



GOVERNMENT OF PUERTO RICO

Telecommunications Bureau of Puerto Rico



# **Puerto Rico TRS Complaint Log FCC Report 2018-2019**





## GOVERNMENT OF PUERTO RICO

Telecommunications Bureau of Puerto Rico

June 26, 2019

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 Bureau of Puerto Rico (formerly known as the Telecommunications Regulatory Board), pursuant to Section 64.604 (c)(1) of the Federal Communications Commission (FCC) rules, hereby informs the Commission that there was only one (1) TRS related complaint filed during the period between June 1, 2018 and May 31, 2019.

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@jrtpr.pr.gov](mailto:rmiranda@jrtpr.pr.gov)



**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@jrtpr.pr.gov](mailto:rmiranda@jrtpr.pr.gov)

Respectfully submitted,



Roberto Miranda

TRS Contract Administrator on behalf of the  
Telecommunications Bureau of Puerto Rico

Cc:

President and Commissioners of the  
Telecommunications Bureau of Puerto Rico



Complaint Tracking for Puerto Rico (06/01/2018-05/31/2019). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/15/18	The concern was reported to the program manager that when dialing a certain toll-free number through Puerto Rico Relay, the Communications Assistant only reaches a fast busy signal. Test calls to the number directly completed successfully. Customer Service Response: A trouble ticket was entered to investigate the issue and provide a resolution. Follow up requested.	06/15/18	The Customer Relations Manager communicated to the customer that the technician placed a direct voice call to that number and spoke to a representative. The technician placed a relay test call to the Puerto Rico TTY Relay number and the operator was able to connect the relay call to that number successfully. 6/19, our technicians have found the problem and are resolving the issue. 6/20: "...the business they are calling has their toll-free number set as not accessible from the customer's calling area. Sprint placed a note on the account to allow Telecommunications Relay Service Communications Assistants to attempt by using an alternate dialing method; which was successful." 6/22: Customer very satisfied.



# PUBLIC NOTICE

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

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

DA 19-502

Released: May 31, 2019

**REMINDER TO STATES AND INTERSTATE TELECOMMUNICATIONS  
RELAY SERVICES PROVIDERS THAT THE ANNUAL SUMMARY OF  
CONSUMER COMPLAINTS IS DUE BY JULY 1, 2019**

**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, 2018 through May 31, 2019, on or before Monday, July 1, 2019.

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>

Complaint log summaries shall pertain to complaints received from June 1, 2018, through May 31, 2019, 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

<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.

(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. 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).

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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.*

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 and IP Relay 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) 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).