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

IN REPLY PLEASE
REFER TO OUR FILE

June 29, 2009

M-2009-2111201

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

Re: FCC CG Docket No. 03-123 DA 09-1318
Submission of Pennsylvania 2009 TRS Annual Consumer Complaint Log Summary for the12-month period ending May 31, 2009

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, 2009. AT&T Relay Services is Pennsylvania's traditional TRS and STS provider, and Hamilton Telecommunications is Pennsylvania's captioned telephone voice-carry-over relay service (CTRS) provider. The providers have maintained the consumer complaints logs and have prepared the enclosed complaint log summaries. These logs cover all complaints to the service providers. The Pennsylvania Public Utility Commission's Bureau of Consumer Services has no registered TRS or CTRS complaints for this report period.

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
Louise Fink Smith, PUC LAW
Arlene Alexander, (e-mail copy only)

Enclosures

AT&T RELAY SERVICES
PENNSYLVANIA
2009 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2008 through May 31, 2009

6/17/09	2008							2009					
PENNSYLVANIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	1	0	0	0	0	0	1	0	0	2
TOTAL	0	0	0	1	0	0	0	0	0	1	0	0	2

AT&T RELAY SERVICES
PENNSYLVANIA
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2008 through May 31, 2009
Complaint Summary by Category

6/17/09	2008							2009					
Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
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	1	0	0	0	0	0	0	0	0	1
Answer Performance	0	0	0	0	0	0	0	0	0	0	0	0	0
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	1	0	0	0	0	0	1	0	0	2

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2008 – MAY 2009

June 2008 – Nothing to report

July 2008 – Nothing to report

August 2008 – Nothing to report

September 2008

TTY September 22, 2008
The customer complained about relief CA procedures.
Category: Methods Related
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience. Explained that the customer can request upfront that the CA stay with the call until it is completed.
Contact Closed: September 22, 2008
FCC: In Call Replacement

October 2008 – Nothing to report

November 2008 – Nothing to report

December 2008 – Nothing to report

January 2009 – Nothing to report

February 2009 – Nothing to report

March 2009

TTY March 12, 2009

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 the CA's manager would follow up accordingly.
Contact Closed: March 12, 2009
FCC: Verbatim

April 2009 – Nothing to report

May 2009 – Nothing to report

PENNSYLVANIA RELAY SERVICE
June 2008 through May 2009 Traffic Report

PERFORMANCE DATA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	YTD
Calls													
TTY	50,313	49,814	46,300	47,994	48,096	44,191	48,520	45,782	38,757	42,260	40,767	40,900	543,694
VOICE	19,179	19,260	18,545	17,875	18,901	16,681	18,123	18,102	15,426	17,009	16,681	17,166	212,948
Sequence (not incl. in total)	9,934	9,664	9,141	9,458	9,808	8,972	9,819	9,351	7,719	8,388	7,501	7,581	107,336
TOTAL CALLS	69,492	69,074	64,845	65,869	66,997	60,872	66,643	63,884	54,183	59,269	57,448	58,066	756,642
Call Analysis													
% TTY	72%	72%	71%	73%	72%	73%	73%	72%	72%	72%	71%	70%	72%
% VOICE	28%	28%	29%	27%	28%	27%	27%	28%	28%	29%	29%	30%	28%
% Sequence	14%	14%	14%	14%	15%	15%	15%	15%	14%	14%	13%	13%	14%
Call Types													
VCO	20,069	19,184	18,663	18,449	19,867	18,130	20,391	19,668	16,468	18,411	16,856	16,857	223,023
HCO	234	243	154	186	226	169	242	223	122	182	222	242	2,445
Calls Handled													
Intrastate	63,939	63,587	59,586	60,707	61,992	56,203	61,815	59,029	50,110	54,834	52,936	53,626	698,364
Interstate	5,494	5,447	5,210	5,051	4,793	4,517	4,618	4,736	3,968	4,141	4,098	4,206	56,279
International	59	40	49	111	212	152	210	119	105	294	414	234	1,999
TOTAL CALLS	69,492	69,074	64,845	65,869	66,997	60,872	66,643	63,884	54,183	59,269	57,448	58,066	756,642
Minutes													
Intrastate (Billed)	240,289	234,734	226,105	225,968	230,223	213,123	232,746	229,107	192,467	207,335	195,882	190,920	2,618,898
Interstate	51,170	53,016	50,845	45,394	45,440	42,722	44,008	45,502	37,198	39,710	37,853	37,174	530,032
International	254	220	254	475	760	680	823	557	485	1,474	2,254	1,462	9,697
TOTAL MINUTES	291,713	287,969	277,203	271,838	276,423	256,526	277,577	275,165	230,150	248,519	235,988	229,555	3,158,626
**** Turbo Code Calls**													
Intrastate	17,138	16,658	15,175	16,012	17,177	15,003	16,098	15,000	12,443	13,305	12,639	13,101	179,749
Interstate	2,262	2,003	2,008	1,958	1,955	1,688	1,937	1,930	1,434	1,525	1,604	1,670	21,974
International	59	38	36	99	210	148	207	117	95	288	395	219	1,911
TOTAL	19,459	18,699	17,219	18,069	19,342	16,839	18,242	17,047	13,972	15,118	14,638	14,990	203,634
****Turbo Code Minutes**													
Intrastate	85,593	82,065	78,550	81,359	85,305	76,992	81,240	77,676	64,546	68,284	65,827	65,479	912,916
Interstate	21,496	19,267	19,696	18,613	18,073	17,313	18,130	18,905	14,001	14,382	14,202	14,272	208,349
International	254	220	206	431	751	656	812	530	436	1,459	2,155	1,370	9,278
TOTAL	107,343	101,552	98,451	100,404	104,128	94,961	100,182	97,110	78,983	84,124	82,184	81,121	1,130,544
***** 711 Calls**													
TTY Calls	29,916	29,581	27,755	28,489	27,872	25,243	27,818	25,905	22,873	25,093	24,834	25,160	320,539
VOICE Calls	12,126	12,314	11,752	11,546	12,162	10,872	11,829	11,551	9,990	10,701	10,339	10,934	136,116
TOTAL	42,042	41,895	39,507	40,035	40,034	36,115	39,647	37,456	32,863	35,794	35,173	36,094	456,655

** Turbo Code Calls and Minutes are included in the Intrastate, Interstate, and International Totals listed above.
*** 711 Calls are included in all other categories.

PENNSYLVANIA RELAY SERVICE
June 2008 through May 2009 Traffic Report

AT&T PROPRIETARY - Use Pursuant to Company Instructions

PERFORMANCE DATA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	YTD
Answer Performance													
Avg. Spd. Ans. (Sec)	2.47	2.59	2.82	2.46	1.68	1.65	1.94	2.79	2.06	3.07	1.73	1.02	2.19
% Calls Ans. In 10 Sec.	95%	94%	94%	95%	96%	96%	96%	94%	96%	94%	96%	98%	95%
% Calls Ans. In 60 Sec.	99%	99%	99%	99%	99%	99%	99%	99%	99%	98%	99%	100%	99%
CA Performance													
Avg. Work Time (AWT)	4.56	4.56	4.69	4.50	4.53	4.57	4.50	4.70	4.68	4.61	4.51	4.38	4.57
Avg. Talk Time (Min)	4.91	4.89	5.00	4.84	4.84	5.01	4.95	5.13	5.04	5.02	5.05	4.84	4.96
Speech to Speech Calls													
Intrastate	673	641	597	646	749	616	757	536	483	466	663	779	7,606
Interstate	1,908	394	373	328	223	340	371	249	131	166	258	367	5,108
International	0	0	0	2	0	1	0	0	0	0	0	0	3
TOTAL STS CALLS	2,581	1,035	970	976	972	957	1,128	785	614	632	921	1,146	12,717
Speech to Speech Mins													
Intrastate (Billed)	2,262	2,679	2,851	2,611	2,662	2,526	3,195	2,268	2,025	1,616	2,548	3,063	30,306
Interstate	4,039	2,669	2,526	1,663	986	1,410	1,848	1,549	901	1,475	1,569	1,862	22,497
International	0	0	0	9	0	6	0	0	0	0	0	0	15
TOTAL STS MINUTES	6,302	5,348	5,377	4,282	3,648	3,942	5,043	3,817	2,927	3,091	4,117	4,925	52,818

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June 17, 2009

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, 2008 through May 31, 2009
PA PUC Docket No. #M – 2009 - 2111201
FCC CG DOCKET NO. 03-123 and FCC DA NO. 09-1318

Dear Mr. McNulty,

Attached you will find the Pennsylvania Captioned Telephone Relay Service (PA CTRS) annual complaint log.

The complaint log submission must reference CG Docket No. 03-123. In the past, we have also included the DA number of the Public Notice (DA 09-1318). The filing is due July 1st.

Also attached is the Public Notice which contains instructions for electronic and paper filings.

In addition, the Public Notice contains a requirement to include the total number of interstate relay calls by type of TRS (i.e. traditional TRS, STS, Captioned Telephone, IP, VRS). As we did in 2008, Hamilton is again planning to compile this information for you 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.

Thanks,
Beth Slough Beth Slough by AC
National TRS Contract Manager
Hamilton Relay
1001 12th Street
Aurora, NE 68818
402.694.5101 Voice/TTY
402.694.5037 Fax

cc: Eric Van Jeschke, Analyst
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Enclosures

85522	8/22/2008	3:45:00 PM		PA	NA	22090	Disconnect/Reconnect during calls	Mailed letter to customer explaining the difference between a CapTel and a traditional phone. Letter explained to customer why disconnection/reconnection might be occurring and included tips to reduce their occurrence.	8/22/2008	EY
91783	10/23/2008	4:40:00 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.	10/23/2008	MF
95226	11/21/2008	12:40:00 PM		PA	NA	11030	Accuracy of captions	Customer shared feedback regarding accuracy of captions, and provided specific call data. CS Rep apologized for incidence and thanked customer for the feedback. Call detail was researched and shared with Call Center management for follow up with the CA by the CA's supervisor.	11/21/2008	TJ
97503	12/12/2008	9:10:00 AM		PA	NA	22030	Captions - stop in middle of call	Investigated incidence. Identified a trouble ticket was logged by the captionist. A prompt to re-dial the call was sent to customer while on the call. CS rep confirmed findings and apologized to customer for this incidence.	12/12/2008	ST
97540	12/12/2008	9:35:00 AM		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.	12/12/2008	DF

101594	1/20/2009	1:05:00 PM		PA	NA	22990	Technical - General	Telephone carrier made adjustment in the way this call processed through their network, in order to allow successful captioned calls to the consumer's telephone number. Issue resolved.	1/20/2009	JL
102114	1/23/2009	4:00:00 PM		PA	NA	11030	Accuracy of captions	Customer shared general feedback with no specifics regarding caption accuracy and delay of captions during a few of their recent captioned calls. CS Rep thanked customer for the feedback and suggested customer document the date, time, CA # so that we can take specific follow up steps for any future problematic calls.	1/23/2009	JS
103874	2/4/2009	8:00:00 AM		PA	NA	11030	Accuracy of captions	Customer shared feedback regarding accuracy of captions on recent calls. CS Rep apologized for incidence and thanked customer for bringing their experience to our attention. Customer did not have any specific incidence to report, just a general comment that captions did not appear to be as accurate as usual on recent calls. CS suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.	2/4/2009	JS
104485	2/11/2009	1:00:00 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.	2/11/2009	JL
105187	2/17/2009	10:50:00 AM		PA	NA	11010	Answering machine message retrieval	Customer shared feedback regarding accuracy of captions of an isolated incidence when retrieving answering machine message. Apologized to customer for this incidence and gave customer tips to help maximize success of answering machine message retrieval.	2/17/2009	MF
107904	3/9/2009	8:00:00 PM		PA	NA	11030	Accuracy of captions	Customer shared feedback regarding accuracy of captions, and provided specific call data. CS Rep apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor.	3/9/2009	JR

110456	3/26/2009	1:00:00 PM		PA	NA	22990	Technical - General	Customer shared feedback regarding absence of captions, and provided specific call data. CS Rep apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management, who determined that technical issue at CA workstation caused captions to not be provided.	3/26/2009	JG
110510	3/26/2009	2:40:00 PM		PA	NA	22990	Technical - General	At 12:40 PM CST, a major network supplier CapTel relies on experienced difficulties that impacted some CapTel calls. At 3:15 PM CST CapTel's supplier re-established its link allowing all calls to be routed and processed normally. Daily service level was met as only some calls were affected. Customer confirmed ability to make their call.	3/27/2009	JR
110831	3/30/2009	12:40:00 PM		PA	NA	22990	Technical - General	As an interim solution, the customer got a different toll free number from the Calling Card company that remedied the immediate concern, since the first number was routed through an incompatible VOIP network. Tech support then made an adjustment to the original toll-free number routing in the system to allow the customer to successfully complete a captioned call with that number as well. Issue resolved.	4/6/2009	MF
113403	4/15/2009	8:15:00 AM		PA	NA	22990	Technical - General	Carrier adjusted the call routing for a specific telephone number to allow the CapTel user to dial the number through the captioning service without difficulty. Issue resolved.	4/15/2009	ST
113639	4/16/2009	8:00:00 AM		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.	4/16/2009	TJ
114449	4/20/2009	9:05:00 AM		PA	NA	50990	Billing - General	Discussed billing with caller and took appropriate action.	4/20/2009	MF

114830	4/22/2009	1:05:00 PM		PA	NA	11030	Accuracy of captions	Customer shared general feedback regarding accuracy of captions. Customer was asked for any specific detail that would help CS follow up with the Call Center personnel. CS Rep educated consumer on how text is generated using voice recognition rather than typing and that corrections will appear in < > brackets after a word error. Customer expressed satisfaction with customer support details shared.	4/22/2009	MF
118253	5/11/2009	4:45:00 PM		PA	NA	11030	Accuracy of captions	Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. CS suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.	5/11/2009	MF
119773	5/19/2009	2:00:00 PM		PA	NA	11010	Answering machine message retrieval	Customer provided call information for an isolated incidence where captions did not display when trying to have their answering machine messages captioned. CSR sent information to Captioning Center Management, who then followed up on the matter. Informed customer of this follow up.	5/19/2009	MF
PA										