26-516 (CGB May 22, 2026) (*2026 TRS Report Public Notice*).

²⁰ Mezmo Corporation dba InnoCaption Comments, CG Docket Nos. 03-123 and 10-51 (filed June 8, 2026) (InnoCaption Comments); Hamilton Relay, Inc. Comments, CG Docket Nos. 03-123 and 10-51 (filed June 8, 2026) (Hamilton Comments); IDT Telecom, Inc. Comments, CG Docket Nos. 03-123 and 10-51 (filed June 9, 2026) (IDT Telecom Comments).

²¹ Rolka Loube Saltzer Associates LLC, Interstate Telecommunications Relay Services Fund: Payment Formula and Fund Size Estimate Supplemental Report, CG Docket Nos. 03-123 and 10-51 (filed June 15, 2026) <https://www.fcc.gov/ecfs/document/26109834747/1> (2026 TRS Fund Report Supplement).

traditional TRS; \$10.3023 for interstate STS; and \$3.3885 for interstate CTS.²² Under the MARS methodology, per-minute compensation for interstate use of each of these relay services is determined by aggregating the state programs' payments for intrastate use of the relay service in the previous Fund Year and dividing total state payments by total intrastate minutes.²³ Many state TRS programs have transitioned to some form of flat-rate pricing for the provision of these analog relay services. Flat-rate pricing produces significantly higher implicit per-minute rates than rates based on contracts with per-minute pricing, resulting in notable increases in per minute compensation for these services.²⁴ The calculation of MARS support levels for the current year is shown in Rolka Loube's report.²⁵ Hamilton supports the administrator's recommendations,²⁶ and no commenter opposes them. We conclude that Rolka Loube's recommended formulas correctly apply the MARS methodology.

11. *VRS*. Pursuant to the five-year VRS compensation plan adopted by the Commission in 2023,²⁷ the per-minute compensation rates for Fund Year 2026-27 are the current year's compensation rates plus an inflation adjustment. The amount of this adjustment, 3.37%, is determined by the change in the Employment Cost Index for private industry workers in professional, scientific, and technical services (the Index), as compiled by the Bureau of Labor Statistics of the U.S. Department of Labor.²⁸ No party disputes Rolka Loube's application of the *2023 VRS Compensation Order*. We conclude that Rolka Loube's recommendation correctly applies the *2023 VRS Compensation Order*. The VRS per-minute compensation rates for Fund Year 2026-27 are \$8.61 for small providers that provide 1 million monthly minutes or fewer; \$6.96 for Tier I, applicable to a provider's first 1 million monthly minutes; \$4.35 for Tier II, applicable to a provider's monthly minutes in excess of 1 million; and a \$0.22 additive rate for Video-Text service.

12. *IP CTS*. Pursuant to the five-year IP CTS compensation plan adopted by the Commission in 2024, for IP CTS using only automatic speech technology, the per-minute compensation rate for Fund Year 2026-27 is the current year's compensation rate reduced by approximately 10%.²⁹ For IP CTS using a CA, the per-minute compensation and supplemental rates for Fund Year 2026-27 are the current year's rates plus an inflation adjustment. The amount of this adjustment, 3.37%, is determined in the same manner as for VRS.³⁰ Hamilton believes that Rolka Loube's application of the *2024 IP CTS Compensation Order* is correct,³¹ and no party disputes the administrator's calculations. We conclude that Rolka Loube's recommendation correctly applies the *2024 IP CTS Compensation Order*. The IP

²² These compensation levels represent increases in per-minute compensation of approximately 24.76% for traditional TRS, 21.46% for STS, and 6.25% for CTS. 2026 TRS Fund Report at 9-14.

²³ See *2007 TRS Compensation Methodology Order*, 22 FCC Rcd at 20151-61, paras. 16-38. Consistent with previous compensation determinations, the STS plan includes a supplemental per-minute amount (\$1.131) to be used for STS outreach. 2026 TRS Fund Report at 7-14; see also *2007 TRS Compensation Methodology Order*, 22 FCC Rcd at 20170, para. 57.

²⁴ 2026 TRS Fund Report at 9-10, Exh. 1.

²⁵ 2026 TRS Fund Report at 9-14.

²⁶ Hamilton Comments at 2-3.

²⁷ See generally *2023 VRS Compensation Order*, 38 FCC Rcd 9157.

²⁸ See *2022 IP Relay Compensation Order*, 37 FCC Rcd at 8025, para. 43; 47 CFR § 64.643(b)-(c); *2023 VRS Compensation Order*, 38 FCC Rcd at 9159, para. 4; see also, 2026 TRS Fund Report at 14-15 (calculating the inflation adjustment). The formula also may be adjusted for recovery of exogenous costs. See *id.* § 64.643(d). However, no VRS provider has requested compensation for any exogenous costs.

²⁹ This reduction occurs annually for the first three years of the compensation plan; the rate will remain static for the fourth and fifth years. *2024 IP CTS Compensation Order*, 39 FCC Rcd at 9130, para. 73.

³⁰ *Id.* at 9133-34, paras. 83-87.

³¹ Hamilton Comments at 4.

CTS per-minute compensation rates for Fund Year 2026-27 are \$0.95 for service using only automatic speech technology, \$1.45 for service using a CA, and a supplemental rate of \$0.23 for CA-assisted service when the CA is paid a wage of at least \$18.38 per hour.³²

B. Compensation for IP Relay

13. We grant, on our own motion, a waiver of the June 30, 2026, expiration of the current TRS Fund compensation formula for IP Relay. We extend the IP Relay compensation formula through June 30, 2027—unless a different expiration date is set by subsequent Commission action. This action will ensure that the continued provision of IP Relay is supported, without disruption.

14. *Waiver Standard.* A Commission rule may be waived for good cause shown.³³ In particular, waiver of a rule is appropriate where the particular facts make strict enforcement of a rule inconsistent with the public interest.³⁴ In addition, we may take into account considerations of hardship, equity, or more effective implementation of overall policy on an individual basis.³⁵ Waiver of a rule is appropriate if special circumstances warrant a deviation from the general rule and such deviation will serve the public interest without undermining the policy underlying the rule.³⁶

15. We find good cause to waive the expiration date of the current compensation formula for IP Relay. Continuing the current compensation plan for IP Relay will provide certainty and stability to TRS providers pending Commission action. If we were to let the current compensation plan expire without providing for interim payments, IP Relay would cease to be available to consumers with disabilities who rely on them for functionally equivalent communication.³⁷ Under such circumstances, it is administratively efficient and consistent with prior practice to extend the current compensation formula pending resolution of Commission action.

16. Therefore, we direct the TRS Fund administrator to continue compensating providers of IP Relay under the current compensation formula through June 30, 2027, unless a different expiration date is set by subsequent Commission action. This action does not preclude a true-up of compensation for one or both services, should the Commission deem that necessary after determining the compensation formula. Accordingly, until the expiration of this waiver, the current compensation formula for IP Relay remains effective.

17. Rolka Loube projected that the Commission would extend the current IP Relay compensation formula for Fund Year 2026-27 and calculated a new IP Relay rate pursuant to the four-year IP Relay compensation plan adopted by the Commission in 2022.³⁸ The per-minute compensation rate for Fund Year 2026-27 is the current year's compensation rate plus an inflation adjustment. The

³² This amount is the result of an annual adjustment, based on the Index, of the threshold wage level, originally set at \$17.20 per hour. 47 CFR § 64.641(c)(2)(ii).

³³ 47 CFR § 1.3 (providing for suspension, amendment, or waiver of Commission rules, in whole or in part, for good cause shown).

³⁴ *Northeast Cellular Tel. Co. v. FCC*, 897 F.2d 1164, 1166 (D.C. Cir. 1990).

³⁵ *WAIT Radio v. FCC*, 418 F.2d 1153, 1159 (D.C. Cir. 1969), *cert. denied*, 409 U.S. 1027 (1972); *Northeast Cellular*, 897 F.2d at 1166.

³⁶ *Northeast Cellular*, 897 F.2d at 1166; *NetworkIP, LLC v. FCC*, 548 F.3d 116, 127-28 (D.C. Cir. 2008).

³⁷ See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program*, CG Docket Nos. 03-123 and 10-51, Notice of Proposed Rulemaking and Order, 36 FCC Rcd 8802, 8818, para. 43 (2021) (*2021 VRS Compensation Notice*).

³⁸ 2026 TRS Fund Report at 14-19; see generally *2022 IP Relay Compensation Order*.

amount of this adjustment, 3.37%, is determined in the same manner as for VRS and IP CTS.³⁹ InnoCaption, the sole commenter on this issue, supports the adoption of rates for the upcoming fund year.⁴⁰ IP Relay providers shall be paid \$2.2710 per minute for all compensable minutes.

C. TRS Funding Requirement and Carrier Contribution Factors

18. To calculate the annual net funding requirement, the Fund administrator sums the projected payments to TRS providers for each form of TRS (determined by multiplying the proposed compensation plan formula for each service category by the projected minutes of use for that category), adds administrative overhead, other funding requirements, and a budgetary reserve, and subtracts the projected carryover balance from the previous Fund Year.⁴¹

19. *Projected Demand and Payments.* For traditional TRS, STS, and CTS, Rolka Loube projects demand using recent historical data, an approach that has provided reasonably accurate results for these services.⁴² For IP Relay, VRS, and IP CTS, Rolka Loube takes as a starting point the providers' aggregate demand projections for 2026-27, which in recent years have generally produced reasonably accurate results.⁴³ For IP Relay, Rolka Loube relied on providers' projections, but made an adjustment downward for the demand projections, concerned that the projections are potentially overly optimistic.⁴⁴ For VRS, Rolka Loube uses a weighted average of the providers' demand projections, without adjustment, to calculate the compensation requirement.⁴⁵ For IP CTS, Rolka Loube accepts the providers' projections for CA-assisted IP CTS.⁴⁶ For ASR-only IP CTS, Rolka Loube relied on provider projections and for one provider that had not submitted projections estimated a 2.5% month over month growth.⁴⁷ After receiving the provider's projections, Rolka Loube adjusted its demand estimate to align with the inclusion of that provider's demand projections.⁴⁸ Rolka Loube also estimates the CA demand that will be compensated at the CA supplemental rate. Rolka Loube calculated the percentage of a provider's total demand that was compensated at the CA supplemental rate in the 2025 calendar year and applied the calculated percentages to the providers' projected CA demand to derive the projected demand for the CA supplemental rate.⁴⁹ No commenter disputes Rolka Loube's projections. We find that Rolka Loube's TRS demand projections are reasonable for budgeting purposes.

20. *NDBEDP and Fund Administration.* In addition to projected payments for TRS, Rolka Loube includes in its proposed funding requirement a \$10,000,000 funding allocation for the National

³⁹ See *2022 IP Relay Compensation Order*, 37 FCC Rcd at 8025, para. 43; 47 CFR § 64.640(c)-(d). The formula also may be adjusted for recovery of exogenous costs. See *id.* § 64.640(e). However, no IP Relay provider has requested compensation for any exogenous costs.

⁴⁰ InnoCaption Comments at 1-2. We do not in this proceeding address InnoCaption's suggestion that the Commission in an appropriate proceeding consider whether to adopt separate rates for CA-supported IP Relay and automated IP Relay.

⁴¹ See 2026 TRS Fund Report at 26; 2026 TRS Fund Report Supplement at 6-7; see also 47 CFR § 64.604(c)(5)(iii)(H).

⁴² 2026 TRS Fund Report at 11-12. For traditional TRS and CTS, Rolka Loube used logarithmic forecasting methodologies based on the historical demand. *Id.* at 11. For STS, Rolka Loube calculated demand as the three-year average of historical demand from 2023 through 2025. *Id.* at 11-12.

⁴³ *Id.* at 16.

⁴⁴ *Id.* at 19.

⁴⁵ *Id.* at 20.

⁴⁶ *Id.* at 23.

⁴⁷ *Id.* at 23.

⁴⁸ 2026 TRS Fund Report Supplement at 6.

⁴⁹ 2026 TRS Fund Report at 23.

Deaf-Blind Equipment Distribution Program (NDBEDP).⁵⁰ Rolka Loube recommends a total of \$31,001,144 for Fund administrative costs, including allowances for research and number administration contracts; data collection, validation, and maintenance; Fund administration and the TRS Fund Advisory Council; service provider audits; an independent financial audit of the Fund; an information security audit; and various reporting obligations.⁵¹ No party disputes the inclusion or calculation of the Fund administration costs. In our review of these proposed costs compared to actual expenses in prior years and following the Commission efforts to review and lower authorized contract spending,⁵² we believe an adjustment to remove \$3,000,000 from the total Fund administration budget better reflects anticipated administrative costs for the Fund year 2026-27. After this adjustment, we find the remaining recommendations to be fair and consistent with prior year Fund administrative expenses.⁵³ Accordingly, we approve a total of \$28,001,144 for Fund administrative costs. The Commission remains committed to reviewing the administrative expenses of the TRS Fund to identify efficiencies, increase cost savings, and reduce the overall TRS Fund budget.

21. *Payment Reserve.* In its report, in keeping with prior practice, Rolka Loube recommends that funding requirements include a two-month payment reserve, totaling \$280,648,422.⁵⁴ Rolka Loube also anticipates that there will be a surplus from the current fund year, estimated at \$297,300,000, which it proposes to deduct from the funding requirement when determining the contribution factor.⁵⁵ We approve these proposals.

22. *Gross and Net Funding Requirements.* In summary, we conclude that Rolka Loube's demand projections are reasonable and with the adjustments discussed above, its recommended gross funding requirement of \$1,860,789,843 is consistent with the Commission's rules on contribution computations.⁵⁶ We therefore adopt this funding requirement. Deducting the surplus of \$297,300,000, as discussed above, the net funding requirement is \$1,563,489,843.

23. *Contribution Factors.* In the report, Rolka Loube proposed contribution factors for the 2026-27 Fund Year—0.02276 for Internet-based TRS and 0.00021 for non-Internet-based TRS.⁵⁷ The contribution factor for Internet-based TRS, applicable to contributors' intrastate, interstate, and international end-user revenues, is the ratio of the estimated IP CTS, VRS, and IP Relay funding requirements to the total intrastate, interstate, and international end-user revenues for the prior calendar

⁵⁰ *Id.* at 26.

⁵¹ *Id.* at 6, 26, Exh. 2; 2026 TRS Fund Report Supplement at 6-7, Exh. 2.

⁵² *See, e.g.,* FCC, FCC's Initial Contract Review Saves Taxpayers Millions of Dollars (May 14, 2025), <https://www.fcc.gov/fccs-initial-contract-review-saves-taxpayers-millions-dollars>.

⁵³ *See, e.g., Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program*, CG Docket Nos. 03-123 and 10-51, 36 FCC Rcd 10194, 10201, para. 19 (CGB 2021); *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program*, CG Docket Nos. 03-123 and 10-51, Order, 35 FCC Rcd 6649, 6658, para. 23 (CGB 2020) (*2020 TRS Compensation Order*); *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program*, CG Docket Nos. 03-123 and 10-51, Order, 34 FCC Rcd 5171, 5181-82, para. 24 (CGB 2019); *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program*, CG Docket Nos. 03-123 and 10-51, Order, 33 FCC Rcd 6300, 6306-07, para. 18 (CGB 2018).

⁵⁴ 2026 TRS Fund Report Supplement, Exh. 2.

⁵⁵ *Id.*

⁵⁶ *Id.*

⁵⁷ *Id.*

year.⁵⁸ The contribution factor for non-Internet-based TRS, which is applicable to interstate and international end-user revenues, is the ratio of the estimated funding requirement for interstate, non-Internet-based TRS to total interstate and international end-user revenues for the prior calendar year.⁵⁹ Hamilton supports the adoption of the contribution factors.⁶⁰ We find that Rolka Loube’s calculation of the contribution factor for Internet-based and non-Internet-based TRS is accurate and approve the contribution factors.

D. Authority

24. For the proper functioning of the Commission and the prompt and orderly conduct of business, the Commission may delegate its functions.⁶¹ “Any order, decision, report, or action made or taken pursuant to any such delegation, unless reviewed . . . has the same force and effect, and shall be made, evidenced, and enforced in the same manner, as orders, decisions, reports, or other actions of the Commission.”⁶² The Bureau may issue orders, including rulings, decisions, and other actions on matters delegated to the Bureau.⁶³ Among other functions, the Bureau acts under delegated authority, in matters pertaining to consumers and governmental affairs and people with disabilities.⁶⁴ We disagree with IDT’s assertion that it is raising a new or novel question requiring the Commission to address the TRS Fund contribution base or the contribution factors.⁶⁵ The issue raised can be resolved under existing precedents and guidelines.⁶⁶

25. IDT claims that no provision of section 225 authorizes the Commission to compensate providers for international relay calls or to require contributions to the TRS Fund from the international jurisdiction. IDT notes that section 225 only refers to “interstate” and “intrastate” jurisdictions and that “international” does not appear in the statute. IDT’s argument is premised on the specific wording of section 225. However, IDT ignores that section 225 was enacted specifically “in order carry out the purposes established under section 151 of this title.”⁶⁷ Section 151 states that the Commission was established:

For the purpose of regulating *interstate and foreign commerce in communication by wire and radio* so as to make available, so far as possible, *to all the people of the United States*, without discrimination on the basis of race, color, religion, national origin, or sex, a rapid, efficient, *Nation-wide, and world-wide wire and radio communication service* with adequate facilities at reasonable charges, for the purpose of the national defense, for the purpose of promoting safety of

⁵⁸ 2026 TRS Fund Report at 27-28; 2026 TRS Fund Report Supplement at 8-9; *see also* 47 CFR § 64.604(c)(5)(iii)(A)-(B).

⁵⁹ 2026 TRS Fund Report at 27-28; 2026 TRS Fund Report Supplement at 8-9; *see also* 47 CFR § 64.604(c)(5)(iii)(A)-(B).

⁶⁰ Hamilton Comments at 5.

⁶¹ 47 U.S.C. § 155(c)(1); 47 CFR § 0.5(c).

⁶² 47 U.S.C. § 155(c)(3); 47 CFR § 0.5(c). Any person aggrieved by any such order, decision, report or action may file an application for review. *Id.* § 155(c)(4).

⁶³ 47 CFR § 0.204(a).

⁶⁴ 47 CFR § 0.141(a), (f).

⁶⁵ IDT Comments at 2; *see also* 47 CFR § 0.361(c) (requiring matters that present novel questions of law, fact, or policy that cannot be resolved under existing precedents and guidelines).

⁶⁶ 47 CFR § 0.361(c).

⁶⁷ 47 U.S.C. § 225(b)(1).

life and property through the use of wire and radio communications, and for the purpose of securing a more effective execution of this policy....⁶⁸

Providing international relay services is making available “Nation-wide, and world-wide wire and radio communication service” to individuals with hearing and speech disabilities who are a segment of “all the people of the United States.” Collecting contributions to the TRS Fund from the international jurisdiction and funding international TRS calls appear well within the statutory requirements of section 225, particularly when read in conjunction with section 151 as Congress intended.

26. When the Commission established the TRS Fund, it stated that interstate revenues included international revenues.⁶⁹ And over the past 30 years, the Commission has required contributions to the TRS Fund by providers of international telecommunications and VoIP services.⁷⁰ In rejecting a comparable argument to the one advanced by IDT in 2006, the Bureau explained that “contributions to the Interstate TRS Fund are used, in part, to reimburse international relay calls. Therefore. . . the public interest lies in ensuring adequate funding for interstate TRS — including international TRS — by assessing contributions on as broad a revenue base as can be justified.”⁷¹

27. Accordingly, we find that IDT’s question is resolved under existing precedents and guidelines.⁷² This question does not warrant referral to the full Commission and the Commission has not instructed the Bureau to otherwise refer this matter.⁷³ It is well within the Bureau’s established purview to address the Funding requirement for the TRS program, the contribution factors for contributors to the TRS Fund, and the compensation levels for the TRS Fund year and necessary for the prompt and orderly conduct of the Commission’s business.⁷⁴ To the extent IDT believes it has been aggrieved by this action it may seek redress.⁷⁵

IV. PROCEDURAL MATTERS

28. *Accessible Materials.* 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.

⁶⁸ 47 U.S.C. § 151 (emphasis supplied).

⁶⁹ *TRS Third Report and Order*, 8 FCC Rcd at 5302, para. 12.

⁷⁰ See 47 CFR § 64.604(c)(5)(iii)(A). In 2010, when Congress required provider of interconnected and non-interconnected VoIP to contribute to the TRS Fund, it required such providers to participate in and contribute to the TRS Fund, as established under 47 CFR § 64.604(c)(5)(iii), in a manner to be proscribed by the Commission or obligations of such providers that are consistent with and comparable to the obligations of other contributors to such Fund. 47 U.S.C. § 616.

⁷¹ *Telecommunications Relay Service and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket No. 03-123, Declaratory Ruling, 21 FCC Rcd 5247, 5250, para. 7 (CGB 2006); *recon. denied, Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket No. 03-123, Declaratory Ruling on Reconsideration, 21 FCC Rcd 5962, 5965-66, paras. 8-9 (CGB 2006).

⁷² 47 CFR § 0.361(c)

⁷³ 47 CFR § 0.5(c)

⁷⁴ 47 U.S.C. § 155(c)(1).

⁷⁵ 47 U.S.C. § 155(c)(4); 47 CFR § 1.104(b). We also note that IDT has raised this issue in the Delete, Delete, Delete proceeding, GN Docket No. 25-133. Comments of IDT Telecom, Inc., GN Docket No. 25-133, CG Docket Nos. 03-123 and 10-51, and WC Docket No. 06-122 (filed Apr. 14, 2025). We defer to the Commission as to whether it will address this issue in the context of that proceeding.

V. ORDERING CLAUSES

29. Accordingly, IT IS ORDERED, pursuant to section 225 of the Communications Act of 1934, as amended, 47 U.S.C. § 225, and sections 0.141, 0.361, 1.3 and 64.604(c)(5)(iii) of the Commission's rules, 47 CFR §§ 0.141, 0.361, 1.3, 64.604(c)(5)(iii), that this ORDER IS hereby ADOPTED.

30. IT IS FURTHER ORDERED that the TRS Fund administrator shall compensate eligible providers of interstate traditional TRS, for the period from July 1, 2026, through June 30, 2027, in the amount of \$9.1713 per interstate conversation minute.

31. IT IS FURTHER ORDERED that the TRS Fund administrator shall compensate eligible providers of interstate STS, for the period from July 1, 2026, through June 30, 2027, in the amount of \$10.3023 per interstate conversation minute.

32. IT IS FURTHER ORDERED that the TRS Fund administrator shall compensate eligible providers of interstate CTS, for the period from July 1, 2026, through June 30, 2027, in the amount of \$3.3885 per conversation minute.

33. IT IS FURTHER ORDERED that the TRS Fund administrator shall compensate eligible providers of IP Relay, for the period from July 1, 2026, through June 30, 2027, in the amount of \$2.2710 per conversation minute, unless a different expiration date is set by subsequent Commission action establishing a revised compensation formula for that service.

34. IT IS FURTHER ORDERED that the TRS Fund administrator shall compensate eligible providers of VRS, for the period from July 1, 2026, through June 30, 2027, in the amounts of \$8.61 per compensation minute for small providers, who provide 1 million monthly minutes or fewer; \$6.96 per compensation minute for Tier I, applicable to a provider's first 1 million monthly minutes, \$4.35 per compensation minute for Tier II, applicable to a provider's monthly minutes in excess of 1 million; and an additive \$0.22 per compensation minute for Video-Text service.

35. IT IS FURTHER ORDERED that the TRS Fund administrator shall compensate eligible providers of IP CTS, for the period from July 1, 2026, through June 30, 2027, in the amount of \$0.95 per conversation minute for service using only automatic speech recognition technology, \$1.45 per conversation minute for service using a communications assistant, and a supplemental rate of \$0.23 per conversation minute for communications assistant-assisted service when the communications assistant is paid a wage of at least \$18.38 per hour.

36. IT IS FURTHER ORDERED that the net TRS Fund revenue requirement for Fund Year 2026-27 shall be \$1,563,489,843, and the TRS Fund contribution factors shall be 0.00021 for non-Internet-based TRS and 0.02276 for Internet-based TRS.

37. IT IS FURTHER ORDERED that, pursuant to section 1.102(b)(1) of the Commission's Rules, 47 CFR § 1.102(b)(1), this Order is effective upon release.

FEDERAL COMMUNICATIONS COMMISSION

Eduard Bartholme, Chief
Consumer and Governmental Affairs Bureau