



**Junta**  
REGLAMENTADORA  
de Telecomunicaciones  
DE PUERTO RICO

GOVERNMENT OF PUERTO RICO  
TELECOMMUNICATIONS REGULATORY BOARD  
OF PUERTO RICO



# **Puerto Rico TRS Complaint Log FCC Report 2017-2018**



## GOBIERNO DE PUERTO RICO

Junta Reglamentadora de Telecomunicaciones

June 21, 2018

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, 2017 to May 31, 2018.

As requested in the FCC's Notice, regarding the Obligation to Submit Contact Information and Notice of Substantive Changes in TRS Programs, I state the following:

1. That the current contact information at the FCC website for TRS in Puerto Rico, remains unchanged. The current contact information is:

Contact for TRS Complaints:

**Telecommunications Regulatory Board of Puerto Rico**

Attn: Mr. Roberto Miranda

500 Ave. Roberto H. Todd

(Pda 18 - Santurce)

San Juan, PR 00907-3941

Telephone Number: 787-756-0804, Fax: 787-999-6126

Email: [rmiranda@jrtp.pr.gov](mailto:rmiranda@jrtp.pr.gov)





## GOBIERNO DE PUERTO RICO

Junta Reglamentadora de Telecomunicaciones

### **Sprint Relay**

Attn: Missy Whatmough McManus

Program Manager

411 Huger Street

Columbia, SC 29201

Telephone Numbers: 803-403-9763 (Voice), 803-951-1660 (TTY), 803-403-8354 (Fax)

Email: [melissa.mcmanus@sprint.com](mailto:melissa.mcmanus@sprint.com)

2. I hereby certify that at the time of issuing this report, no substantive changes have been made to the Puerto Rico TRS program.

Should you need additional information, you may contact me at 787-756-0804, ext. 3052 or by my email address: [rmiranda@jrtpo.pr.gov](mailto:rmiranda@jrtpo.pr.gov)

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 (06/01/2017-05/31/2018). Total Customer Contacts: 0**

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



Federal Communications Commission  
445 12<sup>th</sup> St., S.W.  
Washington, D.C. 20554

# NOTICE

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

DA 18-630

Released: June 15, 2018

---

**REMINDER TO STATES AND INTERSTATE TELECOMMUNICATIONS  
RELAY SERVICES PROVIDERS THAT THE ANNUAL SUMMARY OF  
CONSUMER COMPLAINTS IS DUE BY JULY 2, 2018**

**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)<sup>1</sup> that they must submit their annual consumer complaint log summaries covering the 12-month period from June 1, 2017 through May 31, 2018, on or before Monday, July 2, 2018.

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.<sup>2</sup> 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.<sup>3</sup> 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.<sup>4</sup>

---

<sup>1</sup> Providers of interstate TRS service include all Internet-based TRS providers.

<sup>2</sup> See 47 CFR § 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, para. 9 (2000) (*Improved TRS Order*).

<sup>3</sup> 47 CFR § 64.604(c)(1)(ii).

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

Complaint log summaries shall pertain to complaints received from June 1, 2017, through May 31, 2018, 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 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.<sup>5</sup>

**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 12<sup>th</sup> 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 9050 Junction Drive, Annapolis Junction, MD 20701.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12<sup>th</sup> 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.<sup>6</sup> 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.<sup>7</sup>

The Commission must be notified each time there is a change in any of this required information.

---

<sup>5</sup> See 47 CFR § 64.604(c)(1).

<sup>6</sup> 47 CFR § 64.604(c)(2).

<sup>7</sup> *Id.*

Any changes in contact information for certified state TRS programs or interstate TRS providers, or both, should be sent to [TRS\\_POC@fcc.gov](mailto: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 program continues to meet federal mandatory minimum standards after implementing the substantive change.<sup>8</sup> Similarly, providers of VRS, IP Relay and IP CTS certified under section 64.606 of the Commission's rules<sup>9</sup> 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.<sup>10</sup> 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 12<sup>th</sup> Street, SW., Room CY-A257, Washington, DC 20554. Filings also may be found by searching on the Commission's ECFS at: <http://apps.fcc.gov/ecfs/> (insert **CG Docket No. 03-123** into the Proceeding block).

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 (voice), (844) 432-2275 (videophone), or (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](mailto:Dana.Wilson@fcc.gov).

-FCC-

---

<sup>8</sup> 47 CFR § 64.606(f)(1).

<sup>9</sup> 47 CFR § 64.606.

<sup>10</sup> 47 CFR § 64.606(f)(2).