

APPENDIX M:

**Puerto Rico Relay
Samples of Social Media Platforms**

Sprint Latino Social Media



Facebook and Twitter

In June, Sprint Relay had its first post on the Sprint Latino Facebook page with the announcement in Spanish of "¿Sabías que Sprint ofrece múltiples servicios de retransmisión para personas con pérdida de audición? Más información: <http://bit.ly/1OhksJ4>" (shown at right).

This announcement was also posted on Twitter (as shown at left).



Page Messages Notifications Insights Publishing Tools Pages to Watch Settings Help



Puerto Rico Relay
@PuertoRicoRelay

- Home
- About
- Photos
- Reviews
- Videos
- Posts
- Community

Promote
Manage Promotions

Liked Following Share

Videos

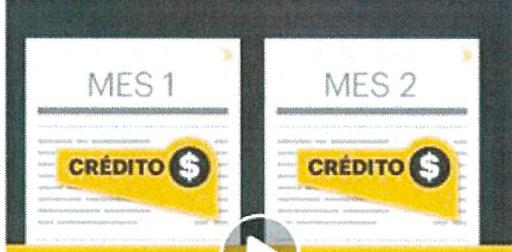
La película mostrará el 26 de mayo en Mayaguez, Pue



See All

Posts

Puerto Rico Relay shared Sprint Puerto Rico's video
Published by Missy McManus (91) · October 23 at 2:29pm



En las **siguientes dos facturas** vas a ver un crédito por la cantidad

+ Add a Button

People Also Like

- Angie's Sweets & More Business Service
- Televisión Gratis.pr Telecommunication Company
- Creaciones Mineash Event

Pages liked by this Page

- Sprint Accessibility

English (US) Español Português (Brasil) Français (France) Deutsch +

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Puerto Rico Relay
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[Promote](#)
Manage Promotions

Liked Following Share

Puerto Rico Relay
Published by Missy McManus (?) July 18

www.puertoricorelay.com



“What is the Puerto Rico R
Click here for more inform
the “Please don’t hang up



puerto-rico-relaypuerto-rico-relay

5 people reached [Boost Post](#)

Like Comment Share

Puerto Rico Relay shared **Sprint Accessibility's** photo
Published by Missy McManus (?) May 5

<https://www.facebook.com/sprintrelay/photos/a.369843090655.204672.2102.95980655/10155772410755656/?type=3&theater>



[+ Add a Button](#)

People Also Like

-  **Angie's Sweets & More**
Business Service
-  **Televisión Gratis.pr**
Telecommunication Company
-  **Creaciones Mineash**
Event

Pages liked by this Page

-  **Sprint Accessibility**

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Facebook © 2017

Page Messages Notifications Insights Publishing Tools Pages to Watch Settings Help



Puerto Rico Relay
@PuertoRicoRelay

- Home
- About
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- Reviews
- Videos
- Posts
- Community

[Promote](#)
Manage Promotions

Puerto Rico Relay shared **Sprint Latino's** photo
Published by Missy McManus (P) · June 29, 2016

We are excited to announce that we got our first Relay post on the Sprint Latino Facebook page
<https://www.facebook.com/SprintLatino/photos/a.381435095290179.107374.1828.353184841448538/804053576361660/?type=3>
 English: Did you know Sprint offers multiple relay services for those with hearing loss? Find out more: <http://bit.ly/1OhksJ4>
 And here is the Twitter post if you prefer this channel
<https://twitter.com/SprintLatino/status/747496981145202688>... See More



Servicio de Retransmisión de Sprint

Ver más en sprintrelay.com

Sprint Latino
June 27, 2016

¿Sabías que Sprint ofrece múltiples servicios de retransmisión para personas con pérdida de audición? Más información: <http://bit.ly/1OhksJ4>

1 person reached [Boost Post](#)

Like Comment Share

Puerto Rico Relay shared **Sprint Accessibility's** photo
Published by Missy McManus (P) · February 17, 2016

[+ Add a Button](#)

People Also Like

-  **Angie's Sweets & More**
Business Service
-  **Televisión Gratis.pr**
Telecommunication Company
-  **Creaciones Mineash**
Event

Pages liked by this Page

-  **Sprint Accessibility**

English (US) Español Português (Brasil) Français (France) Deutsch +

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A free public service for communication between standard (voice) users and persons who are deaf, hard of hearing, deaf-blind, and speech-disabled using text telephones (TTYs) or adaptive telephone equipment.



[Puerto Rico Relay booklet \(English\)](#)
[Puerto Rico Relay booklet \(Español\)](#)



"What is the Puerto Rico Relay Service?"
Click here for more information about the "Please don't hang up" campaign.



"I don't have a TTY."
Click here for more information on a free loan through the Equipment Distribution Program.

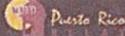


For Hearing Callers:
click here to learn how to make a phone call.



APPENDIX N:

**Puerto Rico Relay Website
Samples of Screenshots**

 Puerto Rico

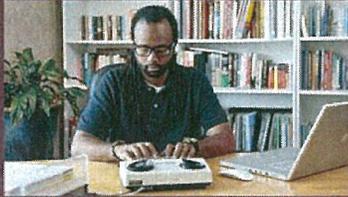
Home | Relay Services | For Customers | Don't Hang Up | Outreach | Equipment Distribution | Contact | Lifeline Link-up

RELAY SERVICES



HOW RELAY WORKS

New York Relay Service uses state-of-the-art technology to bring relay services to customers. To learn more, [click here](#).



FOR TTY USERS

For people with a hearing loss who use a TTY (teletypewriter), [click here](#).



FOR VOICE USERS



Home | Relay Services | For Customers | Don't Hang Up | Outreach | Equipment Distribution | Contact | Lifeline Link-up

OUTREACH

Requests for Puerto Rico Relay brochures, outreach materials, presentations, or any other additional relay information

The PUERTO RICO RELAY SERVICES provides outreach services to the deaf and hard of hearing - and anyone they need to call - in Puerto Rico. The Relay Program Manager travels the island, making presentations and distributing information. Workshops and training sessions are conducted for those who can hear to educate them about how to use and accept relay calls.

The Program Manager also assists deaf, hard-of-hearing and speech-disabled Puerto Ricans with updates and responses to questions concerning relay service in Puerto Rico.

If you are interested in receiving more information or scheduling a presentation please contact us:

Missy Whatmough McManus
Sprint Relay Program Manager
411 Huger Street
Columbia, South Carolina 29201
Email: missa.mcmanus@sprint.com
1-803-403-9763 (Voice)
1-803-951-1660 (TTY)
1-803-403-8354 (Fax)

[CONTACT US](#)

Puerto Rico Relay Service is provided by Sprint Relay. © 2017 Puerto Rico Relay. All rights reserved.

Home | Relay Services | For Customers | Don't Hang Up | Outreach | Equipment Distribution | Contact | Lifeline Link-up

EQUIPMENT DISTRIBUTION PROGRAM

The purpose of the program is to loan special telephone device to qualifying Puerto Rico citizens. Eligible applicants will be loaned one device.

To qualify for this program, you must:

1. Be a resident of Puerto Rico.
2. Be deaf, hard of hearing, or have a speech disability as certified by a physician, audiologist or speech language pathologist.
3. Have a residential phone line or high speed internet access.

[Download EDP Form](#) [Descargar formulario de solicitud](#)

[Download EDP Flyer](#) [Descargar folleto](#)

 Puerto Rico RELAY

[Home](#) | [Relay Services](#) | [For Customers](#) | [Don't Hang Up](#) | [Outreach](#) | [Equipment Distribution](#) | [Contact](#) | [Lifeline Link-up](#)

CONTACT US

For more information about Puerto Rico Relay Service, contact us below :

Missy Whatmough McManus
Sprint Relay Program Manager
411 Huger Street
Columbia, South Carolina 29201

Email: melisse.mcmanus@sprint.com
1-803-403-9763 (Voicemail)
1-803-951-1660 (TTY)
1-803-403-8354 (Fax)

Puerto Rico Relay Customer Service:
1-800-673-3777 (TTY/Voice)

Or you may fill out and submit the form below:

Name

Email

Subject

Message

WEBSITES

Internet Relay
• [Internet Services](#)

Sprint Relay
• [Sprint Relay](#)

Wireless Devices
• [Sprint Relay Store](#)



Home | Relay Services | For Customers | Don't Hang Up | Outreach | Equipment Distribution | Contact | Lifeline Link-up

LIFELINE & LINK-UP

Subsidy Programs Phone Service through Universal Service Fund

Through the Universal Service Fund, the Telecommunications Regulatory Board of Puerto Rico provides subsidies for the payment of the monthly rent of wired telephone service (residential) and mobile (cellular) for people with low income.

Subsidy programs are:

- **Lifeline:**
In conjunction with the Federal Universal Service Fund and State, the Lifeline program provides a monthly allowance of \$ 13.50 on income from telephone service (residential or mobile).
- **Link-Up:**
Provided through the Federal Universal Service Fund, Link-Up provides a reduction in the cost of installation or activation of telephone service, equivalent to half of the charge or thirty dollars (\$ 30.00), whichever is less.

It also includes a deferred payment plan for the remaining places where the user does not pay interest for a term not exceeding one year on the installation or activation charges, up to two hundred dollars (\$ 200.00).

To be eligible to receive grants of Lifeline and Link-Up, each applicant must have income below the levels established in the Federal Poverty Guidelines. To check your eligibility for income, you can view the table of current income by family composition attached or visit the website www.lifeline.gov. May also be eligible if you receive benefits from one or more of the following benefit programs:

- Nutrition Assistance Program (NAP)
- Federal Section 8 Housing
- Energy Assistance Program for Low Income
- Medical Assistance (Medicaid)
- School Lunch Program
- Program "Temporary Assistance to Needy Families" (TANF)

At present, all companies providing telephone service in Puerto Rico can offer subsidy to eligible persons through programs Lifeline and Link-Up. For more information, call 787-756-0804 or toll free at 1-866-578-5500. You can also contact the Telecommunications Board by email at the following address:

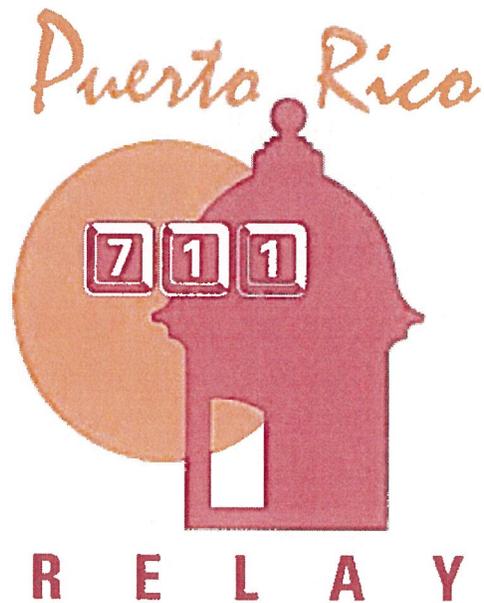
correspondencia@trpr.gobierno.pr

APPENDIX O:

**Puerto Rico Relay Complaint Logs for
Years 2013 to 2017**



COMMONWEALTH OF PUERTO RICO
TELECOMMUNICATIONS REGULATORY BOARD
OF PUERTO RICO



Puerto Rico TRS Complaint Log FCC Report 2013-2014



COMMONWEALTH OF PUERTO RICO
**TELECOMMUNICATIONS REGULATORY BOARD
OF PUERTO RICO**

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

Re: Telecommunications Relay Service; Consumer Complaint Log
CG Docket 03-123

Dear Ms. Dortch:

The Telecommunications Regulatory Board of PR ("TRB"), pursuant to Section 64.604 (c) (1) of the Federal Communications Commission rules, hereby informs the Commission that there was only one TRS complaint filed during the period of June 1, 2013 to May 31, 2014.

Details of the complaint, including how it was handled and its resolution are included herein.

Should you need additional information, you may contact me at 787-756-0804, ext. 3052 or by my E-Mail address: rmiranda@irtpr.gobierno.pr

Respectfully submitted,

Roberto Miranda
TRS Contract Administrator on behalf of the
Telecommunications Regulatory Board of Puerto Rico

Cc:

President and Board Commissioners of the
Telecommunications Regulatory Board of Puerto Rico

Complaint Tracking for PR (06/01/2013-05/31/2014). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	09/16/13	On 9/14/13 the customer reported she was unable to dial 711 to reach Puerto Rico VCO Relay service. She did not try the toll free number 866-280-2656. Took customer information (required for trouble ticket regarding the issue) and apologized for the inconvenience. Follow up requested.	11/15/13	Contacted the customer but there was no answer. Contacted the customer's niece and she told me that her aunt (customer) is out of Puerto Rico until 2014 undergoing a surgery in the States. Manager tested the number using the VCO in the office and it went through.



PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

News Media Information 202 / 418-0500
Internet: <http://www.fcc.gov>
TTY: 1-888-835-5322

DA 14-831
Released: June 17, 2014

REMINDER TO STATES AND INTERSTATE TELECOMMUNICATIONS RELAY SERVICES PROVIDERS THAT THE ANNUAL SUMMARY OF CONSUMER COMPLAINTS IS DUE JULY 1, 2014

REMINDER OF ONGOING OBLIGATION TO REPORT CONTACT INFORMATION AND SUBSTANTIVE CHANGES IN TRS PROGRAMS

CG DOCKET NO. 03-123

Obligation to File Annual Summary of Consumer Complaints.

The Federal Communications Commission's Consumer and Governmental Affairs Bureau reminds states and providers of interstate telecommunications relay services (TRS)¹ that they must submit their annual consumer complaint log summaries covering the 12-month period from June 1, 2013 to May 31, 2014, on or before Tuesday, July 1, 2014.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to collect and maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.² State TRS programs are required to log all complaints made to the state agency, as well as those made to the state's TRS provider. Both states and interstate TRS providers must file summaries of these complaint logs with the Commission annually.³ These summaries are intended to provide an early warning to the Commission of possible service quality issues. This information also allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints, and to spot national trends that may lend themselves to coordinated solutions. Moreover, the information enables states to learn how other states are resolving complaints.⁴

Complaint log summaries should include information pertaining to complaints received between June 1, 2013, and May 31, 2014. The summaries must include, at a minimum, the total number of interstate relay calls by type of TRS (*i.e.*, traditional TRS, speech-to-speech (STS), captioned telephone service (CTS), Internet protocol (IP) CTS, IP Relay, video relay service (VRS)), the number of complaints alleging a

¹ Providers of interstate TRS service include all Internet-based TRS providers.

² See 47 C.F.R. § 64.604(c)(1)(i). See also *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CC Docket No. 98-67, Report and Order and Further Notice of Proposed Rulemaking, 15 FCC Rcd 5140, 5144-5145 at ¶ 9 (2000) (*Improved TRS Order*).

³ See 47 C.F.R. § 64.604(c)(1)(ii).

⁴ *Improved TRS Order*, 15 FCC Rcd at 5190-5191, ¶ 122.

violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.⁵

State Complaint Log Summary filings must reference CG Docket No. 03-123. Submissions may be filed in one of two ways: (1) by using the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- **Electronic Filers:** Submissions may be filed electronically using the Internet by accessing the ECFS: <http://apps.fcc.gov/ecfs/>. Filers should follow the instructions provided on the website for submitting comments.
- **Paper Filers:** Parties who choose to file by paper must file an original and one copy of each filing.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12th Street, SW., Room TW-A325, Washington, DC 20554. The filing hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of *before* entering the building.

- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12th Street, SW., Washington, DC 20554.

Obligation to Submit Contact Information and Notice of Substantive Changes in TRS Programs.

We also remind certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that, pursuant to 47 C.F.R. § 64.604(c)(2), they must submit to the Commission the name of a contact person and/or office for the receipt of inquiries and complaints from consumers about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service. The submission must include the name and address of the state or TRS office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, and fax numbers for that office; the email address; and the physical address to which correspondence should be sent.

The Commission must be notified each time there is a change in any of this required information. Any changes in contact information for certified state TRS programs and/or interstate TRS providers should be sent to TRS_POC@fcc.gov.

We also remind certified state TRS programs that, pursuant to 47 C.F.R. § 64.606(f)(1), state TRS programs must notify the Commission of any substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal mandatory minimum standards after implementing the substantive change. Similarly, pursuant to 47 C.F.R. §

⁵ See 47 C.F.R. § 64.604(c)(1).

64.606(f)(2), providers of VRS, IP Relay and IP CTS certified under 47 C.F.R. § 64.606 must also notify the Commission of any substantive changes in their TRS programs, services, and features within 60 days of when such changes occur, and certify that they continue to meet federal mandatory minimum standards after implementing the substantive change. Notices of substantive changes in TRS Programs must reference CG Docket No. 03-123.

Contact information for certified state TRS programs is posted on the Consumer and Governmental Affairs Bureau's website at: <http://www.fcc.gov/encyclopedia/trs-state-and-territories>; contact information for Internet-based TRS providers is posted at: <http://www.fcc.gov/encyclopedia/trs-providers>.

The full text of this document and copies of any subsequently filed complaint log summary and notices of substantive changes in TRS program documents in this matter will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW., Room CY-A257, Washington, DC 20554. This document and copies of subsequently filed documents in this matter may also be purchased from the Commission's duplicating contractor Best Copying and Printing Inc., at Portals II, 445 12th Street, SW., Room CY-B402, Washington, DC 20554. Customers may contact the duplicating contractor at their web site www.bcpweb.com or call 202-488-5300.

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 (voice), 202-418-0432 (TTY). This *Public Notice* can also be downloaded in Word and Portable Document Format (PDF) at: <http://www.fcc.gov/encyclopedia/disability-rights-office-headlines>.

For further information regarding this *Public Notice*, contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disability Rights Office, 202- 418-2247 (voice), or email Dana.Wilson@fcc.gov.

FCC-



COMMONWEALTH OF PUERTO RICO
TELECOMMUNICATIONS REGULATORY BOARD
OF PUERTO RICO



Puerto Rico TRS Complaint Log FCC Report 2014-2015



COMMONWEALTH OF PUERTO RICO
**TELECOMMUNICATIONS REGULATORY BOARD
OF PUERTO RICO**

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

Re: Telecommunications Relay Service; Consumer Complaint Log
CG Docket 03-123

Dear Ms. Dortch:

The Telecommunications Regulatory Board of PR ("TRB"), pursuant to Section 64.604 (c) (1) of the Federal Communications Commission rules, hereby informs the Commission that there were no TRS related complaints filed during the period of June 1, 2014 to May 31, 2015.

Should you need additional information, you may contact me at 787-756-0804, ext. 3052 or by my E-Mail address: rmiranda@jrtpr.gobierno.pr

Respectfully submitted,

Roberto Miranda
TRS Contract Administrator on behalf of the
Telecommunications Regulatory Board of Puerto Rico

Cc:

President and Board Commissioners of the
Telecommunications Regulatory Board of Puerto Rico

Complaint Tracking for PR (06/01/2014-05/31/2015). Total Customer Contacts: 0

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
-------	-------------------	---------------------	--------------------	---------------------------

Date Generated Thu, Jun, 4th, 2015 @ 02:30:49 PM CT



PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

News Media Information 202 / 418-0500
Internet: <http://www.fcc.gov>
TTY: 1-888-835-5322

DA 15-671

Released: June 9, 2015

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Complaint log summaries should include information pertaining to complaints received between June 1, 2014, and May 31, 2015. The summaries must include, at a minimum, the total number of interstate relay calls by type of TRS (*i.e.*, traditional TRS, speech-to-speech (STS), captioned telephone service (CTS), Internet protocol (IP) CTS, IP Relay, video relay service (VRS)), the number of complaints alleging a

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- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12th Street, SW., Washington DC 20554.

Obligation to Submit Contact Information and Notice of Substantive Changes in TRS Programs.

We also remind certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that, pursuant to 47 C.F.R. § 64.604(c)(2), they must submit to the Commission the name of a contact person and/or office for the receipt of inquiries and complaints from consumers about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service. The submission must include the name and address of the state or TRS office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, and fax numbers for that office; the email address; and the physical address to which correspondence should be sent.

The Commission must be notified each time there is a change in any of this required information. Any changes in contact information for certified state TRS programs and/or interstate TRS providers should be sent to TRS_POC@fcc.gov.

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The full text of this document and copies of any subsequently filed complaint log summary and notices of substantive changes in TRS program documents in this matter will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW., Room CY-A257, Washington, DC 20554.

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 (voice), 202-418-0432 (TTY). This *Public Notice* can also be downloaded in Word and Portable Document Format (PDF) at <http://www.fcc.gov/encyclopedia/disability-rights-office>.

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-FCC-



COMMONWEALTH OF PUERTO RICO
TELECOMMUNICATIONS REGULATORY BOARD
OF PUERTO RICO



Puerto Rico TRS Complaint Log FCC Report 2015-2016



COMMONWEALTH OF PUERTO RICO
**TELECOMMUNICATIONS REGULATORY BOARD
OF PUERTO RICO**

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

Re: Telecommunications Relay Service; Consumer Complaint Log
CG Docket 03-123

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Respectfully submitted,

Roberto Miranda
TRS Contract Administrator on behalf of the
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Cc:

President and Commissioners of the
Telecommunications Regulatory Board of Puerto Rico

Complaint Tracking for Puerto Rico (06/01/2015-05/31/2016). Total Customer Contacts: 0

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
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PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

News Media Information 202 / 418-0500
Internet: <https://www.fcc.gov>
TTY: 1-888-835-5322

DA 16-702

Released: June 20, 2016

**REMINDER TO STATES AND INTERSTATE TELECOMMUNICATIONS
RELAY SERVICES PROVIDERS THAT THE ANNUAL SUMMARY OF
CONSUMER COMPLAINTS IS DUE BY JULY 1, 2016**

**REMINDER OF ONGOING OBLIGATION TO REPORT
CONTACT INFORMATION AND SUBSTANTIVE CHANGES IN TRS PROGRAMS**

CG DOCKET NO. 03-123

Obligation to File Annual Summary of Consumer Complaints.

The Federal Communications Commission's Consumer and Governmental Affairs Bureau reminds states and providers of interstate telecommunications relay services (TRS)¹ that they must submit their annual consumer complaint log summaries covering the 12-month period from June 1, 2015 through May 31, 2016, on or before Friday, July 1, 2016.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to collect and maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.² State TRS programs are required to log all complaints made to the state agency, as well as those made to the state's TRS provider. Both states and interstate TRS providers must file summaries of their respective complaint logs with the Commission annually.³ These summaries are intended to provide an indication to the Commission of possible service quality issues. This information also allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints, and to spot national trends that may lend themselves to coordinated solutions. Moreover, the information enables states to learn how other states are resolving complaints.⁴

Complaint log summaries shall pertain to complaints received from June 1, 2015, through May 31, 2016, and include at a minimum, the total number of interstate relay calls by type of TRS (*i.e.*, traditional TRS, speech-to-speech (STS), captioned telephone service (CTS), Internet protocol (IP) CTS, IP relay service (IP Relay), and video relay service (VRS)), the number of complaints alleging a violation of the federal

¹ Providers of interstate TRS service include all Internet-based TRS providers.

² See 47 C.F.R. § 64.604(c)(1)(i); see also *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order and Further Notice of Proposed Rulemaking, 15 FCC Rcd 5140, 5144-5145 at para. 9 (2000) (*Improved TRS Order*).

³ 47 C.F.R. § 64.604(c)(1)(ii).

⁴ *Improved TRS Order*, 15 FCC Rcd at 5190-5191, para. 122.

TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.⁵

Complaint Log Summary filings must reference CG Docket No. 03-123. Submissions may be filed in one of two ways: (1) by using the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- **Electronic Filers:** Submissions may be filed electronically using the Internet by accessing the ECFS: <http://apps.fcc.gov/ecfs/>. Filers should follow the instructions provided on the website for submitting comments.
- **Paper Filers:** Parties who choose to file by paper must file an original and one copy of each filing.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12th Street, SW., Room TW-A325, Washington, DC 20554. The filing hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of *before* entering the building.

- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12th Street, SW., Washington DC 20554.

Obligation to Submit Contact Information and Notice of Substantive Changes in TRS Programs.

We also remind certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that they must submit to the Commission the name of a contact person or office, or both, for the receipt of inquiries and complaints from consumers about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service.⁶ The submission must include, at a minimum, the name and address of the state or TRS office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, fax number, e-mail address, and web address for that office; and the physical address to which correspondence should be sent.⁷

The Commission must be notified each time there is a change in any of this required information. Any changes in contact information for certified state TRS programs or interstate TRS providers, or both, should be sent to TRS_POC@fcc.gov.

We also remind certified state TRS programs that they must notify the Commission of any substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS

⁵ See 47 C.F.R. § 64.604(c)(1).

⁶ 47 C.F.R. § 64.604(c)(2).

⁷ *Id.*

program continues to meet federal mandatory minimum standards after implementing the substantive change.⁸ Similarly, providers of VRS, IP Relay and IP CTS certified under section 64.606 of the Commission's rules⁹ must also notify the Commission of any substantive changes in their TRS programs, services, and features within 60 days of when such changes occur, and certify that they continue to meet federal mandatory minimum standards after implementing the substantive change.¹⁰ Notices of substantive changes in TRS Programs must reference **CG Docket No. 03-123**.

Contact information for certified state TRS programs is posted on the Consumer and Governmental Affairs Bureau's website at: <https://www.fcc.gov/general/trs-state-and-territories>; contact information for Internet-based TRS providers is posted at: <https://www.fcc.gov/general/internet-based-trs-providers>.

The full text of this document and copies of any subsequently filed complaint log summary and notices of substantive changes in TRS program documents in this matter will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW., Room CY-A257, Washington, DC 20554.

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 (voice), (202) 418-0432 (TTY). This *Public Notice* can also be downloaded in Word and Portable Document Format (PDF) at: <https://www.fcc.gov/general/disability-rights-office>.

For further information regarding this *Public Notice*, contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disability Rights Office, (202) 418-2247 (voice), or email: Dana.Wilson@fcc.gov.

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⁸ 47 C.F.R. § 64.606(f)(1).

⁹ 47 C.F.R. § 64.606.

¹⁰ 47 C.F.R. § 64.606(f)(2).



GOVERNMENT OF PUERTO RICO
TELECOMMUNICATIONS REGULATORY BOARD
OF PUERTO RICO



Puerto Rico TRS Complaint Log FCC Report 2016-2017



GOBIERNO DE PUERTO RICO

Junta Reglamentadora de Telecomunicaciones

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

Re: Telecommunications Relay Service; Consumer Complaint Log
CG Docket 03-123

Dear Ms. Dortch:

The Telecommunications Regulatory Board of PR ("TRB"), pursuant to Section 64.604 (c) (1) of the Federal Communications Commission rules, hereby informs the Commission that there were no TRS nor STS related complaints filed during the period of June 1, 2016 to May 31, 2017.

Should you need additional information, you may contact me at 787-756-0804, ext. 3052 or by my E-Mail address: rmiranda@jrtp.gobierno.pr

Respectfully submitted,

Roberto Miranda
TRS Contract Administrator on behalf of the
Telecommunications Regulatory Board of Puerto Rico

Cc:

President and Commissioners of the
Telecommunications Regulatory Board of Puerto Rico



Complaint Tracking for Puerto Rico (06/01/2016-05/31/2017): Total Customer Contacts: 0

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DA 17-565

Released: June 8, 2017

REMINDER TO STATES AND INTERSTATE TELECOMMUNICATIONS RELAY SERVICES PROVIDERS THAT THE ANNUAL SUMMARY OF CONSUMER COMPLAINTS IS DUE BY JULY 3, 2017

REMINDER OF ONGOING OBLIGATION TO REPORT CONTACT INFORMATION AND SUBSTANTIVE CHANGES IN TRS PROGRAMS

CG DOCKET NO. 03-123

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The Federal Communications Commission's Consumer and Governmental Affairs Bureau reminds states and providers of interstate telecommunications relay services (TRS)¹ that they must submit their annual consumer complaint log summaries covering the 12-month period from June 1, 2016 through May 31, 2017, on or before Monday, July 3, 2017.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to collect and maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.² State TRS programs are required to log all complaints made to the state agency, as well as those made to the state's TRS provider. Both state and interstate TRS providers must file summaries of their respective complaint logs with the Commission annually.³ These summaries are intended to provide an indication to the Commission of possible service quality issues. This information also allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints, and to spot national trends that may lend themselves to coordinated solutions. Moreover, the information enables states to learn how other states are resolving complaints.⁴

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³ 47 CFR § 64.604(c)(1)(ii).

⁴ *Improved TRS Order*, 15 FCC Rcd at 5190-5191; para. 122.

program continues to meet federal mandatory minimum standards after implementing the substantive change.⁸ Similarly, providers of VRS, IP Relay and IP CTS certified under section 64.606 of the Commission's rules⁹ must also notify the Commission of any substantive changes in their TRS programs, services, and features within 60 days of when such changes occur, and certify that they continue to meet federal mandatory minimum standards after implementing the substantive change.¹⁰ Notices of substantive changes in TRS Programs must reference **CG Docket No. 03-123**.

Contact information for certified state TRS programs is posted on the Consumer and Governmental Affairs Bureau's website at: <https://www.fcc.gov/general/trs-state-and-territories>; contact information for Internet-based TRS providers is posted at: <https://www.fcc.gov/general/internet-based-us-providers>.

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For further information regarding this *Public Notice*, contact Robert McConnell, Consumer and Governmental Affairs Bureau, Disability Rights Office, (202) 769-0760 (videophone and voice), or email: Robert.McConnell@fcc.gov.

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⁸ 47 CFR § 64.606(f)(1).

⁹ 47 CFR § 64.606.

¹⁰ 47 CFR § 64.606(f)(2).