



NEWS FROM THE FEDERAL COMMUNICATIONS COMMISSION

FCC Announces Plan to Modernize Telecommunications Relay Services

*Proposal Aims to Align TRS with Today's Communications Landscape
to Better Serve the Needs of Relay Users*

WASHINGTON, November 20, 2025—The Federal Communications Commission today announced a plan to modernize Telecommunications Relay Services (TRS) through a Notice of Proposed Rulemaking seeking information about how these services can continue to be delivered efficiently in the current IP-based environment. The Commission will also consider updating or eliminating obsolete regulations like those that were never enforced by the FCC or govern an obsolete market structure.

When Congress passed the Americans with Disabilities Act in 1990, it mandated that providers offer TRS, which allows people with hearing or speech disabilities to place or receive phone calls. There have been significant changes to the communications landscape since that time which necessitates a first principles approach to these services. Currently, the Commission recognizes six forms of TRS, three “analog” services and three Internet-based services. As communications technologies have evolved, analog relay services have seen declining or minimal usage, while Internet-based forms of TRS continue to advance and communications service providers and equipment manufacturers integrate accessible communications functionalities into their services and devices.

Today’s proposal seeks to ensure that relay services remain effective, accessible, and sustainable for individuals who are deaf, hard of hearing, deafblind, or have speech disabilities, by proposing a series of reforms to transition users to Internet-based alternatives. This Notice also explores certifying a national analog relay provider and improving compatibility with real-time text. Additionally, this proposal aims to streamline the TRS provider certification processes and close an outdated docket.

Action by the Commission November 20, 2025 by Notice of Proposed Rulemaking (FCC 25-79). Chairman Carr, Commissioners Gomez and Trusty approving. Chairman Carr and Commissioner Trusty issuing separate statements.

CG Docket No. 03-123, 08-15

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