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PENNSYLVANIA PUBLIC UTILITY COMMISSION
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DA 06-1175
CG Docket 03-123

MARLENE H DORTCH
OFFICE OF THE SECRETARY
FEDERAL COMMUNICATIONS COMMISSION
445 12TH STREET SW
ROOM TW-B204
WASHINGTON DC 20554

Re: Submission of 2006 Annual Log Summary of TRS Consumer Complaints

Dear Ms. Dortch,

In accordance with DA 06-1175, released May 31, 2006 at CG Docket 03-123 enclosed please find an original and four (4) copies of the annual consumer complaint log summaries for the Pennsylvania Telecommunication Relay Service (TRS) for the 12-month period ending May 31, 2006. Also, please find a copy of the complaint log summaries on the enclosed 3.5 inch diskette. AT&T and Captel, Inc., are the providers for Pennsylvania TRS and captioned telephone service respectively, they have maintained the consumer complaints, and have prepared the enclosed complaint log summaries.

If you have any questions or need additional information, please contact Eric Van Jeschke at (717) 783-3850 or ejeschke@state.pa.us.

Sincerely,

Robert A. Rosenthal, Director
Bureau of Fixed Utility Services

Enclosures

cc: Eric Van Jeschke, FUS Telco
Pam Gregory, Consumer & Governmental Affairs Bureau, Disability Rights Office

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PUBLIC NOTICE

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

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DA 06-1175
Released: May 31, 2006

**CONSUMER & GOVERNMENTAL AFFAIRS BUREAU REMINDS STATES AND
TELECOMMUNICATIONS RELAY SERVICES (TRS) PROVIDERS THAT THE
ANNUAL SUMMARY OF CONSUMER COMPLAINTS CONCERNING TRS IS DUE
MONDAY JULY 3, 2006**

CG DOCKET NO. 03-123

The Federal Communications Commission's Consumer & Governmental Affairs Bureau reminds states and interstate telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2006, on or before July 3, 2006.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.¹ State TRS programs should report all complaints made to the state agency, as well as those made to the state's TRS provider. TRS providers that provide interstate traditional TRS, interstate Speech-to-Speech (STS), interstate Spanish relay, interstate captioned telephone relay, Video Relay Service (VRS), or IP Relay are also required to submit complaint log summaries. These summaries are intended to provide an early warning system to the Commission of possible service quality problems. Additionally, this information 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. This information further enables states to learn how other states are resolving complaints.²

Complaint log summaries should include information pertaining to complaints received between June 1, 2005, and May 31, 2006. Complaint log summaries shall include, at a minimum, the total number of interstate relay calls by type of TRS (*i.e.*, traditional TRS, STS, captioned telephone, IP Relay, VRS), the number of complaints received that allege a violation of the federal TRS mandatory minimum standards,

¹ See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, FCC 00-56, Report and Order and Further Notice of Proposed Rulemaking, 15 FCC Rcd 5140, at 5144-5145, para. 9 (March 6, 2000) (*Improved TRS Order*); 47 C.F.R. §64.604(c)(1) (TRS "mandatory minimum standards" requiring filing of consumer complaint logs).

² *Improved TRS Order*, 15 FCC Rcd at 5190-5191, para. 122.

**AT&T RELAY SERVICES
PENNSYLVANIA
2006 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006**

	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	1	1	0	0	0	0	2
TTY	2	1	1	2	1	0	1	1	2	0	0	0	11
TOTAL	2	1	1	2	1	0	2	2	2	0	0	0	13

**AT&T RELAY SERVICES
PENNSYLVANIA
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006
Complaint Summary by Category**

Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency	1	0	0	0	0	0	0	1	0	0	0	0	2
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbatim	1	0	0	2	0	0	1	0	1	0	0	0	5
Typing Issues	0	0	1	0	1	0	0	1	1	0	0	0	4
In Call Replace	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Performance	0	0	0	0	0	0	1	0	0	0	0	0	1
Gender Accommodation	0	1	0	0	0	0	0	0	0	0	0	0	1
Total	2	1	1	2	1	0	2	2	2	0	0	0	13

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

June 2005

TTY June 1, 2005

The customer complained that the CA got involved in his/her conversation and caused confusion during the call.

Category: Other (CA/OPR)

Escalation: Received by the New Jersey Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: June 3, 2005

FCC: Transparency

TTY June 8, 2005

The customer complained that the CA was not typing verbatim and was giving her a hard time about placing her 3-way call.

Category: Other (CA/OPR)

Escalation: Received by the Georgia Relay Service and handled by the same.

Resolution: Apologized for the inconvenience and forwarded to management.

Contact Closed: June 8, 2005

FCC: Verbatim

July 2005

TTY July 8, 2005

The customer complained the CA did not follow instructions by not transferring her to a female CA.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: July 8, 2005

FCC: Gender Accommodation

August 2005

TTY August 25, 2005

The customer complained the CA was slow to respond and may have missed part of his conversation.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: August 25, 2005

FCC: Typing Issue

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**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

September 2005

TTY September 3, 2005

The customer complained the CA did not type her conversation verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: September 3, 2005

FCC: Verbatim

TTY September 14, 2005

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: September 14, 2005

FCC: Verbatim

October 2005

TTY October 17, 2005

The customer complained the CA was rude, typed very slow, did not provide a GA when needed, and eventually hung up on her.

Category: Attitude and Manner

Escalation: Received by the Georgia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: October 17, 2005

FCC: Typing Issue

November 2005 – Nothing to report

December 2005

Voice December 14, 2005

The customer complained he/she had difficulty reaching the relay service.

Category: Answer/Wait Time

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized for the inconvenience.

Contact Closed: December 16, 2005

FCC: Answer Performance

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**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

TTY December 28, 2005

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: December 29, 2005

FCC: Verbatim

January 2006

Voice January 14, 2006

The customer complained the CA was rude and interfered in the call.

Category: Attitude and Manner

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 14, 2006

FCC: Transparency

TTY January 27, 2006

The customer complained the CA had poor typing skills.

Category: Typing Skill/Speed

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 27, 2006

FCC: Typing Issue

February 2006

TTY February 17, 2006

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Georgia Relay Center and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: February 20, 2006

FCC: Verbatim

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

TTY February 20, 2006

The customer complained that the CA made many typing errors.

Category: Other (CA/OPR)

Escalation: Received by the Georgia Relay Center and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: February 21, 2006

FCC: Typing Issue

March 2006 – Nothing to report

April 2006 – Nothing to report

May 2006 – Nothing to report

**Pennsylvania Captioned Telephone Voice-Carry-Over Relay Service
Consumer Complaint Log Summary June 1, 2005 thru May 31, 2006**

<u>Track #</u>	<u>State</u>	<u>Date of complaint</u>	<u>Agent #</u>	<u>Category</u>	<u>Nature of Complaint</u>	<u>Resolution</u>	<u>Date Resolved</u>	<u>Rep.</u>
599	PA	6/15/2005 3:00:00 PM	NA	22090	Disconnect/Reconnect during calls	Sent customer letter with suggestions for alleviating disconnections. Thanked customer for feedback and the praise will be relayed. Customer very pleased with incoming 2-line access.	6/15/2005 3:15:00 PM	MMc
630	PA	6/17/2005 4:15:00 PM	NA	11080	Compliments for CA/Service	Thanked customer for feedback and the praise will be relayed. Customer very pleased with incoming 2 Line access.	6/17/2005 4:30:00 PM	DF
524	PA	6/20/2005 1:15:00 PM	NA	11080	Compliments for CA/Service	Thanked customer for feedback and the praise will be relayed. Customer very pleased with incoming 2 Line access.	6/20/2005 3:00:00 PM	JK
1573	PA	6/20/2005 1:15:00 PM	3478	11080	Compliments for CA/Service	Thanked customer for feedback and the praise will be relayed. Customer very pleased with incoming 2line access.	6/20/2005 3:45:00 PM	JK
925	PA	8/10/2005 11:25:00 AM	NA	22090	Disconnect/Reconnect during calls	Provided tips to remedy the problem.	8/10/2005 12:15:00 PM	JK
1196	PA	8/17/2005 4:40:00 PM	NA	22110	Echo Sounds - CapTel user hears	Advised customer to make a good acoustical seal between their ear and earpiece of CapTel and advised them to hold mouthpiece slightly away from face.	8/17/2005 4:45:00 PM	MMo
1126	PA	8/29/2005 11:15:00 AM	NA	22010	Captions - dropped characters/garbled text	Thanked customer for feedback and reported incidence to Captioning Service Call Center management for follow up. Also, discussed the possibility of the quality of the phone line affecting captions.	8/31/2005 5:05:00 PM	DF
1199	PA	8/30/2005 9:20:00 AM	NA	11080	Compliments for CA/Service	Thanked customer for positive feedback.	8/30/2005 10:00:00 AM	JK
1194	PA	8/31/2005 10:40:00 AM	NA	22090	Disconnect/Reconnect during calls	Provided customer with tips to alleviate the problem.	8/31/2005 11:45:00 AM	MMo
1120	PA	8/31/2005 2:45:00 PM	NA	22090	Disconnect/Reconnect during calls	Provided explanation why disconnections might be happening and provided tips how to resolve them.	8/31/2005 2:45:00 PM	JK
1351	PA	9/19/2005 9:15:00 AM	NA	11070	Voice user unable to connect to CapTel Service Number	Conducted test call to CapTel user's phone, ensuring their ability to receive captioned call. Asked callers to provide call log data to investigate claims of unsuccessful calls. Asked callers to verify that their phone line supports 1800 number. Asked caller to contact Customer Service if they required further assistance.	9/19/2005 9:30:00 AM	MMo
1373	PA	9/19/2005 2:10:00 PM	NA	22090	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.	9/20/2005 4:05:00 PM	MMo
1374	PA	9/19/2005 2:10:00 PM	NA	22010	Captions - dropped characters/garbled text	Advised customer to hang up on problematic call and re-dial due likely to a bad connection.	9/19/2005 2:20:00 PM	MMo
1576	PA	10/7/2005 10:15:00 AM	NA	22110	Echo Sounds - CapTel user hears	Sent customer tips and suggestions to try to reduce the occurrence of echo.	10/7/2005 10:30:00 AM	DF
1672	PA	10/14/2005 1:30:00 AM	3000	11010	Answering machine message retrieval	Thanked customer for providing us the feedback and also told customer to make sure that the CapTel mouthpiece is directly over the remote answering machine speaker to ensure good sound quality.	10/14/2005 9:00:00 AM	JK
1990	PA	11/14/2005 7:55:00 AM	3702	22990	Technical - General	Apologized for incidence. Investigated documented call but could not identify the cause of no captions on a 2 Line CapTel call. It seems a CA answered the call but then something prevented the CA from processing the call. Discussed tips to try in case experience happens again. Suggested customer document the date, time, and CA # on any future calls where customer does not receive captions.	11/14/2005 4:15:00 PM	DF
1927	PA	11/18/2005 9:50:00 AM	3159	11080	Compliments for CA/Service	Thanked customer for the feedback and noted praise would be shared with management staff at the Captioning Center.	11/18/2005 2:00:00 PM	DF
2064	PA	12/12/2005 12:10:00 PM	NA	22090	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.	12/12/2005 12:40:00 PM	DF
2140	PA	12/20/2005 9:55:00 AM	NA	22010	Captions - dropped characters/garbled text	After initial troubleshooting, advised customer to contact telephone company to ensure functional line.	12/20/2005 1:25:00 PM	MMo
2231	PA	1/4/2006 8:50:00 AM	NA	22030	Captions - stop in middle of call	Apologized for incidence, offered to research problem call and inform Call Center Director. Research indicates that this was an isolated technical incident.	1/4/2006 1:00:00 PM	RW
2283	PA	1/10/2006 2:25:00 PM	NA	11040	Captions Lag too far behind voice	Customer shared feedback regarding captioning speed. CSR apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document the date, time, CA #, and explain experience for any future calls where captions seem to be inaccurate.	1/10/2006 4:00:00 PM	MMo

2284	PA	1/10/2006 2:25:00 PM	NA	11030	Accuracy of captions	Customer shared feedback regarding accuracy of captions. CSR apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document the date, time, CA #, and explain experience for any future calls where captions seem to be inaccurate.	1/10/2006 4:00:00 PM	MMo
2372	PA	1/23/2006 1:55:00 PM	NA	22090	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.	1/23/2006 5:30:00 PM	DF
2376	PA	1/26/2006 8:30:00 AM	NA	50010	Billing Issue - 10-10 numbers - unable to use	Tech support to investigate circumstance. In the interim, caller is using the default carrier.	1/26/2006 8:30:00 AM	JK
2465	PA	1/30/2006 12:35:00 PM	NA	50990	Billing - General	Reset customer's preferred carrier of choice in our system. Confirmed customer is now able to make long distance captioned calls once again.	1/30/2006 1:15:00 PM	DF
2452	PA	2/1/2006 12:35:00 PM	NA	22110	Echo Sounds - CapTel user hears	Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Also advised customer how to properly hold handset for echo reduction. Also advised possibility of using an assistive listening device.	2/2/2006 9:30:00 AM	MMo
2928	PA	2/2/2006 4:20:00 PM	NA	22990	Technical - General	Regional Network Problem identified. User service restored.	2/2/2006 4:30:00 PM	DF
2871	PA	2/5/2006 2:00:00 PM	NA	22990	Technical - General	Regional network problem identified. User service restored.	3/1/2006 7:20:00 PM	KM
2872	PA	2/8/2006 1:30:00 PM	NA	22990	Technical - General	Regional network problem identified. User service restored.	2/27/2006 10:00:00 AM	KM
2531	PA	2/9/2006 9:10:00 AM	NA	50990	Billing - General	Explained to customer that any normal long distance charges apply when making a long distance captioned call.	2/9/2006 9:10:00 AM	KM
2599	PA	2/14/2006 5:00:00 PM	NA	50990	Billing - General	Set up customer's preferred long distance company in system.	2/14/2006 5:00:00 PM	JK
2873	PA	2/15/2006 8:55:00 AM	NA	22990	Technical - General	Regional network problem identified. User service restored.	2/27/2006 10:00:00 AM	KM
2619	PA	2/15/2006 12:10:00 PM	NA	22990	Technical - General	Regional Network Problem identified. User service restored.	2/15/2006 4:00:00 PM	MMo
2874	PA	2/16/2006 7:20:00 AM	NA	22990	Technical - General	Regional network problem identified. User service restored.	3/1/2006 12:00:00 PM	KM
2681	PA	2/17/2006 12:20:00 PM	NA	50990	Billing - General	Consumer's preferred carrier of choice documented in our system.	2/17/2006 12:25:00 PM	PH
2929	PA	2/17/2006 2:00:00 PM	NA	22990	Technical - General	Regional Network Problem identified. User service restored.	2/17/2006 3:30:00 PM	DF
2927	PA	2/20/2006 12:15:00 PM	NA	22990	Technical - General	Regional Network Problem identified. User service restored.	2/20/2006 12:30:00 PM	DF
2858	PA	2/21/2006 9:20:00 AM	NA	11040	Captions Lag too far behind voice	Advised customer to keep log of problematic call, noting date and time (and CA#) and forward that information to CCS for further investigation.	3/1/2006 10:00:00 AM	MMo
2982	PA	2/28/2006 9:00:00 AM	NA	22990	Technical - General	Regional network problem identified. User service restored.	2/28/2006 12:00:00 AM	KM
2832	PA	2/28/2006 10:45:00 AM	NA	11030	Accuracy of captions	CSR representative apologized for this incidence and shared how CapTel corrections can be recognized in the text in (). Customer's suggestion shared with Call Center personnel.	2/28/2006 10:45:00 AM	JK
3045	PA	2/28/2006 11:50:00 AM	NA	22990	Technical - General	Regional network problem identified. User service restored.	2/28/2006 12:10:00 PM	PH
3154	PA	3/1/2006 1:30:00 PM	NA	22990	Technical - General	Regional Network Problem identified. User service restored.	3/9/2006 5:45:00 PM	PH
2995	PA	3/5/2006 2:55:00 PM	NA	22990	Technical - General	Regional Network Problem identified. User service restored.	3/7/2006 12:00:00 PM	RW
3217	PA	3/10/2006 1:05:00 PM	NA	50990	Billing - General	Collected billing detail and took corrective action.	3/10/2006 4:45:00 PM	RW
3345	PA	3/13/2006 11:25:00 AM	NA	22990	Technical - General	Technical problem identified. Resolution provided by network vendor software change.	3/15/2006 11:50:00 AM	KM

3340	PA	3/14/2006 11:45:00 AM	NA	22990	Technical - General	Regional Network Problem identified. User service restored.	3/14/2006 3:25:00 PM	DF
3478	PA	3/15/2006 8:40:00 AM	NA	50990	Billing - General	Designated Carrier of Choice for long distance billing.	3/20/2006 8:15:00 AM	MMo
3479	PA	3/15/2006 8:40:00 AM	NA	11040	Captions Lag too far behind voice	Identified technical incidence on the call reported. Apologized for incidence and offered ongoing troubleshooting assistance should the need arise.	3/20/2006 8:30:00 AM	MMo
3514	PA	3/16/2006 7:25:00 PM	NA	22990	Technical - General	Regional Network Problem identified. User service restored.	3/21/2006 9:05:00 AM	KM
3627	PA	3/16/2006 8:15:00 PM	NA	22990	Technical - General	Regional Network Problem identified. User service restored.	3/23/2006 9:40:00 AM	KM
3958	PA	3/16/2006 8:15:00 PM	NA	22990	Technical - General	Regional Network Problem identified. User service restored.	3/23/2006 9:40:00 AM	KM
3507	PA	3/18/2006 2:15:00 PM	NA	22990	Technical - General	Regional Network Problem identified. User service restored.	3/20/2006 4:30:00 PM	KM
3623	PA	3/20/2006 2:15:00 PM	NA	22030	Captions - stop in middle of call	Advised customer to contact their telephone company to check and possibly upgrade the quality of their phone line. Customer should also be certain the second line is available for 2 line mode support.	3/23/2006 9:15:00 AM	MMo
4000	PA	3/28/2006 3:15:00 PM	NA	11040	Captions Lag too far behind voice	Explained the procedure how Captions are transcribed via voice recognition and our CapTel CA.	3/28/2006 3:15:00 PM	JK
4300	PA	3/30/2006 4:00:00 PM	NA	22090	Disconnect/Reconnect during calls	Advised customer to connect CapTel directly to telephone wall jack, eliminating answering machine which was "chained" with CapTel. Recommended use of duplex splitter to connect answering machine near CapTel, and asked customer to contact CapTel Customer Service if this did not remedy the problem.	3/30/2006 4:00:00 PM	RW
5047	PA	4/7/2006 3:55:00 PM	NA	22110	Echo Sounds - CapTel user hears	Provided customer with suggestions to minimize echo.	4/11/2006 1:30:00 PM	MMo
5014	PA	4/10/2006 9:30:00 AM	NA	11050	Unable to make captioned calls	Advised customer to perform electronic resetting of CapTel phone and provided a software update. Customer is satisfied.	4/11/2006 7:30:00 AM	MMo
4970	PA	4/10/2006 10:25:00 AM	NA	22090	Disconnect/Reconnect during calls	Customer will log problematic calls and report them for investigation.	4/10/2006 11:30:00 AM	KM
5552	PA	4/20/2006 8:50:00 AM	NA	11990	Service - General	Inbound call technical problem reported at 11:32 AM on 4/30/06. The problem was resolved at 1:52 PM by CapTel technical support.	4/20/2006 1:50:00 PM	KM
5489	PA	4/20/2006 12:05:00 PM	NA	11990	Service - General	Inbound call technical problem reported at 11:32am on 4/20/06. The problem was resolved at 1:52pm by CapTel technical support.	4/24/2006 12:45:00 PM	RW
5642	PA	4/20/2006 12:35:00 PM	NA	11990	Service - General	Inbound call technical problem reported at 11:32 AM on 4/20/06. The problem was resolved at 1:52 PM by CapTel technical support.	4/20/2006 3:00:00 PM	DF
5561	PA	4/20/2006 12:55:00 PM	NA	11990	Service - General	Inbound call technical problem reported at 11:32 AM on 4/30/06. The problem was resolved at 1:52 PM by CapTel technical support.	4/20/2006 1:50:00 PM	KM
5474	PA	4/20/2006 1:10:00 PM	NA	11990	Service - General	Inbound call technical problem reported at 11:32am on 4/20/06. The problem was resolved at 1:52pm by CapTel technical support.	4/20/2006 2:00:00 PM	JS
5478	PA	4/20/2006 2:50:00 PM	NA	11990	Service - General	Inbound call technical problem reported at 11:32am on 4/20/06. The problem was resolved at 1:52pm by CapTel technical support.	4/20/2006 3:00:00 PM	JS
5838	PA	5/1/2006 2:00:00 PM	NA	50990	Billing - General	Registered Customer's COC for long distance calls. Customer made a test call and it worked fine.	5/1/2006 2:00:00 PM	JK
6518	PA	5/11/2006 2:40:00 PM	NA	50990	Billing - General	Tech support set up a short term solution while working with the cellular provider to remedy the cause.	5/11/2006 3:20:00 PM	DF
6828	PA	5/18/2006 10:40:00 AM	NA	50990	Billing - General	Registered customer's preferred long distance carrier in the system. Customer now able to make long distance captioned calls successfully.	5/18/2006 10:45:00 AM	DF

DOCKET NO.

13-123

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1 DISK