

418–2716; email: [William.Wallace@fcc.gov](mailto:William.Wallace@fcc.gov).

**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](mailto: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, 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:

- 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?

- 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?

- 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?

- 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?

- If the Commission were to “freeze” IP CTS compensation at the current \$1.42 level, what increase would be needed in the proposed TRS funding requirement and the contribution factor for support of IP CTS? If such action were to be taken after the \$1.30 compensation level becomes effective, should the Commission “true up” compensation retroactively to July 1? How should such a true-up be handled?

Federal Communications Commission.

**Gregory Haledjian,**

*Legal Advisor, Consumer and Governmental Affairs Bureau.*

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## 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](http://www.reginfo.gov/public/do/PRAMain). Find this particular information collection by selecting “Currently under 30-day Review—Open for Public

Comments” or by using the search function. Your comment must be submitted into [www.reginfo.gov](http://www.reginfo.gov) per the above instructions for it to be considered. In addition to submitting in [www.reginfo.gov](http://www.reginfo.gov) also send a copy of your comment on the proposed information collection to Cathy Williams, FCC, via email to [PRA@fcc.gov](mailto:PRA@fcc.gov) and to [Cathy.Williams@fcc.gov](mailto:Cathy.Williams@fcc.gov). Include in the comments the OMB control number as shown in the **SUPPLEMENTARY INFORMATION** below.

**FOR FURTHER INFORMATION CONTACT:** For additional information or copies of the information collection, contact Cathy Williams at (202) 418–2918. To view a copy of this information collection request (ICR) submitted to OMB: (1) Go to the web page <http://www.reginfo.gov/public/do/PRAMain>, (2) look for the section of the web page called “Currently Under Review,” (3) click on the downward-pointing arrow in the “Select Agency” box below the “Currently Under Review” heading, (4) select “Federal Communications Commission” from the list of agencies presented in the “Select Agency” box, (5) click the “Submit” button to the right of the “Select Agency” box, (6) when the list of FCC ICRs currently under review appears, look for the Title of this ICR and then click on the ICR Reference Number. A copy of the FCC submission to OMB will be displayed.

**SUPPLEMENTARY INFORMATION:** As part of its continuing effort to reduce paperwork burdens, as required by the Paperwork Reduction Act (PRA) of 1995 (44 U.S.C. 3501–3520), the FCC invited the general public and other Federal Agencies to take this opportunity to comment on the following information collection. Comments are requested concerning: (a) Whether the proposed collection of information is necessary for the proper performance of the functions of the Commission, including whether the information shall have practical utility; (b) the accuracy of the Commission’s burden estimates; (c) ways to enhance the quality, utility, and clarity of the information collected; and (d) ways to minimize the burden of the collection of information on the respondents, including the use of automated collection techniques or other forms of information technology. Pursuant to the Small Business Paperwork Relief Act of 2002, Public Law 107–198, see 44 U.S.C. 3506(c)(4), the FCC seeks specific comment on how it might “further reduce the information collection burden for small business concerns with fewer than 25 employees.”

OMB Control Number: 3060–0874.

**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 Response:** 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** 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.*

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## FEDERAL HOUSING FINANCE AGENCY

[No. 2021–N–8]

### Proposed Collection; Comment Request

**AGENCY:** Federal Housing Finance Agency.

**ACTION:** 60-Day notice of submission of information collection for approval from Office of Management and Budget.

**SUMMARY:** In accordance with the requirements of the Paperwork Reduction Act of 1995 (PRA), the Federal Housing Finance Agency (FHFA or the Agency) is seeking public comments concerning an information collection known as “Minority and Women Inclusion,” which has been assigned control number 2590–0014 by the Office of Management and Budget (OMB). FHFA intends to submit the information collection to OMB for review and approval of a three-year extension of the control number, which is due to expire on October 31, 2021.

**DATES:** Interested persons may submit comments on or before September 13, 2021.

**ADDRESSES:** Submit comments to FHFA, identified by “Proposed Collection; Comment Request: “Minority and Women Inclusion, (No. 2021–N–8)” by any of the following methods:

- **Agency Website:** [www.fhfa.gov/open-for-comment-or-input](http://www.fhfa.gov/open-for-comment-or-input).
- **Federal eRulemaking Portal:** <http://www.regulations.gov>. Follow the instructions for submitting comments. If you submit your comment to the *Federal eRulemaking Portal*, please also send it by email to FHFA at [RegComments@fhfa.gov](mailto:RegComments@fhfa.gov) to ensure timely receipt by the Agency.

- **Mail/Hand Delivery:** Federal Housing Finance Agency, 400 Seventh Street SW, Washington, DC 20219, ATTENTION: Proposed Collection; Comment Request: “Minority and Women Inclusion, (No. 2021–N–8)”.

We will post all public comments we receive without change, including any