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Internet: http://www.state.vt.us/psd

**STATE OF VERMONT
DEPARTMENT OF PUBLIC SERVICE**

June 29, 2001

Magalie Roman Salas
Office of the Secretary
Federal Communications Commission
445 12th St. S.W.
Washington DC 20554

Ref: FCC Docket No. 98-67

Dear Ms. Salas:

Attached please find Vermont's annual report regarding Vermont Telecommunications Relay Service complaints for June 29, 2000 - May 31, 2001.

I understand these reports are to be filed annually by July 1st.

Please contact me at 802-828-4021 or frankel@psd.state.vt.us if you have any questions about Vermont's report.

Sincerely,

A handwritten signature in cursive script, appearing to read "Deena".

Deena L. Frankel, Director for
Consumer Affairs & Public Information

Attachments

No. of Dockets read 0+4
List ABOVE

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STATE OF VERMONT
DEPARTMENT OF PUBLIC SERVICE

Vermont Telecommunications Relay Service
Complaint Summary Log
June 29, 2000 - May 31, 2001

Ref: FCC Docket No. 98-67

Contact: Sharon Allen, Vermont Department of Public Service
112 State Street, Montpelier, VT 05602
802.828.4097 (voice) 800.734.8390 (TTY)

Two complaints were filed with the Department of Public Service during the June 29, 2000 to May 31, 2001 period.

The first consumer complaint was filed on September 8, 2000 and concerned extended holding for CA. Consumer received the "pls continue to hold" message approximately 14 times before abandoning call. Company investigated call and could not replicate conditions. On the day in question the company had an average speed of answer of 6.6 seconds and was unable to identify why the consumer had been on hold so long. Consumer was contacted and asked to report any further incidents of extended hold. Complaint was closed as unresolved on September 20, 2000.

The second consumer complaint was also regarding time on hold waiting for a CA. Times on hold ranged anywhere from 48 seconds to 5 minutes. The complaint was filed in January and was regarding calls made in December of 2000. AT&T call answering speed in January improved over call answer performance in December, meeting the FCC standard daily. In following up with the consumer, he stated that he was using relay less and was glad that the statistics had improved. Complaint was closed at that point, February 2001. Complaint has since reopened in June of 2001, with substantially longer hold times (up to ten minutes) and is currently under investigation.