



June 19, 2018

George Boothby  
TAF Administrator  
Targeted Accessibility Fund of New York, Inc.  
4 Tower Place, 2nd Floor  
Albany, NY 12203-3710

Re: In the Matter of Telecommunications Relay, Speech-to-Speech and CapTel Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Mr. Boothby,

Sprint has provided you the following information to support your filing with the FCC for the State of New York:

- An annual Complaint Log which includes complaints received between June 1, 2017 and May 31, 2018 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

**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 12<sup>th</sup> St., 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.

This is due to the FCC on or before Friday, July 1, 2018.

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

The FCC reminds 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. 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.

Should you have any questions concerning this report, please contact me.

Sincerely,

A handwritten signature in cursive script that reads "Mary Beth Mothersell".

Mary Beth Mothersell  
Customer Relations Manager  
New York Relay

Attachments:

- 1) Log Sheet
- 2) FCC Public Notice

**Complaint Tracking for NY (06/01/2017-05/31/2018). Total Customer Contacts: 38**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/13/17	Customer states that the Operator did not handle her call correctly and she wants this looked into further. Relay Customer Service response: Assured that the complaint would be turned in as stated. Call back requested by customer.	06/13/17	The Supervisor met with the Operator and unfortunately, they did not remember the incident. However, the Supervisor reviewed call procedures for Voice Carry Over users and reminded them of the importance of following customer's instructions. Follow up requested, however, no contact information was provided.
2	06/13/17	Customer states that this Operator did not handle her call correctly and she wants this looked into further. Relay Customer Service response: Assured that the complaint would be turned in as stated. Call back requested by customer.	06/13/17	The Supervisor met with the Operator and unfortunately, they did not remember the incident. However, the Supervisor reviewed call procedures for Voice Carry Over users and reminded them of the importance of following customer's instructions. Follow up requested, however, no contact information was provided.
3	06/15/17	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 840 in 1-Line mode.	06/16/17	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with Automatic Call Distribution support engineers identified a technical issue with two Automatic Call Distribution servers that resulted in some available Operators not being able to log in resulting in queued calls. Not all Operators were affected and they continued to process calls without incident. A change was applied and no further occurrence of this issue is expected.
4	06/16/17	Unable to connect to relay, getting a "disconnect request" when dialing the relay number. Apologized. Follow up requested.	06/16/17	Customer Relations Manager reached out to the customer to confirm that relay service is working. Issue has cleared per customer email response.
5	07/09/17	A Voice Carry Over user stated Operator had a very hard time doing Answering Machine Retrieval. They tried a few times and the first time customer wasn't receiving any typing. The second time, Operator started typing out messages before they were done recording them. Assistant Supervisor apologized for the inconvenience and assured customer everything was documented. No follow up requested.	07/09/17	The Supervisor met with the Operator to provide refresher training on the Answering Machine Retrieval process. No follow up requested.
6	07/11/17	The customer stated that this Operator was being mischievous and caused problems for her. Supervisor asked the customer to elaborate on the issue that led to the complaint. Customer refused to explain further. Customer did not request a follow up.	07/11/17	The Supervisor met with the Operator and reminded them of the importance of maintaining a professional demeanor. No follow up requested.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7	07/20/17	Customer stated the Operator was playing with her call and wanted to file a complaint. The Assistant Supervisor tried to clarify exactly what the Operator did to "play" with the call and the customer did not clarify. Follow up requested, however, customer would not provide information in order to follow up.	07/20/17	The Supervisor met with the Operator and coached them on maintaining a professional demeanor. No follow up was able to be completed as the customer did not provide the information.
8	08/18/17	Customer called in to complain that Operator did not want to give her Operator ID number. Customer Service apologized for the inconvenience and thanked them for calling in. No follow up needed.	08/18/17	A supervisor observed the call while in progress. The supervisor and Operator confirmed that the system answered and automatically transmitted the relay greeting including the Operator ID. The customer's call was completed with the Operator following procedure and the Operator ID was transmitted with the end of call system macro. Follow up was made with the Customer Relations Manager to contact the customer and explain how the Operator ID is transmitted.
9	09/06/17	The Operator was processing the call as a TTY call. The customer requested Voice Carry Over and the Operator seemed to not understand. The Assistant Supervisor apologized for the inconvenience and assured the customer the situation would be looked into. Follow up requested via email.	09/06/17	The Supervisor met with the Operator and coached them on the proper procedure for switching a TTY to Voice Carry Over. Follow up completed.
10	09/19/17	The customer notes stated not to use abbreviations, and the Operator would not stop. The Supervisor apologized to the customer and assured them the situation would be looked into. No follow up requested.	09/19/17	The Supervisor met with the Operator and coached them on the importance of maintaining 100% focus on customer notes to ensure the call is processed appropriately. No follow up requested.
11	09/29/17	A Voice Carry Over user stated on an Answering Machine Retrieval call, they repeated over and over again, but Operator wouldn't respond. Assistant Supervisor talked to the Operator and the Operator said while the recording was playing it disconnected on its own. Assistant Supervisor apologized to the customer and assured them everything was documented. No follow up requested.	09/29/17	When the Supervisor went to follow up with the Operator, there was no Operator listed by that ID number. Unfortunately no resolution was able to be done.
12	10/26/17	The customer stated that this Operator would not tell her what 1ICO or 1ICE meant. It came across the screen when the Operator dialed out before the ringing. Assistant Supervisor apologized for the inconvenience and told her that it could have been garbled. Customer requested follow up.	10/26/17	Currently Operator ID has not been assigned. The Supervisor conducted a follow up phone call with the customer. The customer verified that the Operator ID is the correct number.
13	10/28/17	This Operator was very rude. The Supervisor apologized and assured the customer the call center supervisor would be informed. No follow up requested.	10/28/17	Supervisor coached Operator on the importance of demonstrating a warm and friendly demeanor when speaking with customers.
14	01/03/18	A Speech to Speech user stated Operator was horrible and customer had to repeat everything over and over again. Assistant Supervisor apologized for the inconvenience and assured customer everything had been documented. No follow up requested.	01/03/18	Supervisor coached Operator to request for a second person to assist on a call if necessary.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
15	01/18/18	Customer's coworker reported a call where the captions were delayed behind the spoken words on a conference call.	01/30/18	Customer Service Representative apologized, thanked the customer for bringing their experience to our attention and gathered details about the call with caption delay. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the Operator who assisted with the call. The Operator's supervisor increased monitoring and coaching to optimize the Operator's captioning performance. Customer Service Representative sent a follow-up email reporting action taken and offered further follow-up assistance if desired.
16	02/01/18	New York TTY user complained that he was getting garbling when placing a relay call. Customer states that he does not get garbling when placing TTY to TTY calls. Customer Service entered Trouble Ticket. Customer did request email follow up.	02/01/18	Customer Relations Manager emailed the customer explaining that an upgrade has been completed that is anticipated to reduce/eliminate the garbling appearing in some text communications.
17	02/05/18	Customer states that she is still experiencing garbling on nearly every call she makes when using relay. This is the 2nd time she has reported this problem. It has not been fixed. Relay Customer Service Response: Apologized for the problem and assured that the complaint would be sent in along with a trouble ticket to the technicians. She would like contact when the problem is fixed.	02/05/18	Customer Relations Manager contacted the customer and informed her that an upgrade has been completed which is anticipated to reduce/eliminate the garbling appearing in some text communications.
18	02/06/18	Voice Carry Over User called in to say that he is getting garbling on every call through the relay. He also said he cannot read 90% of what is being said to him from our conversation (no Operator online when calling Relay Customer Service). Relay Customer Service Response: Representative apologized for the problem and thanked him for letting us know. Customer requested follow up when the problem is fixed.	02/06/18	Customer Service attempted to reach this customer several times to advise him that the issue is fixed. There was no answer and no way to leave a message.
19	02/07/18	New York TTY customer complained that he was getting garbling when placing a relay call. Customer states that he does not get garbling when placing TTY to TTY calls. Customer Service entered a Trouble Ticket. Customer did request email follow up.	02/07/18	Customer Relations Manager e mailed the customer and informed him that an upgrade has been completed which is anticipated to reduce/eliminate the garbling appearing in some text communications. The email bounced back as undeliverable. Customer Relations Manager notified customer service in case customer calls back.
20	02/14/18	A Speech to Speech (STS) user complained that the Operator addressed the caller by name without their permission. Assistant Supervisor apologized for the inconvenience. No follow up requested.	02/14/18	Supervisor met with the Operator and reviewed both transparency and confidentiality. Operator understands not to use the customer's name inappropriately.

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21	02/16/18	Customer reported seeing a message that the call will be disconnected and call customer service in the captions while using the CapTel 200.	02/16/18	Customer Service Representative's investigation revealed the Captioning Assistant on the call documented a trouble ticket noting technical difficulty on this particular call which necessitated call disconnection from the captioning service. The Operator sent macros to let the customer know which was exactly what the customer reported. Customer Service Representative followed up and apologized for the incident and shared our finding which the customer confirmed. The customer thanked us for looking into the matter and confirmed no further assistance was needed on the matter. Customer has since been able to make and receive calls successfully.
22	02/16/18	The customer reported inaccurate captions on the CapTel 840 in 2-Line Mode.	03/02/18	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the Operator who assisted with the call. Supervisory staff subsequently advised that they shared this feedback with the Operator who captioned the call and provided general coaching on ways to increase captioning accuracy. Supervisory staff noted that the Operator would be closely monitored during upcoming shifts to ensure they are in compliance with CapTel's captioning standards.
23	03/14/18	Customer is having more and more garbling problems when using New York Relay. This has gotten progressively worse. Relay Customer Service response: Apologized for the problem and assured that a complaint and trouble ticket would be turned in as stated. The customer would like a call back when the problem is fixed.	03/14/18	Customer Service contacted the customer and informed him that an upgrade has been completed which is anticipated to reduce/eliminate the garbling appearing in some text communications. The customer was very pleased to have this update.
24	03/19/18	The caller reported continuous garble on his line for the past two months. Customer Service response: Apologized for the inconvenience and told him a trouble ticket would be entered. Follow up requested.	03/19/18	Customer Relations Manager attempted to reach customer via telephone to report that the issue was fixed, but was not able to reach him.
25	03/22/18	This Operator was asked to call Directory Assistance but did not ask for the correct name of the person that was given. The Operator did not ask the customer to repeat the name and the number was never received. Relay Customer Service Response: Apologized for the problem and assured that a complaint would be sent in as stated. No call back requested.	03/22/18	Supervisor met with Operator. Operator stated they clarified the name customer requested for Directory Assistance and asked the appropriate questions before dialing and customer never corrected the Operator before or during the actual call. Operator was coached to always follow protocol. Customer did not request follow up.
26	03/23/18	A Speech to Speech customer said he asked if there was going to be an Operator change while on his call and the Operator got rude and didn't have a pleasant attitude. Assistant Supervisor apologized for the inconvenience and assured customer everything was documented. Customer did not request a follow up.	03/23/18	Supervisor met with Operator and coached Operator to always answer customer's question with a polite and friendly voice tone. Operator proceeded with customer's call as requested.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
27	04/01/18	The customer said that the Speech Operator could not understand the customer during a Speech call. The customer had to repeat numerous times. The Customer Service Representative thanked the customer for the feedback and informed the customer that there would be follow up with the Operator and the Operator's supervisor to address this issue. No follow up is required.	04/01/18	Supervisor met with Operator and Operator stated that they struggled during the call, but followed relay procedures to verify and clarify what was being said. Coached Operator to ask for assistance when needed. No follow up requested.
28	04/02/18	The customer wanted to file a complaint against the Operator for not keeping them informed when the customer had asked to have a male Operator process their call. The Operator had not typed anything to the customer to keep them informed. After a few minutes, the customer hung up. The Supervisor thanked the customer for bringing it to our attention and assured that the information would be passed on to Operator's supervisor. The customer would like follow up via US mail as well as phone call.	04/02/18	Operator understands that if notes/preferences ask for male Operator, they must keep the customer informed through the process of getting another Operator. Customer was sent a follow up letter. Also attempted to reach the customer via phone several times, reaching a fast busy each time.
29	04/02/18	The customer wanted to file a complaint against the Operator for not keeping them informed when the customer had asked to have a male Operator process their call. The Operator had not typed anything to customer to keep them informed. After a few minutes, the customer hung up. The Supervisor thanked the customer for bringing it to our attention and assured that the information would be passed on to Operator's supervisor. The customer would like follow up via US mail as well as phone call.	04/02/18	Operator understands that we are supposed to keep the customer informed with all steps that are taken. Operator apologized for the mis-understanding Quality Supervisor spoke with caller and explained the situation was handled and the Operators were coached on how to properly handle the caller's requests and keep them informed.
30	04/05/18	Customer receiving garbling on relay calls. Follow up requested.	04/05/18	Customer Service reached out to this customer to advise her that this issue has been resolved.
31	04/09/18	The customer stated that the Operator did not respond to them when a male Operator was requested. The supervisor on duty thanked the customer for bringing it to our attention and assured that the information would be passed on to Operator's supervisor. A follow up is requested via phone call.	04/09/18	The Operator was met with and coached on proper procedure. A follow up call was made to the customer.
32	04/09/18	The customer stated that the Operator did not respond to them when a male Operator was requested. The supervisor on duty thanked the customer for bringing it to our attention and assured that the information would be passed on to Operator's supervisor. A follow up is requested via phone call.	04/09/18	Operator apologized for not acknowledging customer's request. Stated will not happen in future.  Quality Supervisor spoke with caller and explained the situation was handled and the Operators were coached on how to properly handle the caller's requests and

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
33	04/09/18	The customer stated that the Operator did not respond to them when a male Operator was requested. The supervisor on duty thanked the customer for bringing it to our attention and assured that the information would be passed on to Operator' supervisor. A follow up is requested via phone call.	04/09/18	Operator apologized for not acknowledging customer's request. Stated will not happen in future.  Quality Supervisor spoke with caller and explained the situation was handled and the Operators were coached on how to properly handle the caller's requests and
34	04/09/18	The customer stated that the Operator did not respond to them when a male Operator was requested. The supervisor on duty thanked the customer for bringing it to our attention and assured that the information would be passed on to Operator' supervisor. A follow up is requested via phone call.	04/09/18	Operator apologized for not acknowledging customer's request. Stated will not happen in future.  Quality Supervisor spoke with caller and explained the situation was handled and the Operators were coached on how to properly handle the caller's requests and keep them informed.
35	04/11/18	Customer states that the garbling is worse on her TTY when using the relay service. Relay Customer Service response: Apologized for the problem and assured that the complaint would be turned in as stated. Call back requested when the problem is fixed.	04/11/18	Customer Relations Manager called to inform customer that the garbling issues should be resolved now. Customer was very pleased and confirmed that everything is working "great" and is "very clear".
36	04/12/18	Customer stated that this operator was rude to him and had a nasty tone. Relay Customer Service response: Apologized for the problem and assured that the complaint would be turned in as stated. No call back requested.	04/12/18	Supervisor met with Operator and Operator stated she followed guidelines such as going through the alphabet and asking to repeat and customer ended call. Supervisor coached Operator to continue following protocol. No follow up requested.
37	05/09/18	The customer called in and said that the Operator did not let them speak to the supervisor when they asked. The assistant supervisor apologized for the inconvenience and told them that the information would be passed along and that follow up would be done with the Operator. Follow up with the customer is not needed.	05/09/18	The Operator did not recall this particular call. It was still stressed to the Operator the importance of calling for a supervisor when requested by a customer, and to keep the customer informed while waiting for the supervisor to get to the station.
38	05/21/18	A New York TTY customer complained that Operator complained that the outbound party was talking too much. The customer stated that the Operator did not explain how Relay works. Customer service apologized for the issue. Customer did not request follow up.	05/21/18	Operator was met with and Operator stated they kept the caller informed each time the person talked too fast and Relay was explained from the beginning. Operator was coached to continue to keep customer informed.





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

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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>

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<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.

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<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).

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<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).