

ESTADO LIBRE ASOCIADO DE PUERTO RICO
JUNTA REGLAMENTADORA DE TELECOMUNICACIONES DE PUERTO RICO



OFICINA DEL PRESIDENTE

Received & Inspected

JUL 14 2009

FCC Mail Room

July 1, 2009

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

Re: Telecommunications Relay Service; Consumer Complaint Log CG Docket 03-123

Dear Ms. Dortch:

The Telecommunications Regulatory Board of PR ("TRB"), by its attorneys, pursuant to Section 64.604 (c) (1) of the Federal Communications Commission rules, hereby informs the Commission that there were only three (3) formal TRS complaints filed during the period of June 1, 2008 to May 31, 2009.

We have enclosed the following information for your review:

- An Annual Complaint Log spreadsheet, which includes details of all complaints received between June 1, 2008 and May 31, 2009. Report details include date of complaint, description of the complaint, its resolution and description of the resolution of each complaint. In this case, there were three (3) formally recorded complaints.

Inquiries concerning this matter may be referred to:

Mr. Roberto Miranda Santiago
Special Aide to the President
Telecommunications Regulatory Board of Puerto Rico
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Respectfully submitted,

Miguel Reyes Dávila, Esq.
President,
Telecommunications Regulatory Board of Puerto Rico

c: Vicente Aguirre Iturrino, Esq., TRB Commissioner
Ing. Nixyvette Santini, TRB Commissioner
Maria M. Reyes Guevara, Esq., TRB Legal Advisor
Fam Gregory, FCC

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List A B C D E

Complaint Tracking for Puerto Rico (06/01/2008-05/31/2009). Total Customer Contacts: 3

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	09/24/08	Caller gets connected to Customer Service instead of Relay operator when dialing 711 to make a relay call. Apologized for the problem and opened Trouble Ticket. Caller requested follow-up on this issue.	10/14/08	Make a call with 711 and reach an Operator. Also, my Customer made a call with 711 and it went thru. Please close this resolution as it been resolved.
2	01/20/09	PR Relay customer reports continual problems making Long Distance calls via Relay. Long Distance and calls to cell phones are not successful and problem has been experienced for a month or more. (Advised customer that a Trouble Ticket and complaint would be entered regarding this issue). Customer requests contact asap.	02/04/09	VCO Customer switched long distant carrier to Sprint. this was the problem that prevent customer making call from TTY because the PR Telephone Co has been blocking his calls. Once customer signed an authorization form to change LD carrier, solution has been resolved since now customer can make call
3	01/09/09	Has problem calling(wife's cell) from home number .He says it's "blocked" but would not explain what he meant. Say's she has called from his office number to that same cell and has no problem. Customer requests a follow-up at his wife's cell number . Apologized to the customer and informed him we would pass this on to the technician.	01/09/09	1/9/09 Spoke with technician regarding this complaint. Technician said that it sounded like the number had been blocked unintentionally by the customer but that was not something we could fix. Team Leader contacted customer via the number provided and left a message for the customer.

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