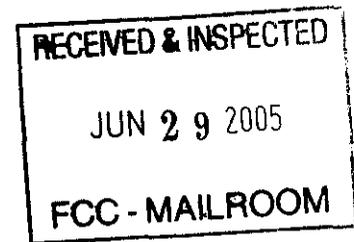


June 27, 2005



Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TW-B204  
Washington, DC 20554

Dear Ms. Dortch:

Please find enclosed the TRS consumer complaint log summary for the Public Service Commission of West Virginia as required in CG Docket 03-123. This summary covers the period June 1, 2004 to May 31, 2005.

Any questions regarding this summary may be directed to me at the following address:

David Howell  
Public Service Commission  
P.O. Box 812  
Charleston, WV 25323

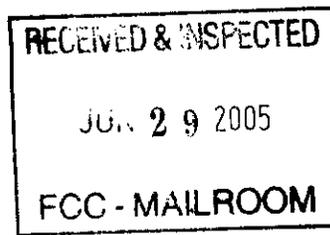
Telephone number: 304-340-0451  
Email Address: [dhowell@psc.state.wv.us](mailto:dhowell@psc.state.wv.us)

Sincerely,

David Howell  
Utility Analyst

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List ABCDE \_\_\_\_\_

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TRS Complaint Summary  
June 1, 2004 to May 31, 2005

Public Service Commission of West Virginia

June 2004  
No complaints.

July 2004  
Customer complained that the CA would not dial his/her call after providing the number three times. National Relay Center, PA explained the number was not showing on the screen and requested it again.

August 2004  
No complaints.

September 2004  
No complaints.

October 2004  
No complaints

November 2004  
Customer complained that the CA was rude and did not repeat when she asked him to. National Relay Center, PA apologized for the inconvenience and assured the customer the CA's manager would follow up accordingly.

December 2004  
No complaints

January 2005  
Customer complained the CA hung up on him/her. National Relay Center, PA apologized for the inconvenience and assured the customer the CA's manager would follow up accordingly.

February 2005  
Customer complained that the CA would not continue placing her collect call. National Relay Center, PA explained that if the charges were not accepted after two attempts, the CA could not continue placing such calls to the same number.

Customer complained that the CA was rude and did not follow her instructions. National Relay Center, PA apologized for the inconvenience and assured the customer the CA's manager would follow up accordingly.

TRS Complaint Summary  
June 1, 2004 to May 31, 2005

Public Service Commission of West Virginia

March 2005

Customer complained that the CA asked his mother what a TTY abbreviation meant. National Relay Center apologized for the inconvenience..

April 2005

Customer complained that when using her Carrier of Choice, her calls never go through and the line disconnects. National Relay Center, PA apologized for the inconvenience and forwarded to the Technical Department for an investigation. –pending.

May 2005

Customer complained that when they reached relay, and gave the number to call, there was no response. National Relay Center, PA apologized for the inconvenience and explained that relay was experiencing an unusually high call volume.

DOCKET NO. 03-123

Attachment A

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

- o This document is confidential (**NOT FOR PUBLIC INSPECTION**)
- o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.
- o Microfilm, microform, ~~certain photographs or videotape.~~
- o Other materials which, for one reason or another, could not be scanned into the ECFS system.

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