



Matthew H. Mead
Governor

State of Wyoming
Department of Workforce Services
DIVISION OF VOCATIONAL REHABILITATION
WYOMING RELAY

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John Cox
Director
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CG Docket No. 03-123
DA 16-702
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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, 2015, to May 31, 2016

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 submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2016.

We are happy to report there were no complaints received for the twelve-month period ending May 31, 2016. Wyoming's Telecommunications Relay Service logs all complaints about the Telecommunications Relay Service 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.

Both telecommunications relay service call volume and captioned telephone service call volume have continued to decline in Wyoming. For the period of June 1, 2015, through May 31, 2016, the TRS provider completed five thousand, sixty-six (5,066) traditional TRS outbound calls and zero (0) STS outbound calls on behalf of Wyoming Relay. The TRS provider's subcontractor (Captioned Telephone, Inc.) also completed a total of eighteen thousand, one (18,001) CapTel outbound calls on behalf of Wyoming Relay.

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

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.



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Development for Wyoming's Future.



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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Internet: www.wyomingrelay.com

The State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation has not made in the last sixty days—nor plans to make in the next sixty 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

