



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



Matthew H. Mead
 Governor

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Joan K. Evans
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 Deputy Director

CG Docket No. 03-123
 DA 15-671
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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, 2014, to May 31, 2015

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, 2015.

The enclosed consumer complaint log from the State of Wyoming Telecommunications Relay Service includes 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, the number of complaints by category, and the percentage that each category of complaint within “Service, Technical, and Miscellaneous Complaints” is of the total complaints. The aforementioned complaint log will be retained until the next application for certification is granted.

For the period of June 1, 2014, through May 31, 2015, the TRS provider completed six thousand, five hundred eighty-eight (6,588) traditional TRS outbound calls and six (6) STS outbound calls on behalf of Wyoming Relay. The TRS provider’s subcontractor (Captioned Telephone, Inc.) also completed a total of nineteen thousand, seven hundred forty-two (19,742) CapTel outbound calls on behalf of Wyoming Relay. A total of one (1) customer complaint was received, which is a rate of less than four-thousands of a percent (0.004%). The complaint was initially filed with Sprint’s Customer Service.

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.



**We Bridge Human and Economic
 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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Division of Vocational Rehabilitation
851 Werner Court, Suite 120
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Voice/TTY: (800) 452-1408
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The State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation has not made in the last 60 days—nor plans to make in the next 60 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, 12 pages
Wyoming Relay Complaint Tally Sheet, 3 pages

