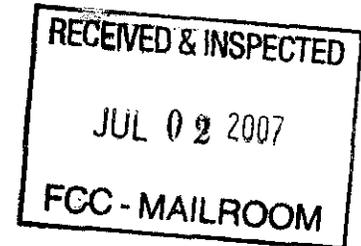


State of Vermont  
Department of Public Service  
112 State Street  
Drawer 20  
Montpelier, VT 05620-2601  
TEL: 802-828-2811

FAX: 802-828-2342  
TTY VT: 800-734-8390  
email: vt dps@state.vt.us  
<http://publicservice.vermont.gov/>

June 28, 2007

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



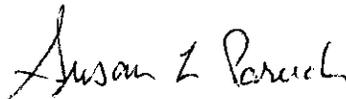
Re: Annual Log Summary of Consumer Complaints Concerning TRS  
CG Docket 03-123  
DA 07-2762

Dear Madam Secretary:

Enclosed for filing with the FCC in compliance with 47 C.F.R. §64.604 are an original and four copies of the Complaint Log Summary for the Vermont Telecommunications Relay Service. In addition, a 3.5-inch diskette is enclosed, which includes the complaint log of Sprint for Vermont as the VTRS vendor.

No complaints were filed with the Vermont Department of Public Service during the period June 1, 2006 through May 31, 2007.

Sincerely,



Susan L. Paruch  
Consumer Affairs & Public Information

Enclosures

Cc: Arlene Alexander  
FCC Consumer & Governmental Affairs Bureau (electronic)

No. of Copies rec'd  
LIS: ASOJE

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**Complaint Tracking for VT (6/1/2006 - 5/31/2007). Total Customer Contacts: 4**

Nature of Complaint	Date of Resolution	Explanation of Resolution
VT CapTel user's call was unable to get through to the CapTel service.	03/05/07	Apologized for the incident and thanked the customer for sharing the problem. The VT CapTel user's call was unable to get through to the CapTel service. The incidence where a fiber optic cable cut between Madison and Chicago caused the user not to be able to reach the CapTel call center. CapTel service was re-routed to other networks to allow the VT CapTel user's calls to then get through the same day.
A different customer with same issue as above. VT CapTel user's call was unable to get through to the CapTel service.	03/05/07	Apologized for the incident and thanked the customer for sharing the problem. The VT CapTel user's call was unable to get through to the CapTel service. The incidence where a fiber optic cable cut between Madison and Chicago caused the user not to be able to reach the CapTel call center. CapTel service was re-routed to other networks to allow the VT CapTel user's calls to then get through the same day.
Voice user unable to connect to the CapTel service number.	12/11/06	Advised customer to have caller register long-distance service as a choice. Also provided additional troubleshooting suggestions to ensure incoming call connection.
Customer stated that the agent took too long leaving message on the answering machine.	06/28/06	Supervisor on duty at the time noticed the message was more than a screen long, therefore, the agent had to make multiple calls in order to leave message in its entirety. Supervisor noticed the agent did inform the customer of that and customer kept getting mad. Follow-up requested. Agent followed standard procedures, follow-up letter was sent to customer on 6/28/06 explaining this.

**Complaint Tracking for VT (6/1/2006 - 5/31/2007). Total Customer Contacts: 4**

Nature of Complaint	Date of Resolution	Explanation of Resolution
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DOCKET NO. 03-123

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