

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.

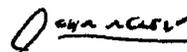
Hamilton and the Pennsylvania Public Utility Commission agree to the following pricing schedule:

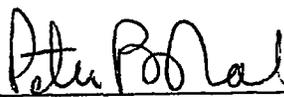
CapTel Price Per Minute

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 Robert 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,

A handwritten signature in black ink, appearing to read "T. Chandler".

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

CC:

CC DOCKET NO. 98-67



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

FCC Docket No. CG 03-123

November 8, 2007

Page 334

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

June 9, 2003

Pennsylvania	2002							2003				
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
E	0	0	2	0	0	0	1	0	1	3	0	0
	1	1	3	4	2	1	3	4	0	2	2	2
AL	1	1	5	4	2	1	4	4	1	5	2	2

June 9, 2003

Complaint Category	2002							2003				
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
Transparency			1									
Confidentiality												
Latency	1			2			1	1	1		2	1
Routing Issues		1	1	2	1	1	1					1
Call Replacement												
Service Performance			3		1		2	3		5		
Order Accommodation												
Total	1	1	5	4	2	1	4	4	1	5	2	2

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.

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

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.

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

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

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 inconvenient. 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

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.

AT&T-PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY

November 8, 2007

Page 340

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**

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

PAFCC0602-0503

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

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

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

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

PAFCC0602-0503

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY

JUNE 2002 - MAY 2003

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



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, Vistrionix, 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

SEP 22 11 9:53
September 16, 2004

PCPB 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

Application for Recertification of the Pennsylvania TRS

November 8, 2007

Page 347

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

3, 2004 Commonwealth of Pennsylvania	2003							2004					TOTAL
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
RE					1			1	1			1	1
		1		3	1	1	3	1		2	4	1	
TOTAL	0	1	0	3	2	1	3	2	1	2	5	2	

**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

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
Identity													0
Latency				3		1				2	2	1	9
Routing Issues		1					2	1			3		7
Call Replacement													0
Power Performance													0
Order Accommodation													0
Total	0	1	0	3	2	1	3	2	1	2	5	2	22

AT&T Proprietary - Use pursuant to Company Instructions

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

FCC Docket No. CG 03-123
Application for Recertification of the Pennsylvania TRS
November 8, 2007

Page 340

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.

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS