



Mark Gordon
Governor

State of Wyoming
Department of Workforce Services
DIVISION OF VOCATIONAL REHABILITATION

WYOMING RELAY

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Robin Sessions Cooley
Director

CG Docket No. 03-123

DA 19-502

June 21, 2019

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

Reference: Annual Consumer Complaint Log Summary from June 1, 2018, to May 31, 2019

Ladies and Gentlemen:

Pursuant to the Federal Communications Commission's rules, 47 C.F.R. §64.604(c)(1)(ii), the State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation, Telecommunications Relay Service (TRS) submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2019.

We are happy to report there was only one (1) complaint received for the twelve-month period ending May 31, 2019. The Wyoming Department of Workforce Services, Division of Vocational Rehabilitation, Wyoming Relay program logs all complaints about TRS in the State, whether filed with the TRS provider (Sprint Communications Company, L.P.) or with the State. This log includes the date the complaint was filed, the nature of the complaint, the date of the resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, the monthly totals, and the number of complaints by category. The aforementioned complaint log will be retained until the next application for certification is granted.

Wyoming Relay processes any complaint, regardless of whether it originates via email, fax, telephone, regular mail, outreach events, advisory committee meetings, at workstations, etc.

Telecommunications Relay Service call volume has continued to decline in Wyoming. However, Captioned Telephone Service (CTS) call volume has increased in Wyoming. For the period of June 1, 2018, through May 31, 2019, the TRS provider completed nine hundred forty-three (943) traditional TRS outbound calls and two (2) speech-to-speech outbound calls on behalf of Wyoming Relay. A total of twelve thousand, six hundred seventy-two (12,672) CapTel outbound calls were completed on behalf of Wyoming Relay.

A total of one (1) customer complaints were received. One complaint was from a TTY user who was unable to complete an out-of state call. The problem was caused by the Inmate Calling Service (ICS) passing a toll-free number to the relay system as the originating number rather than an originating number with a Wyoming area code. The ICS changed their system to pass a correct originating ANI with a Wyoming area code, which resolved the problem. Testing confirmed out-of-state calls were able to be successfully completed from the caller's location.

Wyoming's relay provider (Sprint Communications Company, L.P.) is filing the requested interstate call type data (i.e. traditional TRS, speech-to-speech [STS], captioned telephone service [CTS], Internet protocol [IP] CTS, and IP Relay) under protective seal.

Pursuant to 47 C.F.R. §64.604(c)(2), Wyoming's TRS program submits the following contact information for the receipt of inquiries and complaints from consumers:

Lori Cielinski, TRS Program Consultant
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Division of Vocational Rehabilitation
851 Werner Court, Suite 120
Casper, WY 82601
Voice/TTY: (800) 452-1408
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Fax: (307) 472-5601
Email: lori.cielinski@wyo.gov or dws-wyrelay@wyo.gov
Internet: www.wyomingrelay.com

All the Wyoming TRS program information, including the contact information, as posted on the Consumer and Governmental Affairs Bureau's website at <https://www.fcc.gov/general/trs-state-and-territories> has been reviewed. All of the information is accurate, except for the listing of a 900 number (900-230-3327) to access pay-per-call service through relay. This number can be deleted from the website. The process for Wyoming Relay users to access pay-per-call service has been streamlined by the TRS provider to allow users to simply dial 711 or the State's toll-free numbers. A request was sent to TRS_POC@fcc.gov on June 21, 2019, to delete the 900 Pay-Per-Call number.

The State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation has not made in the last sixty (60) days—nor plans to make in the next sixty (60) days—any substantive changes in their TRS program. The State of Wyoming certifies that Wyoming's Telecommunications Relay Service program has met—and will continue to meet—federal minimum standards.

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,



Lori Cielinski
TRS Program Consultant

Enclosures: Consumer Complaint Log Summary, 1 page
Wyoming Relay Complaint Tally Sheet, 3 pages