COMMONWEALTH OF PUERTO RICO
TELECOMMUNICATIONS REGULATORY BOARD
OF PUERTO RICO

Puerto Rico 711 RELAY

Puerto Rico TRS Complaint Log
FCC Report
2015-2016

500 Ave. Roberto H. Todd, (Parada 18 – Santurce), San Juan PR 00907-3981
Teléfono: (787) 756-0804, Fax: (787) 765-4968

COMMONWEALTH OF PUERTO RICO
TELECOMMUNICATIONS REGULATORY BOARD OF PUERTO RICO

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 Regulatory Board of PR ("TRB"), pursuant to Section 64.604 (c) (1) of the Federal Communications Commission rules, herby informs the Commission that there were no TRS related complaints filed during the period of June 1, 2015 to May 31, 2016.

Should you need additional information, you may contact me at 787-756-0804, ext. 3052 or by my E-Mail address: rmiranda@jrtpr.gobierno.pr

Respectfully submitted,

Roberto Miranda
TRS Contract Administrator on behalf of the
Telecommunications Regulatory Board of Puerto Rico

Cc:

President and Commissioners of the
Telecommunications Regulatory Board of Puerto Rico

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Complaint Tracking for Puerto Rico (06/01/2015-05/31/2016). Total Customer Contacts: 0

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

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

DA 16-702
Released: June 20, 2016

REMINDER TO STATES AND INTERSTATE TELECOMMUNICATIONS RELAY SERVICES PROVIDERS THAT THE ANNUAL SUMMARY OF CONSUMER COMPLAINTS IS DUE BY JULY 1, 2016

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)[1] that they must submit their annual consumer complaint log summaries covering the 12-month period from June 1, 2015 through May 31, 2016, on or before Friday, July 1, 2016.

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.[2] 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 states and interstate TRS providers must file summaries of their respective complaint logs with the Commission annually.[3] 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.[4]

Complaint log summaries shall pertain to complaints received from June 1, 2015, through May 31, 2016, 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

[1] Providers of interstate TRS service include all Internet-based TRS providers.

[2] *See* 47 C.F.R. § 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 at para. 9 (2000) (*Improved TRS Order*).

[3] 47 C.F.R. § 64.604(c)(1)(ii).

[4] *Improved TRS Order*, 15 FCC Rcd at 5190-5191, para. 122.

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.[5]

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 12th 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 9300 East Hampton Drive, Capitol Heights, MD 20743.

- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12th 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.[6] 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.[7]

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.

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

[5] *See* 47 C.F.R. § 64.604(c)(1).

[6] 47 C.F.R. § 64.604(c)(2).

[7] *Id.*

program continues to meet federal mandatory minimum standards after implementing the substantive change.[8] Similarly, providers of VRS, IP Relay and IP CTS certified under section 64.606 of the Commission's rules[9] 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.[10] 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 12th Street, SW., Room CY-A257, Washington, DC 20554.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an email to: fcc504@fcc.gov or call the Consumer and Governmental Affairs Bureau at: (202) 418-0530 (voice), (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.

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[8] 47 C.F.R. § 64.606(f)(1).

[9] 47 C.F.R. § 64.606.

[10] 47 C.F.R. § 64.606(f)(2).