



# PUBLIC NOTICE

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

News media Information 202/ 418-0500  
Fax-On-Demand 202/418-2830  
Internet: <http://www.fcc.gov>  
<ftp.fcc.gov>

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**CONSUMER & GOVERNMENTAL AFFAIRS BUREAU REMINDS STATES  
AND TELECOMMUNICATIONS RELAY SERVICES (TRS) PROVIDERS THAT  
THE ANNUAL LOG SUMMARY OF CONSUMER COMPLAINTS  
CONCERNING TRS IS DUE MONDAY, JULY 1, 2002  
CC DOCKET No. 98-67**

The Federal Communications Commission's Consumer & Governmental Affairs Bureau reminds states and telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2002 on or before July 1, 2002.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state applicants for TRS certification and TRS providers to maintain a log of consumer complaints that allege violations of the federal minimum standards.<sup>1</sup> These logs are intended to provide an early warning system to the Commission of possible service quality problems during TRS providers' five-year certification period. Additionally, this information allows the Commission to determine whether the state has appropriately addressed consumer complaints during the certification process and to spot national trends that may lend themselves to coordinated solutions. It further enables states to communicate with one another to learn how other states are resolving complaints.<sup>2</sup> Complaint log summaries should include information pertaining to complaints received between June 1, 2001 and May 31, 2002. Carriers are reminded that the rules require that complaint log summaries shall include the number of complaints received that allege a violation of federal TRS minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.<sup>3</sup> The Commission requires that this information be included in the complaint log summary for the aforementioned purpose of alerting the Commission of possible service quality problems. The complaint log summary must be filed with the Consumer & Governmental Affairs Bureau, Disability Rights Office.<sup>4</sup>

<sup>1</sup> See In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, *Report and Order and Further Notice of Proposed Rulemaking*, FCC 00-56, 15 FCC Rcd 5140 (2000) (*Improved TRS Order*).

<sup>2</sup> *Id.* at para 122.

<sup>3</sup> See 47 C.F.R. Section 64.604 (c)(1).

<sup>4</sup> See *Improved TRS Order* at para 121.

States and TRS providers who choose to submit by paper must submit an original and four copies of each filing on or before Monday, July 1, 2002. To expedite the processing of complaint log summaries, States and TRS providers are encouraged to submit an additional copy to Attn: Erica Myers, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12<sup>th</sup> Street, SW, Room 5-C212, Washington, DC 20554 or by email at [emyers@fcc.gov](mailto:emyers@fcc.gov). Electronic filings should be made using the Electronic Comment Filing System (ECFS). Reports filed through the ECFS can be sent as an electronic file via the Internet to <http://www.fcc.gov/e-file/ecfs.html>. States and TRS providers should also submit electronic disk copies of their complaint log summaries on a standard 3.5 inch diskette formatted in an IBM compatible format using Word 97 or compatible software. The diskette should be submitted in "read-only" mode and must be clearly labeled with the State and TRS provider name, the filing date and captioned "Complaint Log Summary".

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor, Vistrionix, Inc., will receive hand-delivered or messenger-delivered paper filings for the Commission's Secretary at 236 Massachusetts Avenue, N.E., Suite 110, Washington, D.C. 20002. The filing hours at this location 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 mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, Marlene H. Dortch, Office of the Secretary, Federal Communications Commission, 445 12<sup>th</sup> Street, SW, Room TW-A325, Washington, DC 20554.

The filings and comments 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. They may also be purchased from the Commission's duplicating contractor, Qualex International, Portals II, 445 12<sup>th</sup> Street, SW, Room CY-B402, Washington, DC 20554, telephone (202) 863-2893, facsimile (202) 863-2898, or via e-mail [qualexint@aol.com](mailto:qualexint@aol.com). Filings and comments may also be viewed on the Consumer & Governmental Affairs Bureau, Disability Rights Office homepage at <http://www.fcc.gov/cgb/dro>. Copies of this document in other alternative formats (computer diskette, large print and Braille) are available to persons with disabilities by contacting Brian Millin, of the Consumer and Governmental Affairs Bureau at (202) 418-7426 (voice), (202) 418-7365 (TTY), or email [bmillin@fcc.gov](mailto:bmillin@fcc.gov). This Public Notice can also be downloaded in Text and ASCII formats at <http://www.fcc.gov/cgb/dro>.

For further information regarding this Public Notice, contact Erica Myers, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-2429 (voice), (202) 418-0464 (TTY), or e-mail [emyers@fcc.gov](mailto:emyers@fcc.gov).