



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

IN REPLY PLEASE  
REFER TO OUR FILE

June 27, 2008

Received & Inspected

M-2008-2044828  
M-00900239

JUL 9 - 2008

FCC Mail Room

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

Re: FCC CG Docket No. 03-123  
Submission of Pennsylvania 2008 TRS Annual Consumer Complaint Log Summary  
for the 12-month period ending May 31, 2008

Dear Ms. Dortch:

In accordance with 47 CFR § 64.604 (c)(1) and FCC CG Docket No. 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, 2008. Also, please find an electronic copy of the complaint log summaries on the enclosed CD-R. AT&T Relay Services and Hamilton Telecommunications are the providers for Pennsylvania's traditional TRS and captioned telephone voice-carry-over relay service (CTRS), respectively. They have maintained the consumer complaints logs and have prepared the enclosed complaint log summaries. These logs cover all complaints to the service providers as well as all complaints to the PaPUC.

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

Sincerely,

James J. McNulty  
Secretary

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

Enclosures

No. of Copies rec'd  
List ABCDE

044



Teresa Feeney  
Area Manager , CIS  
AT&T Relay Services  
1444 E. Jericho Turnpike  
Huntington, NY 11743

T: 631-424-4330  
F: 631-424-3139  
tfeeney@att.com

June 17, 2008

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Post Office Box 3265  
Harrisburg, PA 17105-3265

**RE: Docket No. M-00900239; BP ID# M-2008-2044828**

Dear Secretary McNulty:

Enclosed please find the annual TRS Consumer Complaints Summary for the Commonwealth of Pennsylvania. Mr. Eric Van Jeschke, Analyst with the Pennsylvania Public Utility Commission, asked me to share a paper copy of the filing with you.

AT&T Relay Services will submit the report to the FCC as required before the July 1, 2008 filing date.

Please contact me with any questions or concerns about the information in this filing.

Sincerely,

A handwritten signature in cursive script that reads "Teresa Feeney".

Teresa Feeney  
Area Manager, CIS  
AT&T Relay Services  
[tfeeney@att.com](mailto:tfeeney@att.com)  
631-424-4330

*Cc: Mr. Eric Van Jeschke (via email: [ejeschke@state.pa.us](mailto:ejeschke@state.pa.us))*



PENNSYLVANIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2007 – MAY 2008

---

June 2007 – Nothing to report

July 2007

**TTY July 20, 2007**

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 to the customer for the inconvenience.

**Contact Closed:** July 20, 2007

**FCC:** Answer Performance

August 2007 – Nothing to report

September 2007 – Nothing to report

October 2007 – Nothing to report

November 2007 – Nothing to report

December 2007 – Nothing to report

January 2008 – Nothing to report

February 2008 – Nothing to report

March 2008

**TTY March 1, 2008**

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

**Category:** Other (CA/OPR)

**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:** March 1, 2008

**FCC:** Verbatim

**TTY March 10, 2008**

The customer complained the CA did not adhere to his/her request for a male CA.

**Category:** Other (CA/OPR)

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



**PENNSYLVANIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2007 – MAY 2008**

---

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

**Contact Closed:** March 10, 2008

**FCC:** Gender Accommodation

**April 2008** – Nothing to report

**May 2008** – Nothing to report



**AT&T RELAY SERVICES  
PENNSYLVANIA  
2008 ANNUAL SUMMARY OF CONSUMER COMPLAINTS  
June 1, 2007 through May 31, 2008**

6/12/2008

PENNSYLVANIA	2007						2008					TOTAL	
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR		MAY
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	1	0	0	0	0	0	0	0	2	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>						

**AT&T RELAY SERVICES  
PENNSYLVANIA  
ANNUAL SUMMARY OF CONSUMER COMPLAINTS  
June 1, 2007 through May 31, 2008  
Complaint Summary by Category**

6/12/2008

Category	2007						2008					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	1	0	0	1
Typing Issues	0	0	0	0	0	0	0	0	0	0	0	0	0
In Call Replacement	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Performance	0	1	0	0	0	0	0	0	0	0	0	0	1
Gender Accommodation	0	0	0	0	0	0	0	0	0	1	0	0	1
<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>						



June 13, 2008

1001 Twelfth Street • Aurora, Nebraska 68818  
voice 402.694.5101 • TTY 800.821.1834  
toll free 800.821.1831 • fax 402.694.2848

e-mail: [info@hamiltontel.com](mailto:info@hamiltontel.com)  
web site: [www.hamiltontel.com](http://www.hamiltontel.com)

James J. McNulty, Commission's Secretary  
Bureau of Directors Office  
Pennsylvania Public Utility Commission  
PO Box 3265  
Harrisburg, PA 17105-3265

RE: TRS Consumer Complaint Log Summaries for June 1, 2007 through May 31, 2008  
PA PUC Docket No. M- 00900239 and Bp8 Case ID M-2008-2044828  
FCC CG DOCKET NO. 03-123 and ~~FCC DA NO. 07-2762~~

Dear Mr. McNulty,

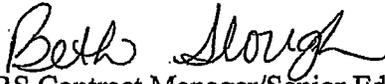
Enclosed please find the Pennsylvania Captioned Telephone Relay Service (PA CTRS) annual complaint log as well as a draft letter to the Federal Communications Commission. You may want to copy this letter to official letterhead prior to submitting to the FCC. Feel free to change the letter as you see fit.

The FCC has indicated a delay in issuing its public notice. Without the Public Notice, there are some unanswered questions such as DA Number, due date, any new requirements, etc. However, what we know from the 2007 Public Notice (enclosed) is:

- The 2007 complaint log summary filing was due July 2nd.
- The complaint log submission must reference CG Docket No. 03-123 and also include the DA number of the public notice.
- Filings may be filed electronically via the ECFS website. Last year the instructions for electronic and paper filings were provided in the Public notice.

In addition, the 2007 Public Notice for submission of complaint logs contained a requirement to include the total number of interstate relay calls by type of TRS (i.e. traditional TRS, STS, Captioned Telephone, IP, VRS). Hamilton is planning to compile the Interstate Captioned Telephone information on your behalf and will submit to the FCC under protective seal as a confidential filing.

If you have any questions about the complaint log report or need any assistance, please let me know.

Sincerely,  
  
Beth Slough, TRS Contract Manager/Senior Editor  
Hamilton Relay  
1001 12th Street  
Aurora, NE 68818  
402.694.5101 Voice/TTY  
402.694.5037 Fax

cc: Eric Van Jeschke, Analyst  
Pennsylvania Public Utility Commission  
Bureau of Fixed Utility Services  
Telecommunications Group  
P.O. Box 3265  
Harrisburg, PA 17105-3265  
Voice (717) 783-3850  
ejeschke@state.pa.us  
FAX (717) 787-4750

Enclosures

## FCC Docket No. 03-123 and DA NO. 07-2762

Tracking #	Date of Complaint	Time of Call	Agency	State Program	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Rep. Initials
40556	6/19/2007	3:00:00 PM		PA	NA	22090	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.	6/19/2007	RP
40641	6/20/2007	9:20:00 AM		PA	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.	6/20/2007	MMo
41358	6/28/2007	8:30:00 AM		PA	NA	11030	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.	6/28/2007	MMo
41771	6/29/2007	2:00:00 PM		PA	NA	11090	Service - General	Customer received intermittent busy signal when in fact CapTel Service was not busy. Incidence was brought to network provider's attention. The network provider confirmed resolution the afternoon of 6/29/07.	6/29/2007	MMo

## FCC Docket No. 03-123 and DA NO. 07-2762

41583	6/29/2007	4:00:00 PM		PA	NA	11040	Captions Lag too far behind voice	Informed customer that with conference calls this may happen because of multiple speakers speaking at once and the rate the speakers are talking. Emailed tips to help the experience of conference calls to go smoothly. Customer emailed to say the tips helped conference calls to go more smoothly. [FCC speed of typing still met.]	6/29/2007	JL
41855	7/3/2007	1:25:00 PM		PA	NA	11040	Captions Lag too far behind voice	Customer shared feedback regarding the seconds of pauses between captions. CS Rep explained how captions are generated and thanked customer for the feedback on their call experience. Customer acknowledged the pauses were a matter of seconds and learned how to fill the gaps with tips from Customer Service. Suggested customer document the date, time, CA # for more specific follow up. This incidence did not impact overall captioning speed performance. [FCC requirements still met.]	7/3/2007	JS
43780	7/10/2007	2:50:00 PM		PA	NA	11030	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.	7/10/2007	MMo

## FCC Docket No. 03-123 and DA NO. 07-2762

42981	7/17/2007	9:55:00 AM		PA	NA	11030	Accuracy of captions	Customer shared feedback regarding accuracy of captions. 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.	7/17/2007	RP
45956	8/16/2007	3:10:00 PM		PA	NA	50990	Billing - General	Discussed need to register long distance carrier of choice with caller and confirmed that customer was registered accordingly.	8/16/2007	MIMo
46949	8/27/2007	11:25:00 AM		PA	NA	22990	Technical - General	One of our long distance suppliers routed some CapTel 200 calls through an incompatible network using VOIP lines that caused data reliability problems for this caller. The problem has been resolved by routing their calls through an alternate network.	9/5/2007	JL
46972	8/27/2007	1:15:00 PM		PA	NA	50990	Billing - General	Discussed need to register long distance carrier of choice with caller and registered CapTel user's long distance preference accordingly.	8/27/2007	MIMo
48966	9/17/2007	4:10:00 PM		PA	NA	22090	Disconnect/Reconnect during calls	Explained to customer difference between a CapTel and a traditional phone, and why disconnections may be occurring. Advised customer to test CapTel at another jack, and contact telephone company to ensure functional line.	9/17/2007	MP

## FCC Docket No. 03-123 and DA NO. 07-2762

50718	10/4/2007	11:25:00 AM		PA	NA	11030	Accuracy of captions	Customer shared feedback regarding accuracy of captions. CS Rep collected call information and thanked customer for feedback. CA for this call noted there was instability on the other caller's line, causing poor audio quality.	10/4/2007	MP
51717	10/15/2007	11:30:00 AM		PA	NA	22990	Technical - General	CapTel Technical Staff identified there was an issue with the routing of CapTel calls to 800 numbers by an outside vendor. The problem was identified and resolved.	10/15/2007	SC
53699	11/1/2007	10:20:00 AM		PA	NA	22990	Technical - General	Customer received an automated message that her call was being rejected by the cellular network when trying to dial an cell number. Upon researching the matter, it was learned the provider of the cellular service has not set up this number to allow relay calls. Offered a workaround to customer.	11/8/2007	KM
53988	11/5/2007	9:15:00 AM		PA	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.	11/5/2007	MMO

PA PUC Docket No. M- 00900239 and Bp8 Case ID M-2008-2044828

FCC Docket No. 03-123 and DA NO. 07-2762

54378	11/7/2007	12:15:00 PM		PA	NA	11040	Captions Lag too far behind voice	Customer Service determined there were technical issues with audio quality on the reported call that impaired the speed with which the captionist could caption this specific call. CS rep explained to customer the circumstances and apologized. Customer understood. [FCC typing speed requirements still well exceeded.]	11/7/2007	SC
57156	12/5/2007	4:35:00 PM		PA	NA	11040	Captions Lag too far behind voice	Customer shared feedback regarding captions lagging slightly behind the voice. CS Rep apologized for incidence and suggested customer document the date, time, CA # for more specific follow up with call center personnel. FCC typing speed requirements were still well exceeded.	12/5/2007	JL
59661	12/14/2007	3:35:00 PM		PA	NA	22990	Technical - General	Technical issue with SS7 equipment identified resulting in a few isolated calls not succeeding. This was remedied during system maintenance.	12/15/2007	KM
67791	3/14/2008	2:30:00 PM		PA	NA	22990	Technical - General	SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.	3/15/2008	JL

FCC Docket No. 03-123 and DA NO. 07-2762

67983	3/14/2008	4:25:00 PM		PA	NA	22990	Technical - General	SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.	3/15/2008	KM
72572	4/29/2008	9:00:00 AM		PA	NA	11030	Accuracy of captions	Customer shared feedback regarding captioning. Customer Service Rep. apologized for incidence and thanked customer for the feedback and informed customer their information has been forwarded to the call center director and they will take the appropriate steps with the CA, such as more detailed training on transcription.	4/29/2008	JL
75311	5/22/2008	9:00:00 AM		PA	NA	22030	Captions - stop in middle of call	Customer said that at captionist change, captions did not resumed. Advised this 2-Line CapTel user that she can press the Caption button off and on again and reconnect to a new captionist via line 2, while still maintaining connection with the other party the entire time on line 1. Customer appreciated learning of this option.	5/22/2008	EY

PA