



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

June 28, 2007

M-00900239

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

MAILED
JUL 2 2007
FUS

DA 07-2762
CG Docket 03-123

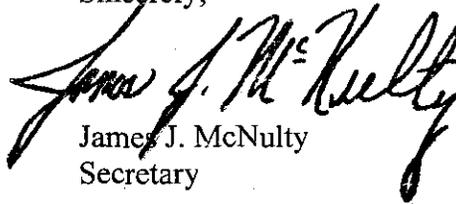
Re: Submission of 2007 Annual Log Summary of TRS Consumer Complaints

Dear Ms. Dortch,

In accordance with DA 07-2762, released June 22, 2007, 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, 2007. 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 voice-carry-over relay 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,


James J. McNulty
Secretary

cc: Elaine McDonald, FUS
Kathleen Aunkst, Secretary's Bureau
Eric Van Jeschke, PUC FUS (paper copy only)
Louise Fink Smith, PUC LAW (paper copy only)
Arlene Alexander, (e-mail copy only)

Enclosures

No. of Copies rec'd 0 + 4
List ABCDE

**AT&T RELAY SERVICES
PENNSYLVANIA
2007 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2006 through May 31, 2007**

	2006						2007					
PENNSYLVANIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
	0	0	1	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	2	0	1	0	
	0	0	1	0	0	0	0	2	0	1	0	

**AT&T RELAY SERVICES
PENNSYLVANIA
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2006 through May 31, 2007
Complaint Summary by Category**

	2006						2007					
Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	1	0	1	0	
ent	0	0	0	0	0	0	0	0	0	0	0	0
nce	0	0	1	0	0	0	0	1	0	0	0	0
odation	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	1	0	0	0	0	2	0	1	0	

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2006 – MAY 2007**

June 2006 – Nothing to report

July 2006 – Nothing to report

August 2006

Voice August 20, 2006

The customer complained he/she had to wait to reach an operator when using relay.

Category: Answer/Wait Time

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

Resolution: Apologized for the inconvenience and assured the customer it would be reported to our Customer Service Department.

Contact Closed: August 31, 2006

FCC: Answer Performance

September 2006 – Nothing to report

October 2006 – Nothing to report

November 2006 – Nothing to report

December 2006 – Nothing to report

January 2007

TTY January 2, 2007

The customer complained about the CA for his/her 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 2, 2007

FCC: Typing Issue

TTY January 19, 2007

The customer complained he/she had to wait for his/her call to be answered.

Category: Answer/Wait Time

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

Resolution: Apologized to the customer for his/her inconvenience.

Contact Closed: January 19, 2007

FCC: Answer Performance

February 2007 – Nothing to report

Tracking #	Date of Complaint	Time of Call	State Program	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Rep. Initials
8420	6/7/2006	12:50:00 PM	PA	NA	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnection might be occurring and sent email with tips to reduce their occurrence.	6/7/2006	DF
8610	6/9/2006	10:45:00 AM	PA	NA	Billing - General	Registered customer's preferred long distance provider in the system. Customer now able to make long distance calls successfully.	6/9/2006	DF
9316	6/21/2006	8:10:00 AM	PA	NA	Billing - General	Registered customer's preferred long distance company in the system. Customer now able to make long distance captioned calls once again.	6/21/2006	DF
12023	7/21/2006	1:40:00 PM	PA	NA	Disconnect/Reconnect during calls	Explained to customer why disconnect/reconnection might be occurring and advised to monitor any document and report problematic calls back to our Call Center for review.	7/21/2006	JS
12683	8/3/2006	8:40:00 AM	PA	NA	Dialing Issue - Unable to dial regional 800 number	Technical Support made an adjustment so CapTel user can successfully make captioned call to regional 800 number.	8/3/2006	DF
13754	9/18/2006	11:15:00 AM	PA	NA	Accuracy of captions	Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up.	9/18/2006	RNW
14161	8/23/2006	12:20:00 PM	PA	NA	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnection might be occurring and sent email with tips to reduce their occurrence.	8/23/2006	RW
15828	9/14/2006	10:30:00 AM	PA	NA	Billing - General	Discussed billing and took appropriate action.	9/14/2006	RNW
15969	9/15/2006	12:40:00 PM	PA	NA	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnection might be occurring and sent email with tips to reduce their occurrence.	9/15/2006	MNO
16081	9/18/2006	3:50:00 PM	PA	NA	Billing - General	Changed phone company billing code for customer's long distance provider in our system due to long distance company using a different billing code. Remedy provided.	9/18/2006	LG
16114	9/18/2006	10:20:00 AM	PA	NA	Disconnect/Reconnect during calls	Explained to customer why disconnect/reconnection might be occurring and sent email with tips to reduce their occurrence.	9/18/2006	JK
17926	10/16/2006	10:05:00 AM	PA	NA	Dialing Issue - Unable to dial regional 800 number	Technical Support made adjustment so CapTel user can successfully make captioned call to regional 800 number.	10/16/2006	RW
19776	11/7/2006	2:40:00 PM	PA	NA	Accuracy of captions	Customer shared feedback regarding accuracy of captions. Informed customer that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up.	11/7/2006	LG
19804	11/7/2006	2:40:00 PM	PA	NA	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnection might be occurring and sent email with tips to reduce their occurrence.	11/7/2006	LG
19761	11/8/2006	2:45:00 PM	PA	NA	Dialing Issue - Unable to dial regional 800 number	Technical Support made adjustment so CapTel user can successfully make captioned call to regional 800 number.	11/8/2006	RNW
20650	11/20/2006	11:00:00 AM	PA	NA	Dialing Issue - Unable to dial regional 800 number	Technical Support made adjustment so CapTel user can successfully make captioned call to regional 800 number.	11/20/2006	JS
21643	12/1/2006	1:50:00 PM	PA	NA	Accuracy of captions	Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for follow up.	12/4/2006	KM
21659	12/4/2006	12:00:00 PM	PA	NA	Billing - General	Assigned other party's preferred carrier of choice designation to allow other party to make long distance calls to CapTel user.	12/4/2006	KM
22752	12/15/2006	10:50:00 AM	PA	NA	Accuracy of captions	Customer shared feedback regarding accuracy of captions. CS rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up.	12/18/2006	KM
23475	12/28/2006	8:20:00 AM	PA	3298	Captions Lag too far behind voice	Customer shared feedback regarding captioning. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. (FCC requirements for captioning speed still exceeded.)	12/28/2006	KM
24823	1/11/2007	12:45:00 PM	PA	NA	Captions Lag too far behind voice	Customer shared feedback regarding lag time while checking answering machine messages. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. (FCC requirements for captioning speed still exceeded.)	1/11/2007	LG
25190	1/12/2007	2:40:00 PM	PA	NA	Technical - General	Customer shared feedback regarding experience during call. CS Rep apologized for experience and thanked customer for feedback and informed them that information would be shared with appropriate captioning service staff for investigation.	1/16/2007	KM
25198	1/16/2007	10:10:00 AM	PA	NA	Disconnect/Reconnect during calls	Explained to customer difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnection might be occurring.	1/16/2007	KM
25348	1/17/2007	1:30:00 PM	PA	NA	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnection might be occurring. Sent letter with tips to reduce their occurrence.	1/17/2007	RNW

25549	1/19/2007	9:20:00 AM	PA	NA	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.	1/19/2007	MMo
29708	2/28/2007	8:55:00 PM	PA	NA	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 on their second phone line and sent email with tips to reduce their occurrence.	3/2/2007	DF
29887	3/2/2007	1:10:00 PM	PA	NA	Billing - General	Discussed billing and took appropriate action.	3/5/2007	RNW
29978	3/5/2007	7:10:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	PH
29988	3/5/2007	7:45:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	PH
30158	3/5/2007	8:00:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	KM
30162	3/5/2007	8:00:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	KM
30170	3/5/2007	8:00:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	KM
30037	3/5/2007	8:25:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	KM
29967	3/5/2007	8:30:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	PH
30023	3/5/2007	8:40:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	KM
30133	3/5/2007	8:45:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	MP
29946	3/5/2007	9:05:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	PH
30054	3/5/2007	9:25:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	KM
30056	3/5/2007	9:30:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	KM
30063	3/5/2007	9:45:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	KM
30236	3/5/2007	12:30:00 PM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	MMo
29898	3/5/2007	1:10:00 PM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	PH
29982	3/5/2007	1:10:00 PM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	RNW
30267	3/5/2007	1:10:00 PM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	JS
30443	3/5/2007	1:15:00 PM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	PH
29914	3/5/2007	4:00:00 PM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	PH
30697	3/9/2007	2:25:00 PM	PA	NA	Technical - General	Customer experienced dropped call. Subsequent calls satisfactory. CS Rep apologized for incidence. CapTel user will report any further occurrence.	3/9/2007	KM
30936	3/13/2007	9:15:00 AM	PA	NA	Billing - General	Discussed billing and took appropriate action.	3/26/2007	RNW
33238	4/4/2007	2:15:00 PM	PA	NA	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. Customer does not require more assistance at this time.	4/4/2007	MP
33987	4/12/2007	1:45:00 PM	PA	NA	Disconnect/Reconnect during calls	Explained to customer differences between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and recommended that the phone lines be checked.	4/12/2007	RNW
34837	4/23/2007	10:15:00 AM	PA	NA	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.	4/23/2007	TM
35201	4/26/2007	8:40:00 AM	PA	NA	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.	4/26/2007	MMo
PA								