

**STATEMENT OF  
COMMISSIONER OLIVIA TRUSTY**

Re: *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program; Misuse of Internet Protocol Relay Service*, CG Docket Nos. 03-123, 10-51, and 12-38, Notice of Proposed Rulemaking (January 29, 2026).

In November, the Commission initiated a proceeding to ensure that users of analog forms of Telecommunications Relay Services (TRS) are not left behind as our nation's communications networks transition to IP-based technologies. As I noted at the time, the ultimate goal is to ensure that TRS users can fully benefit from the enhanced capabilities made possible by advanced communications networks.

Today's NPRM continues that work, with a focus on Internet-based forms of TRS. We seek comment on how users and providers can take advantage of innovative technologies and expanded service capabilities, including the potential for automatic speech recognition and other advanced tools to improve IP Relay and Video Relay Service.

This item builds on the FCC's prior actions making ASR capabilities available as an option for providers and users of IP Captioned Telephone Service, another Internet-based TRS offering. Consistent with those efforts, the Commission's objective here is to enhance the consumer experience and ensure that Internet-based TRS continues to evolve alongside other services in the modern communications marketplace.

I thank the Consumer and Governmental Affairs Bureau for its excellent work on this item.