



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
400 North Street, Harrisburg, Pennsylvania 17120

IN REPLY PLEASE
REFER TO OUR FILE

June 14, 2019

MARLENE H DORTCH
OFFICE OF THE SECRETARY
FEDERAL COMMUNICATIONS COMMISSION
445 12TH STREET SW
WASHINGTON DC 20554

Received & Inspected M-2019-3006855
JUN 19 2019
FCC Mailroom

Re: FCC CG Docket No. 03-123
DA 19-502
Submission of Pennsylvania's TRS Annual Consumer Complaint Log
Summary for the 12-month period ending May 31, 2019

DOCKET FILE COPY ORIGINAL

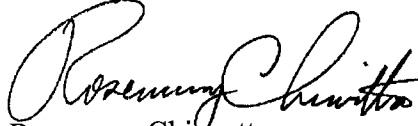
Dear Secretary Dortch:

In accordance with 47 CFR § 64.604 (c)(1), please find enclosed for filing in the above-captioned docket an original and one (1) copy of the annual consumer complaint log summaries for the Pennsylvania Telecommunication Relay Service (TRS) for the 12-month period ending May 31, 2019.

Hamilton Relay, Inc. is Pennsylvania's certificated traditional TRS and STS provider, and Hamilton Telephone Company d/b/a Hamilton Telecommunications is Pennsylvania's contracted captioned telephone voice-carry-over relay service (CTRS) provider. The providers have maintained and prepared the consumer complaint log summaries. These summaries cover all FCC violations of its standards regarding complaints to the service provider. Hamilton Telecommunications has stated that they will compile the total number of interstate relay calls by type of TRS and will file the information with the FCC under protective seal as a confidential filing. The Pennsylvania Public Utility Commission's Bureau of Consumer Services has no registered TRS or CTRS complaints for this report period.

If you have any questions or need additional information, please contact Eric Jeschke at (717) 783-3850 or ejeschke@pa.gov.

Sincerely,


Rosemary Chiavetta
Secretary

Enclosure (original and 1 copy)

No. of Copies rec'd
List ABCDE

0+1

Pennsylvania Captioned Telephone FCC Complaint Report 6/1/2018 to 5/31/2019
PUC Docket No. # M-2019-3006855
FCC Docket No. 03-123

834298	08/21/2018 09:57am	CapTel	Service	1770	Customer's assistant reported a profanity phrase was captioned the party does not believe was said during a CapTel 840 call at 4 am.	CSR apologized and thanked the customer's assistant for bringing this experience to our attention. CSR gathered details about the call and sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor met with the CA to discuss verbatim captioning and taking care in inserting such phrases. The CA expressed confidence that if the phrase was sent it was heard on the call, and possibly heard in the background. CSR sent a follow-up letter and offered further follow-up assistance, if desired.	09/02/2018 09:14am	Over 48 hours	PL
978609	01/10/2019 12:06pm	CapTel	Service	10684	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 840 PLUS in Analog Mode.	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. The CSR followed up with the customer and shared detail on action taken on their behalf.	01/20/2019 01:35pm	Over 48 hours	LK

Pennsylvania TRS FCC Complaint Report 6/1/2018 to 5/31/2019

PUC Docket No. # M-2019-3006855

FCC Docket No. 03-123

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180626-000012	06/26/2018 09:58 AM		Voice	Jenn	Jenn	Customer stated they have been receiving suspicious telephone calls not through the Relay.	06/26/2018 09:59 AM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
180806-000002	08/05/2018 08:07 PM		TTY	Jessica	Jessica	Customer stated the CA hung up on them.	08/06/2018 08:21 AM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	CA Hung Up on Caller
180818-000019	08/18/2018 04:45 PM		TTY	Tyna	Tyna	Customer stated they were receiving a lot of garble during Relay calls.	08/18/2018 04:47 PM	Customer Care provided several tips for clearing garble during a call and the Toll-free access number for Telecommunications Device Distribution Program. Customer understood.	Technical Complaints	Garbling
180904-000081	09/04/2018 05:57 PM		Voice	Jacob	Jacob	A non-Relay customer stated when attempting to make a call they are connecting to the Relay.	09/04/2018 06:07 PM	Customer Care referred the customer to their telephone service provider for further assistance. Caller was satisfied.	External Complaints	Miscellaneous
181011-000094	10/11/2018 05:01 PM		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	10/11/2018 05:03 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
181101-000010	11/01/2018 09:32 AM		Voice	Jenn	Jenn	Customer stated they were receiving a lot of garble during the call.	11/01/2018 09:33 AM	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181101-000105	11/01/2018 04:39 PM		Voice	Jenn	Jenn	Customer stated their customers are unable to reach their business toll-free numbers when placing a call through Relay.	11/02/2018 10:39 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which identified the problem and the issue was resolved. Customer was notified.	Technical Complaints	Miscellaneous
181102-000125	11/02/2018 08:07 PM		TTY	Erica	Erica	Customer requested information about who is calling them.	11/02/2018 08:09 PM	Customer Care referred the customer to their telephone service provider for assistance. Customer was satisfied.	External Complaints	Miscellaneous
181120-000007	11/20/2018 09:46 AM	3062	Voice	Tyna	Tyna	Customer stated the CA did not follow policy/procedure.	11/21/2018 11:55 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	Didn't Follow Policy/Procedure
181124-000007	11/24/2018 08:12 AM		Voice	Kris	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	12/04/2018 10:26 AM	Customer Care made several attempts to reach the customer; which were unsuccessful. There has been no further contact from the customer.	External Complaints	Miscellaneous
181220-000072	12/20/2018 09:31 PM	1347	STS	Dan	Dan	Customer stated the CA did not follow policy/procedure.	01/02/2019 12:33 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	Didn't Follow Policy/Procedure

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181226-000061	12/26/2018 10:04 AM		VCO	Jacob	Jacob	Customer stated the CA did not follow policy/procedure.	12/26/2018 04:41 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regard to this issue. Customer was satisfied.	Service Complaints	Didn't Follow Policy/Procedure
190326-000015	03/26/2019 10:53 AM		Voice	Tyna	Tyna	Customer stated when calling a VCO user through Relay the line disconnects.	03/26/2019 11:05 AM	Customer Care placed a test call without Relay with the same results. Customer Care referred customer to the telephone service provider for further assistance regarding the telephone lines. Customer understood and was satisfied.	External Complaints	Miscellaneous
190327-000027	03/27/2019 02:41 PM		STS	Jacob	Jacob	Customer stated issues when attempting to use the Relay.	03/29/2019 11:27 AM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; which verified there were no issues with the Relay. Customer was able to place successful calls through Relay. Customer was satisfied.	Technical Complaints	Miscellaneous
190408-000051	04/08/2019 04:09 PM		Voice	Mary	Mary	Customer stated they are unable to dial a specific phone number through Relay.	05/09/2019 10:12 AM	Customer Care acquired the call detail information. Information was forwarded to the technical department; which verified there were no issues with the Relay. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	Technical Complaints	Miscellaneous

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