

**STATEMENT OF
COMMISSIONER BRENDAN CARR**

Re: *Misuse of Internet Protocol (IP) Captioned Telephone Service*, CG Docket No. 13-24; *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket No. 03-123; *Structure and Practices of the Video Relay Service Program*, CG Docket No. 10-51

The FCC has an obligation to ensure that telecommunications services are available to all Americans that are deaf and hard of hearing. One way we do that is through IP CTS, which is a service that allows an individual who can speak, but who has difficulty hearing over the telephone, to use a phone and an IP-enabled device to simultaneously listen and read captions of the phone conversation. This allows those with hearing loss to make the calls that many others can take for granted—whether it’s to stay in touch with family, to work, or even connecting with emergency services.

Technology has been rapidly improving the quality and lowering the costs of these services. We act today with those changes in mind and to ensure that we continue to have a sustainable approach to funding these vital services. We do so by readjusting the rates providers are paid for these services to ensure the long-term stability of the fund, while proposing higher quality standards to further improve captioning speed and accuracy. The adjustments we make today recognize the hard work the private sector has done to more efficiently deliver for their customers, while promoting further gains that will enhance the effectiveness of IP CTS services.

Thanks to the Consumer and Governmental Affairs Bureau for their hard work on this item. It has my support.