Supplementary Information: This is a summary of the Commission’s Public Notice, DA 21–753, in CG Docket Nos. 03–123 and 13–24, released on June 25, 2021. To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an email to fcc504@fcc.gov or call the Consumer and Governmental Affairs Bureau at (202) 418–0530.

Synopsis

1. On September 30, 2020, the Commission adopted Misuse of Internet Protocol (IP) Captioned Telephone Service; Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, Report and Order on Reconsideration, and Further Notice of Proposed Rulemaking, published at 85 FR 64971, October 14, 2020, and 86 FR 7681, February 1, 2021. Pursuant to the Report and Order, TRS Fund compensation for the provision of IP CTS is to be reduced from the current level of $1.42 per minute to $1.30 per minute, effective July 1, 2021.

2. The Joint Providers contend that deferring the scheduled compensation reduction would better enable the Commission to consider the impact on compensation rates before adopting changes in applicable service-quality standards, as proposed in the Further Notice of Proposed Rulemaking. The Joint Providers point out that the currently scheduled compensation adjustment follows a series of previous adjustments ordered by the Commission over a three-year period, with the goal of bringing TRS Fund compensation into line with reasonable cost, and that these prior adjustments reduced per-minute IP CTS compensation from $1.9467 (in the 2017–18 Fund Year) to the current $1.42 level.

3. The Joint Providers also assert that “significant uncertainty as to future costs and demand” has resulted from the “protracted impact of the [COVID–19] pandemic” and the consequent adjustments made by IP CTS providers “to ensure high quality access for users.” As a result, the Joint Providers argue, “a prudent approach is to halt further rate reductions, determine the appropriate standards that will be adopted for IP CTS, determine the impact of those standards on normalized costs [i.e., not impacted by a worldwide pandemic], and determine a long-term rate methodology that ensures continued functional equivalence, innovation, and consumer choice for IP CTS users.”

4. The Bureau seeks comment on the Joint Providers’ request. In particular, because there is insufficient information in the record to evaluate some of the assertions in the request, and because the Commission’s analysis of the issues raised should be data driven, the Bureau seeks additional information on the following:

   a. Current estimates are that $1.30 is substantially higher than the average per-minute IP CTS cost projected for 2021–22. The $1.30 per-minute compensation rate was adopted based on pre-COVID–19 estimates of average per-minute cost. To date, the impact of the COVID–19 pandemic has been to reduce average per-minute IP CTS costs substantially below the $1.30 cost-based rate adopted by the Commission. Based on providers’ cost and demand projections submitted in March 2021, the TRS Fund administrator estimates a weighted average cost for IP CTS (including a 10% operating margin) of $1.1169 per minute—approximately 14% lower than the scheduled $1.30 compensation. Have providers revised their projections of 2021–22 costs and demand? If so, the Bureau seeks detailed information about such revised projections and the basis on which they were revised, to enable a determination of the likelihood that average per-minute costs (plus operating margin) for the 2021–22 Fund Year will exceed the $1.30 level. Is there other reliable data supporting a compensation freeze at the $1.42 level?
   b. The $1.30 per-minute rate that is scheduled to become effective July 1 will expire at the end of the 2021–22 Fund Year. Is freezing the rate at a higher level necessary at this time, or could the Commission effectively address the impact of possible changes in service-quality standards when setting compensation for the subsequent rate period?
   c. While the Commission has proposed that metric standards be developed for IP CTS caption delay and accuracy, no such standards have been adopted to date. Nonetheless, the Bureau seeks information about any investments in quality and technology improvements currently being considered by providers. To what extent could such investments be expected to cause a net increase in a provider’s per-minute service costs during the 2021–22 Fund Year?
   d. Given the industry’s recent innovation, development, and investment in automatic speech recognition, to what extent could such investment in quality and technology improvements result in a decrease in per-minute costs?

FEDERAL COMMUNICATIONS COMMISSION

[OMB 3060–0874; FR ID 37712]

Information Collection Being Submitted for Review and Approval to Office of Management and Budget

AGENCY: Federal Communications Commission.

ACTION: Notice and request for comments.

SUMMARY: As part of its continuing effort to reduce paperwork burdens, as required by the Paperwork Reduction Act (PRA) of 1995, the Federal Communications Commission (FCC or the Commission) invites the general public and other Federal Agencies to take this opportunity to comment on the following information collection. Pursuant to the Small Business Paperwork Relief Act of 2002, the FCC seeks specific comment on how it might “further reduce the information collection burden for small business concerns with fewer than 25 employees.” The Commission may not conduct or sponsor a collection of information unless it displays a currently valid Office of Management and Budget (OMB) control number. No person shall be subject to any penalty for failing to comply with a collection of information subject to the PRA that does not display a valid OMB control number.

DATES: Written comments and recommendations for the proposed information collection should be submitted on or before August 16, 2021.

ADDRESSES: Comments should be sent to www.reginfo.gov/public/do/PRAMain. Find this particular information collection by selecting “Currently under 30-day Review—Open for Public
Title: Consumer Complaint Center:
Informal Consumer Complaints.
Form Number: N/A.
Type of Review: Revision of a
currently approved collection.
Respondents: Individuals or
households; Business or other for-profit
entities; Not for profit institutions; State,
Local or Tribal Government.
Number of Respondents and
Responses: 292,937 respondents;
292,937 responses.
Estimated Time per Respondent: 15
minutes (.25 hour) to 1 hour.
Frequency of Response: On occasion
reporting requirement.
Obligation to Respond: Voluntary.
The statutory authority for this
collection is contained in 47 U.S.C. 208
of the Communications Act of 1934, as
amended (the Act).
Total Annual Burden: 73,244 hours.
Total Annual Cost: None.
Nature and Extent of Confidentiality:
Confidentiality is an issue to the extent
that individuals and households
provide personally identifiable
information, which is covered under the
FCC's updated system of records notice
(SORN), FCC/CGB–1, “Informal
Complaints, Inquiries and Requests for
Dispute Assistance.” As required by the
Privacy Act, 5 U.S.C. 552a, the
Commission also published a SORN,
FCC/CGB–1 “Informal Complaints,
Inquiries, and Requests for Dispute
Assistance,” in the Federal Register
Published on August 15, 2014 (79 FR 48152) which
became effective on September 24, 2014. It may be reviewed at https://
www.fcc.gov/general/privacy-act-
information-systems.
Privacy Impact Assessment: The FCC
completed a Privacy Impact Assessment
(PIA) on June 28, 2007. It may be
reviewed at http://www.fcc.gov/omd/
privacyact/Privacy-Impact-
Assessment.html.
Needs and Uses: The Commission
consolidated all of the FCC informal
consumer complaint intake into an
online consumer complaint portal,
which allows the Commission to better
manage the collection of informal
consumer complaints. Informal
consumer complaints consist of
informal consumer complaints,
inquiries and comments. This revised
information collection requests OMB
approval for the addition of a layer of
consumer reported complaint
information related to the National Deaf-
Blind Equipment Distribution Program
rules.
The information collection burdens
associated with these complaints is
being transferred from OMB Control
Number 3060–1225 (National Deaf-
Blind Equipment Distribution Program)
to OMB Control Number 3060–0874
to enable consumers to file complaints
related to the National Deaf-Blind
Equipment Distribution Program rules
through the Commission’s Consumer
Complaint Center.
Federal Communications Commission.
Marlene Dortch.
Secretary, Office of the Secretary.
[PR Doc. 2021–15080 Filed 7–14–21; 8:45 am]
BILLING CODE 6712–01–P