

Appendix

No. 7.3

Hamilton Contract



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

IN REPLY PLEASE
REFER TO OUR FILE
M-00900239
F0016

August 6, 2007

Dixie Ziegler
Vice President of Relay
Hamilton Telephone Company
1001 12th Street
Aurora, NE 68818

Re: Pennsylvania Captioned Telephone Voice-Carry-Over
Relay Service (CTVRS) Contract

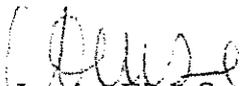
Dear Ms. Ziegler, 

Enclosed is a copy of the signed Pennsylvania Captioned Telephone Voice-Carry-Over Relay Service (CTVRS) Contract. Thank you for all your assistance and patience as the details were worked out.

I am looking forward to meeting the Hamilton staff as the opportunity presents itself through TRS functions and to working with you and your staff over the duration of the contract period.

If you have any technical questions, please call Eric Jeschke at 717-783-3850 or Missy Knerr at 717-783-6171. Customer Service questions should be directed to Holly Frymoyer at 717-783-1628. Tom Charles at 717-787-9405 is the contact regarding outreach. For any legal questions, please contact me at 717-787-8866.

Sincerely,


Louise Fink Smith

Enc.

cc: (w/out enclosure)

Pete Dalina & Mark Goodwin – Admin
Jaime McClintock – Legal
Kim Barrow – OSA
Eric Jeschke & Missy Knerr – FUS
Lenora Best & Holly Frymoyer – BCS
Tom Charles – Communications

Commonwealth of Pennsylvania
Office of Attorney General
August 03, 2007

Subject: Contract 2005-2
HAMILTON TELEPHONE COMPANY

To: MIKE SOBOLESKY
FINANCIAL & ASSESSMENTS CHIEF
PUBLIC UTILITY COMMISSION

From: Robert A. Mulle
Chief Deputy Attorney General
Legal Review Section, Harrisburg
Office of Attorney General

The referenced contract(s) has been approved for form and legality pursuant to the Commonwealth Attorneys Act, 71 P.S. Section 732.101 et seq.

No approval or opinion is offered as to the manner of execution if the document was submitted in proposed form. No approval or opinion is offered concerning any document referenced but not submitted or any events or other occurrences giving rise to the contract's creation or submission. Our review does not extend to compliance with the laws of other jurisdictions. To the extent, if any, that such other laws may be applicable to the making or performance of the contract in any respect, the agency may want to consult with counsel in that jurisdiction.

RAM /jmn
CC:

2007 AUG -6 AM 11:55
PA PUC

2007 AUG -3 PM 4:27
LAPHS
LAPHS

PENNSYLVANIA CAPTIONED TELEPHONE
VOICE-CARRY-OVER RELAY SERVICE (CTVRS)
CONTRACT

Hamilton Telephone Company, d/b/a Hamilton Telecommunications (Hamilton), has been awarded the Captioned Telephone Voice-Carry-Over Relay Service (CTVRS) contract based upon Hamilton's Proposal in response to the Pennsylvania Public Utility Commission's (Commission) Request for Proposal (RFP) #2005-2.

Hamilton agrees to comply with all Terms and Conditions of Hamilton's Proposal submitted in response to the Commission's RFP #2005-2, including any amendments, modifications, and/or clarifications to both the RFP and Hamilton's Proposal, and including the Commonwealth of Pennsylvania's Standard Terms and Conditions, as documented in writing and incorporated into the RFP by reference.

Hamilton shall provide all CTVRS in accordance with the terms and conditions of the Contract. The Contract is comprised of this document and the following documents, which are incorporated by reference into the Contract and are listed in order of precedence in the event of a conflict between the documents:

- A – This document;
- B – Hamilton's Attachment to Transmittal Letter exceptions;
- C – Commonwealth Standard Terms and Conditions;
- D – Cost Clarification Letter dated June 18, 2007
- E – Cost Submittal Best & Final Offer (BAFO) dated October 17, 2006;
- F – Hamilton's Proposal to the RFP;
- G – RFP #2005-2, including all of the appendices and clarifications.

Both parties agree and acknowledge that Hamilton took several exceptions to the RFP, which exceptions were listed in the Attachment to Transmittal Letter in Hamilton's Proposal in response to the RFP. The Pennsylvania Public Utility Commission agrees and acknowledges that those exceptions have been accepted by the Commission as part of Hamilton's response.

The Contract period will be for a term beginning on August 1, 2007, and ending on June 30, 2010. Hamilton will transition the service from the Interim Provider as soon as practicable after the August 1, 2007 date. The Contract may be extended for two (2) subsequent 1-year periods at the option of the Commission.

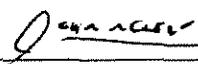
Hamilton and the Pennsylvania Public Utility Commission agree to the following pricing schedule:

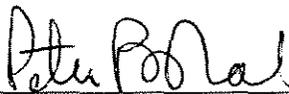
CapTel Price Per Minute

Hamilton will provide CTVRS Outreach :

Any conflicts arising under the Contract will be resolved in Pennsylvania pursuant to Pennsylvania law.

Intending to be legally bound, each party represents that it has executed the Contract through its authorized representative(s):

Dated: 7-31, 2007 By 
John Nelson, Vice President
Hamilton Telephone Company d/b/a
Hamilton Telecommunications

Dated: 8/1/2007, ~~2007~~ By 
Pete B. Dalina
Director of Administrative Services
Pennsylvania Public Utility Commission

Dated: 8-1-07, 2007 By Bohdan R. Pankiw
Bohdan R. Pankiw
Chief Counsel
Pennsylvania Public Utility Commission

Dated: August, 3, 2007 By R. W. A. M., C.D.A.G.

Office of the Attorney General
Commonwealth of Pennsylvania

Appendix

No. 7.4

Hamilton Website

Appendix

No. 8

Complaint Log

Complaint Log 2002-2003 as filed with the FCC

Complaint Log 2003-2004 as filed with the FCC

Complaint Log 2004-2005 as filed with the FCC

Complaint Log 2005-2006 as filed with the FCC



Federal Communications Commission
Washington, D.C. 20554

July 23, 2003

03 JUL 31 AM 8:57

BUREAU OF
FIXED UTILITY SERVICES

Robert A. Rosenthal
Director
Fixed Utility Services
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

RE: State of Pennsylvania

Dear Mr. Rosenthal:

This is to notify you that the Federal Communications Commission (Commission) has received the state of Pennsylvania's annual consumer complaint log summary for the 12-month period between June 1, 2002 and May 31, 2003.

Questions regarding the complaint log summaries should be directed to Erica Myers at (202) 418-2429, (202) 418-0464 (TTY), Erica.Myers@fcc.gov.

Sincerely,

Thomas Chandler
Chief, Disability Rights Office
Consumer & Governmental Affairs Bureau

CC:

CC DOCKET NO. 98-67



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

FCC Docket No. CG 03-123

Application for Recertification of the Pennsylvania TRS

November 8, 2007

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IN REPLY PLEASE
REFER TO OUR FILE

June 12, 2003

DA 03-1728
CC Docket No. 98-67

MARLENE H DORTCH
OFFICE OF THE SECRETARY
FEDERAL COMMUNICATIONS COMMISSION
445 12TH STREET SW
ROOM TW-A325
WASHINGTON DC 20554

Re: Submission of Annual Log Summary of TRS Consumer Complaints

Dear Ms. Dortch,

In accordance with DA 03-1728, released May 19, 2003 at CC Docket No. 98-67 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, 2003. Also, please find a copy of the complaint log summaries on the enclosed 3.5 inch diskette. AT&T, as the provider for Pennsylvania TRS, has maintained the consumer complaints, and has prepared the enclosed complaint log summaries.

If you have any questions or need additional information, please call Grace House at (717) 783-6174.

Sincerely,

Robert A. Rosenthal
Director
Fixed Utility Services

Cc: Grace House
Eric Jeschke
Erica Myers, Consumer & Governmental Affairs Bureau, Disability Rights Office

PENNSYLVANIA RELAY SERVICE
2003 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
 June 1, 2002 through May 31, 2003

As of June 9, 2003

Pennsylvania	2002							2003					TOTAL
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
VOICE	0	0	2	0	0	0	1	0	1	3	0	0	7
TTY	1	1	3	4	2	1	3	4	0	2	2	2	25
TOTAL	1	1	5	4	2	1	4	4	1	5	2	2	32

As of June 9, 2003

Complaint Category	2002							2003					Total
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency			1										1
Confidentiality													0
Verbatim	1			2			1	1	1		2	1	9
Typing Issues		1	1	2	1	1	1					1	8
In Call Replacement													0
Answer Performance			3		1		2	3		5			14
Gender Accommodation													0
Total	1	1	5	4	2	1	4	4	1	5	2	2	32

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003

June 2002**TTY June 20, 2002**

The customer complained the CA did not relay her conversation accurately.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, RI 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 20, 2002

FCC: Verbatim

July 2002**TTY July 16, 2002**

The customer complained the CA typed too slow.

Category: Typing Skill/Speed

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

Resolution: Apologized for the inconvenience.

Contact Closed: July 16, 2002

FCC: Typing Issue

August 2002**Voice August 3, 2002**

The customer asked why she had problems reaching relay when dialing 711.

Category: Answer/Wait Time

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

Resolution: Apologized for the inconvenience, and informed the customer the problem has been corrected.

Contact Closed: August 4, 2002

FCC: Answer Performance

TTY August 3, 2002

The customer complained he did not get a response from the relay service when dialing 711.

Category: Answer/Wait Time

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

Resolution: Apologized to the customer, and assured him the problem would be reported.

Contact Closed: August 8, 2002

FCC: Answer Performance

Voice August 25, 2002

The customer complained CAs were having personal conversations with her boyfriend.

Application for Recertification of the Pennsylvania TRS
PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003

Category: Other (CA/OPR)

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

Resolution: Explained to the customer CAs are not permitted to provide any personal information, and the issue would be investigated.

Contact Closed: September 6, 2002

FCC: Transparency

TTY August 27, 2002

The customer complained the CA was slow to respond.

Category: Other (CA/OPR)

Escalation: Received by the Maryland 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: August 27, 2002

FCC: Answer Performance

TTY August 28, 2002

The customer complained about the CA's typing.

Category: Typing Skill/Speed

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

Resolution: Apologized to the customer and advised her complaint would be documented.

Contact Closed: August 28, 2002

FCC: Typing Issue

September 2002

TTY September 12, 2002

The customer complained about the CA's typing.

Category: Typing Skill/Speed

Escalation: Received by the Relay Customer Service Line 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: September 13, 2002

FCC: Typing Issue

TTY September 18, 2002

The customer complained the CA's typing was slow.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA 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.

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003

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Contact Closed: September 20, 2002
FCC: Typing Issue

TTY September 24, 2002

The customer complained the CA did not leave a message on an answering machine as requested.

Category: Attitude and Manner

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

Resolution: Apologized to the customer for the inconvenience. Assured her the complaint would be reported.

Contact Closed: September 24, 2002

FCC: Verbatim

TTY September 30, 2002

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 her information would be documented.

Contact Closed: September 30, 2002

FCC: Verbatim

October 2002

TTY October 1, 2002

The customer complained of long hold times when dialing into 711, and CAs not following instructions.

Category: Other (Misc)

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: October 31, 2002

FCC: Answer Performance

TTY October 5, 2002

The customer complained about the CA's typing skills.

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: October 6, 2002

FCC: Typing Issue

November 2002

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

PAFCC0602-0503

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003

TTY November 1, 2002

The customer complained that the CA's typing had many mistakes.

Category: Typing Skill/Speed

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

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

Contact Closed: November 2, 2002

FCC: Typing Issue

December 2002**TTY December 3, 2002**

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

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

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: December 3, 2002

FCC: Answer Performance

TTY December 7, 2002

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the National Customer Care 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: December 8, 2002

FCC: Answer Performance

TTY December 12, 2002

The customer complained that one CA did not follow his instructions, and another did not relay the name on a recording correctly.

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 CAs manager's would follow up accordingly.

Contact Closed: December 31, 2002

FCC: Verbatim

Voice December 17, 2002

The customer complained that the CA was extremely rude, and typed extremely slowly.

Category: Attitude and Manner

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

Resolution: Apologized for the inconvenience, and assured the customer his complaint would be reported.

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PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003

Contact Closed: December 18, 2002

FCC: Typing Issue

January 2003

TTY January 2, 2003

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

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

Resolution: Apologized to the customer, and explained a technical problem may have caused the delay.

Contact Closed: January 2, 2003

FCC: Answer Performance

TTY January 8, 2003

The customer complained that male CAs are rude, disconnect during calls, and do not type her voice mail messages verbatim.

Category: Attitude and Manner

Escalation: Received by the Washington, D.C. Relay Center and handled by the National Customer Care Center.

Resolution: Apologized to the customer, and assured her the complaint would be documented and reviewed.

Contact Closed: January 13, 2003

FCC: Verbatim

TTY January 18, 2003

The customer complained the CA was slow to respond.

Category: Answer/Wait Time

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

Resolution: Apologized for the inconvenience, and assured the customer the complaint would be reported.

Contact Closed: January 18, 2003

FCC: Answer Performance

TTY January 22, 2003

The customer complained that he/she had to wait for an available CA.

Category: Answer/Wait Time

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

Resolution: Apologized for inconvenience, and assured customer a report would be filed.

Contact Closed: January 22, 2003

FCC: Answer Performance

February 2003

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003

Voice February 15, 2003

The customer complained the CA was rude and had not relayed the call verbatim.

Category: Attitude and Manner

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: February 15, 2003

FCC: Verbatim

March 2003

Voice March 31, 2003

The PA Public Utilities Commission notified the Pennsylvania Relay Service that customers were unable to get through to relay.

Category: Other (Equip)

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

Resolution: Informed the customer that we were determining the problem and correcting it as soon as possible.

Contact Closed: March 31, 2003

FCC: Answer Performance

Voice March 31, 2003

The customer complained he has been unable to reach relay

Category: Other (Equip)

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

Resolution: Apologized to the customer for the inconvenience, and informed the customer that our technicians were working to resolve the problem.

Contact Closed: March 31, 2003

FCC: Answer Performance

TTY March 31, 2003

The customer complained of trouble connecting to the relay service.

Category: Other (Equip)

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

Resolution: Apologized to the customer for the inconvenience, and mentioned that the problem causing the issue has been resolved.

Contact Closed: April 2, 2003

FCC: Answer Performance

Voice March 31, 2003

The customer complained of trouble connecting to the relay service.

Category: Other (Equip)

Escalation: Received by the Relay Customer Service Line and handled by the National

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PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003

Customer Care Center.

Resolution: Apologized to the customer for the inconvenience, and mentioned that the problem causing the issue has been resolved.

Contact Closed: April 2, 2003

FCC: Answer Performance

TTY March 31, 2003

The customer reported trouble connecting to relay using 711.

Category: Other (Equip)

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

Resolution: Apologized to the customer for the inconvenience. Informed him that a technical issue causing the problem has been resolved.

Contact Closed: April 3, 2003

FCC: Answer Performance

April 2003

TTY April 30, 2003

The customer complained that the CA was too slow typing back a recorded message to him.

Category: Typing Skill/Speed

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: April 30, 2003

FCC: Typing Issue

TTY April 30, 2003

The customer was upset that the CA made so many typing errors during his call.

Category: Typing Skill/Speed

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: April 30, 2003

FCC: Typing Issue

May 2003

TTY May 14, 2003

The caller had several CA complaints including not processing his calls quickly, not following instructions, disconnecting, and not relaying verbatim.

Category: Other (Misc)

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

Resolution: Apologized for the inconvenience, and assured the customer his complaints

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PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
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would be reported.

Contact Closed: May 31, 2003

FCC: Verbatim

TTY May 15, 2003

The caller complained that the CA did not follow instructions and typed too slow.

Category: Other (CA/OPR)

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

Resolution: Apologized for the inconvenience, and offered to place his call again.

Contact Closed: May 15, 2003

FCC: Typing Issue

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

PAFCC0602-0503



PUBLIC NOTICE

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

News media Information 202/ 418-0500
Fax-On-Demand 202/418-2830
TTY 202/418-2555
Internet: <http://www.fcc.gov>
<ftp.fcc.gov>

DA 03-1728
Released: May 19, 2003

**CONSUMER & GOVERNMENTAL AFFAIRS BUREAU REMINDS STATES
AND TELECOMMUNICATIONS RELAY SERVICES (TRS) PROVIDERS THAT
THE ANNUAL LOG SUMMARY OF CONSUMER COMPLAINTS
CONCERNING TRS IS DUE TUESDAY, JULY 1, 2003**

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, 2003, on or before July 1, 2003.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires interstate TRS providers and state TRS programs to maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.¹ These logs 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. It further enables states to communicate with one another to learn how other states are resolving complaints.²

Complaint log summaries should include information pertaining to complaints received between June 1, 2002, and May 31, 2003. Complaint log summaries shall include the number of complaints received that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.³ The Commission requires that this information be included in the complaint log summary for the purpose of alerting the Commission of possible service quality problems. The

¹ 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*; 47 C.F.R. §64.604 ("Mandatory Minimum Standards").

² *Id.* at ¶ 122.

³ See 47 C.F.R. § 64.604 (c)(1).

complaint log summary must be filed with the Consumer & Governmental Affairs Bureau, Disability Rights Office.⁴

States and interstate TRS providers who choose to submit by paper must submit an original and four copies of each filing on or before Tuesday, July 1, 2003. To expedite the processing of complaint log summaries, states and interstate TRS providers are encouraged to submit an additional copy to Attn: Erica Myers, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, SW, Room 6-A432, Washington, DC 20554 or by email at emyers@fcc.gov. States and interstate 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 or interstate 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, Vistronix, 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 12th 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 12th Street, SW, Room CY-A257, Washington, DC 20554. They may also be purchased from the Commission's duplicating contractor, Qualex International, Portals II, 445 12th Street, SW, Room CY-B402, Washington, DC 20554, telephone (202) 863-2893, facsimile (202) 863-2898, or via e-mail 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>.

To request materials in accessible formats for people with disabilities (braille, large print, electronic files, auto format), send an e-mail to fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at 202-418-0531 (voice), 202-418-7365 (tty). 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.

- FCC -

⁴ See Improved TRS Order at ¶ 121.



Federal Communications Commission
Washington, D.C. 20554

04 SEP 22 AM 9:53
September 16, 2004

PUBLIC UTILITY SERVICES

Eric Van Jeschke
TRS Administrator
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

RE: State of Pennsylvania

Dear Mr. Van Jeschke:

This is to notify you that the Federal Communications Commission (Commission) has received the state of Pennsylvania's annual consumer complaint log summary for the 12-month period between June 1, 2003 and May 31, 2004.

Questions regarding the complaint log summaries should be directed to Erica Myers at (202) 418-2429, (202) 418-0464 (TTY), Erica.Myers@fcc.gov.

Sincerely,

Thomas Chandler
Chief, Disability Rights Office
Consumer & Governmental Affairs Bureau

CC DOCKET NO. 98-67



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

FCC Docket No. CG 03-123

for Recertification of the Pennsylvania TRS

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IN REPLY PLEASE
REFER TO OUR FILE

June 18, 2004

DA 04-1599
CC Docket No.98-67

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

Re: Submission of 2004 Annual Log Summary of TRS Consumer Complaints

Dear Ms. Dortch,

In accordance with DA 04-1599, released June 2, 2004 at CC Docket No. 98-67 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, 2004. Also, please find a copy of the complaint log summaries on the enclosed 3.5 inch diskette. AT&T, as the provider for Pennsylvania TRS, has maintained the consumer complaints, and has prepared the enclosed complaint log summaries.

If you have any questions or need additional information, please call Eric Van Jeschke at (717) 783-3850.

Sincerely,

Robert A. Rosenthal
Director
Fixed Utility Services

Cc: Eric Van Jeschke
Erica Myers, Consumer & Governmental Affairs Bureau, Disability Rights Office

**AT&T RELAY SERVICES
2004 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004**

Commonwealth of Pennsylvania - Totals

June 8, 2004 Pennsylvania	2003						2004					TOTAL	
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR		MAY
VOICE					1			1	1		1	1	5
TTY		1		3	1	1	3	1		2	4	1	17
TOTAL	0	1	0	3	2	1	3	2	1	2	5	2	22

**AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004
Complaint Summary by Category**

Commonwealth of Pennsylvania - Summary by Category

June 8, 2004 Complaint Category	2003						2004					Total	
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR		MAY
Transparency					2		1	1	1			1	6
Confidentiality													0
Verbatim				3		1				2	2	1	9
Typing Issues		1					2	1			3		7
In Call Replacement													0
Answer Performance													0
Gender Accommodation													0
Total	0	1	0	3	2	1	3	2	1	2	5	2	22

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004

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June 2003 – Nothing to report.

July 2003

TTY July 10, 2003

The customer complained that the CA typed too slowly.

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: July 11, 2003

FCC: Typing Issue

August 2003 – Nothing to report.

September 2003

TTY September 15, 2003

The customer complained the CA was rude, did not relay the entire call, and was lazy.

Category: Attitude and Manner

Escalation: Received by the Maryland 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: September 15, 2003

FCC: Verbatim

TTY September 18, 2003

The customer complained that the CA did not leave a message on an answering machine.

Category: Other (CA/OPR)

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: September 29, 2003

FCC: Verbatim

TTY September 29, 2003

The customer complained that the CA did not leave the entire message on his/her answering machine.

Category: Other (CA/OPR)

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 1, 2003

FCC: Verbatim

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004

October 2003**Voice October 1, 2003**

The customer complained that she is connected to TTY tones when dialing PA Relay. Also, the CA was holding a personal conversation during her call.

Category: Other (Misc)

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

Resolution: Apologized for the inconvenience, and advised the information would be forwarded to our technical department and the CAs manager.

Contact Closed: October 6, 2003

FCC: Transparency

TTY October 8, 2003

The customer had several complaints including CAs not following instructions and interrupting his conversation.

Category: Attitude and Manner

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

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

Contact Closed: October 31, 2003

FCC: Transparency

November 2003**TTY November 2, 2003**

The customer complained that the CA was rude and did not type verbatim.

Category: Attitude and Manner

Escalation: Received by the National Relay Center, PA 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: November 4, 2003

FCC: Verbatim

December 2003**TTY December 2, 2003**

The customer had several complaints about CAs that included delay of his calls, disconnecting him, and not following his instructions.

Category: Other (CA/OPR)

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

Resolution: Apologized to the customer for each incident. Assured him follow up would be done with each CA.

Contact Closed: December 31, 2003

FCC: Transparency

TTY December 12, 2003

The customer complained about the CA's typing.

PENNSYLVANIA RELAY SERVICE
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JUNE 2003 – MAY 2004

Category: Typing Skill/Speed

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

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: December 12, 2003

FCC: Typing Issue

TTY December 16, 2003

The customer complained that the CA's typing skills were poor.

Category: Typing Skill/Speed

Escalation: Received by the Maryland 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: December 16, 2003

FCC: Typing Issue

January 2004

Voice January 1, 2004

The customer felt the CA was the worst he ever had. The CA chastised him for not using the GA, and when he requested a supervisor she hung up on him.

Category: Attitude and Manner

Escalation: Received by the National Relay Center, PA 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: January 1, 2004

FCC: Transparency

TTY January 21, 2004

The customer complained the CA typed too many spaces in between the words.

Category: Other (Misc)

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

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: January 21, 2004

FCC: Typing Issue

February 2004

Voice February 2, 2004

The customer complained that the CA made inappropriate remarks about her mother who is a VCO user.

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 incident would be reported.

Contact Closed: February 2, 2004

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PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004

FCC: Transparency

March 2004

TTY March 3, 2004

The customer complained that the CAs did not type verbatim, did not follow his instructions, and did not identify themselves when he requested.

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 managers of the CAs would follow up accordingly.

Contact Closed: March 31, 2004

FCC: Verbatim

TTY March 23, 2004

The customer complained that the CA did not type a word.

Category: Other (CA/OPR)

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

Resolution: Explained to the customer that the answering machine message was difficult to understand.

Contact Closed: March 24, 2004

FCC: Verbatim

April 2004

TTY April 1, 2004

The customer complained that the CA typed terribly and spelled poorly.

Category: Typing Skill/Speed

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

Resolution: Apologized and thanked the customer for providing feedback.

Contact Closed: April 1, 2004

FCC: Typing Issue

TTY April 7, 2004

The customer complained about the CA's typing skills.

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: April 7, 2004

FCC: Typing Issue

TTY April 12, 2004

The customer complained that the CA made too many typing errors.

Category: Typing Skill/Speed

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

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
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Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: April 12, 2004

FCC: Typing Issue

Voice April 15, 2004

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 explained that no records are kept of the conversations.

Contact Closed: April 15, 2004

FCC: Verbatim

TTY April 28, 2004

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 same.

Resolution: Apologized for the inconvenience, and assured the customer that the CAs are trained to relay verbatim.

Contact Closed: April 28, 2004

FCC: Verbatim

May 2004

Voice May 10, 2004

The customer complained that the CA was making comments during her conversation.

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: May 10, 2004

FCC: Transparency

TTY May 20, 2004

The customer complained that the CA did not relay his/her conversation accurately.

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: May 20, 2004

FCC: Verbatim



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

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IN REPLY PLEASE
REFER TO OUR FILE

June 22, 2005

DA 05-1681
CG Docket 03-123
CC Docket No.98-67

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

Re: Submission of 2005 Annual Log Summary of TRS Consumer Complaints

Dear Ms. Dortch,

In accordance with DA 05-1681, released June 16, 2005 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, 2005. Also, please find a copy of the complaint log summaries on the enclosed 3.5 inch diskette. AT&T, as the provider for Pennsylvania TRS, has maintained the consumer complaints, and has 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
Dana Jackson, Consumer & Governmental Affairs Bureau, Disability Rights Office

**AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2004 through May 31, 2005**

Complaint Summary by Category

PENNSYLVANIA

As of 6/8/2005

Complaint Category	2004						2005						Total
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency	1					1							2
Confidentiality						1							1
Verbatim	1		2				1	1	1				6
Typing Issues	1			1					1		1	1	5
In Call Replacement													0
Answer Performance	1	1	1										3
Gender Accommodation										1			1
Total	4	1	3	1	0	2	1	1	2	1	1	1	18

**AT&T RELAY SERVICES
2005 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2004 through May 31, 2005**

PENNSYLVANIA

As of 6/8/2005

Pennsylvania	2004						2005						TOTAL
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
VOICE	1					1							2
TTY	3	1	3	1		1	1	1	2	1	1	1	16
TOTAL	4	1	3	1	0	2	1	1	2	1	1	1	18

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PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 – MAY 2005

June 2004

TTY June 9, 2004

The customer complained that it took too long for relay to answer.

Category: Answer/Wait Time

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

Resolution: Apologized for the inconvenience, and explained that due to high call volumes, the wait time was longer than usual.

Contact Closed: June 11, 2004

FCC: Answer Performance

TTY June 11, 2004

The customer complained that the CA typed too slow and made too many mistakes.

Category: Typing Skill/Speed

Escalation: Received by the Relay Website 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: June 13, 2004

FCC: Typing Issue

TTY June 16, 2004

The customer complained that the CA interrupted him.

Category: Attitude and Manner

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: June 16, 2004

FCC: Transparency

Voice June 29, 2004

The customer complained that the CA did not relay her message properly.

Category: Attitude and Manner

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

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: July 14, 2004

FCC: Verbatim

July 2004

TTY July 14, 2004

The customer complained he had to wait a long time to reach a CA. He also complained that when the CA finally came on, her message was garbled.

Category: Answer/Wait Time

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PENNSYLVANIA RELAY SERVICE
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Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Apologized, and explained that there were a high volume of calls on the day and time he noted. Set up a profile to eliminate garbling.

Contact Closed: July 16, 2004

FCC: Answer Performance

August 2004

TTY August 2, 2004

The customer complained that the CAs are not honest and do not relay her calls accurately.

Category: Other (Misc)

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

Resolution: Apologized to the customer for the inconvenience, and explained that all conversations are relayed verbatim.

Contact Closed: August 31, 2004

FCC: Verbatim

TTY August 2, 2004

The customer complained that after calling the relay, she repeatedly sees a message that all CAs are busy.

Category: Answer/Wait Time

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

Resolution: Explained to the customer that she will receive that message if a CA is not available to handle her call.

Contact Closed: August 31, 2004

FCC: Answer Performance

TTY August 5, 2004

The customer complained that the CA dialed the wrong number, did not type verbatim, and misspelled too many words.

Category: Other (CA/OPR)

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: August 5, 2004

FCC: Verbatim

September 2004

TTY September 13, 2004

The customer complained the CA was slow to respond and typed poorly.

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PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 – MAY 2005

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: September 13, 2004

FCC: Typing Issue

October 2004 – Nothing to report

November 2004

TTY November 1, 2004

The customer complained that the voice person had heard rude comments made by the CA during his conversation.

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: November 1, 2004

FCC: Confidentiality

Voice November 20, 2004

The customer complained that the CA interrupted his call.

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: November 20, 2004

FCC: Transparency

December 2004

TTY December 13, 2004

The customer complained about CAs not typing a recorded message verbatim, and not following instructions.

Category: Other (CA/OPR)

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

Resolution: Apologized for the inconvenience, and assured the customer the CAs' managers would follow up accordingly.

Contact Closed: December 31, 2004

FCC: Verbatim

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PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 – MAY 2005

January 2005

TTY January 2, 2005

The customer complained that the CA did not relay accurately, and would not transfer her call to another CA.

Category: Other (CA/OPR)

Escalation: Received by the Relay Customer Service Line 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 3, 2005

FCC: Verbatim

February 2005

TTY February 3, 2005

The customer complained that the CA typed the wrong telephone number when leaving a message on her answering machine.

Category: Other (CA/OPR)

Escalation: Received by the Relay Customer Service Line 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 4, 2005

FCC: Verbatim

TTY February 18, 2005

The customer complained that the CA was misspelling a lot of words.

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: February 18, 2005

FCC: Typing Issue

March 2005

TTY March 9, 2005

The customer complained that the CA did not comply with her request to have a female CA handle her call.

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.

Application for Recertification of the Pennsylvania TRS
PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 – MAY 2005

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Contact Closed: March 9, 2005
FCC: Gender Accommodation

April 2005

TTY April 21, 2005

The customer complained that the CA had typing errors during his conversation which caused confusion.

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: April 21, 2005

FCC: Typing Issue

May 2005

TTY May 14, 2005

The customer complained that the CA misspelled too many words.

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: May 14, 2005

FCC: Typing Issue



Application for Recertification of the Pennsylvania TRS
COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

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IN REPLY PLEASE
REFER TO OUR FILE

June 26, 2006

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

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

	2005						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**

	2005						2006						
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

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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

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

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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

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

Application for Recertification of the Pennsylvania TRS
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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

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

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

FCC Docket No. CG 03-123

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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

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

PAFCC0605-0506
06/09/06

- 4 -

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

Track #	State	Date of complaint	Agent #	Category	Nature of Complaint	Resolution	Date Resolved	Rep.
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	MMo
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 2line 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
2221	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

Case No.	Party	Date/Time	Status	Number	Category	Description	Resolution/Action	Date/Time	Agent
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	MM
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	MMc
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
832	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
045	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
154	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
395	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
217	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
345	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	MM
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	MM
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	3/16/2006 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	MM
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	MM
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	MM
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
518	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
828	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



Federal Communications Commission
Washington, D.C. 20554

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July 11, 2007

Eric Van Jeschke, Analyst
Pennsylvania Public Utility Commission
Bureau of Fixed Utility Services
Telecommunications Group
P.O. Box 3265
Harrisburg, PA 17105-3265

ATTN: Mr. Eric Van Jeschke, Analyst

**Re: Telecommunications Relay Service (TRS) Consumer Complaint Log
Summaries for June 1, 2005 through May 31, 2006, CGB Docket No. 03-123**

Dear Mr. Van Jeschke:

The Federal Communications Commission (FCC) has received your Annual TRS Complaint Log Summary, pursuant to 47 C.F.R. § 64.604(c)(1)(ii).

Thank you,

Pam Gregory
Special Advisor, Disability Rights Office
Consumer & Governmental Affairs Bureau

07/11/07 11:21 AM
RECEIVED



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

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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

DA 07-2762
CG Docket 03-123

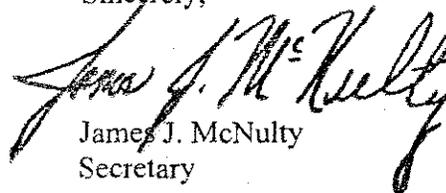
Re: Submission of 2007 Annual Log Summary of TRS Consumer Complaints

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

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

6/10/2007

PENNSYLVANIA	2006							2007					TOTAL
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
VOICE	0	0	1	0	0	0	0	0	0	0	0	0	1
TTY	0	0	0	0	0	0	0	2	0	1	0	0	3
TOTAL	0	0	1	0	0	0	0	2	0	1	0	0	4

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

6/10/2007

Category	2006							2007					Total
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency	0	0	0	0	0	0	0	0	0	0	0	0	0
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbatim	0	0	0	0	0	0	0	0	0	0	0	0	0
Typing Issues	0	0	0	0	0	0	0	1	0	1	0	0	2
In Call Replacement	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Performance	0	0	1	0	0	0	0	1	0	0	0	0	2
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	1	0	0	0	0	2	0	1	0	0	4

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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

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March 2007

TTY March 27, 2007

The customer complained the CA made too many typing errors.

Category: Typing Skill/Speed

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: March 27, 2007

FCC: Typing Issue

April 2007 – Nothing to Report

May 2007 – Nothing to Report

Tracking #	Date of Complaint	Time of Call	State	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Rep. Initials
8420	6/7/2006	12:30:00 PM	PA	NA	Disconnected/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.	6/7/2006	DF
8610	6/6/2006	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	Disconnected/reconnect during calls	Explained to customer why disconnection/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
12663	6/9/2006	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.	6/9/2006	DF
13754	6/16/2006	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.	6/16/2006	RNW
14161	6/23/2006	12:20:00 PM	PA	NA	Disconnected/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.	6/23/2006	RW
15823	9/14/2006	10:30:00 AM	PA	NA	Billing - General	Discussed billing and took appropriate action.	9/14/2006	RNW
16968	6/15/2006	12:40:00 PM	PA	NA	Disconnected/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.	6/15/2006	MMb
16969	6/16/2006	5:00:00 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.	6/16/2006	LG
18114	6/16/2006	10:20:00 AM	PA	NA	Disconnected/reconnect during calls	Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.	6/16/2006	JK
17929	10/18/2006	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.	10/18/2006	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
19843	11/7/2006	2:40:00 PM	PA	NA	Disconnected/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.	11/7/2006	LG
19781	11/8/2006	2:40:00 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
20680	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
21855	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
22782	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.	12/16/2006	KM
23479	12/26/2006	6:20:00 AM	PA	326	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. (P.C.C. requirements for captioning speed still exceeded.)	12/26/2006	KM
24823	1/11/2007	12:41:00 PM	PA	NA	Captions Lag too far behind voice	Customer shared feedback regarding lag time while checking answering machine messages. CS Rep apologized for incidences and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. (P.C.C. 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
25188	1/16/2007	10:10:00 AM	PA	NA	Disconnected/reconnect during calls	Explained to customer difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring.	1/16/2007	KM
25248	1/17/2007	1:30:00 PM	PA	NA	Disconnected/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.	1/17/2007	RW

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
29706	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.	3/6/2007	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
29962	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								