



DEPARTMENT OF
COMMERCE
COMMUNITY AND
ECONOMIC DEVELOPMENT
Regulatory Commission of Alaska

Sean Parnell, Governor
Emil Notti, Commissioner
Robert M. Pickett, Chairman

June 28, 2010

In reply refer to: Common Carrier Section
File: CSD of AK

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

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch:

In compliance with 47 C.F.R. 64.604 and CG Docket No. 03-123, I am submitting the complaint log for Alaska's TRS provider, Communication Service for the Deaf, (a.k.a., CSD, CSD of Alaska, Alaska Relay and Alaska Relay Services) for the period June 1, 2009 through May 31, 2010. There is one customer contact in the complaint log for that time period. This filing does not include the total number of relay calls by type. CSD of AK has informed me that it will voluntarily file this information separately under seal.

Complaints made directly to the Regulatory Commission of Alaska are processed by our Consumer Protection & Information Section. During the period June 1, 2009 through May 31, 2010, the RCA Consumer Protection Section received no complaints regarding TRS service.

If you have questions regarding this matter please contact me at (907) 263-2174, or Grace Salazar (grace.salazar@alaska.gov), Chief of Consumer Protection and Information for the Commission at (907) 263-2134.

Sincerely,

John Paul R. Manaois
Communications Common Carrier Specialist

CC: Grace Salazar

Enclosure: CSD of Alaska Letter and 2010 Complaint Log



800-642-6410 (Toll Free Voice)
866-273-3323 (Toll Free TTY)
605-367-5958 (Fax)
www.c-s-d.org

102 N. Krohn Place, Sioux Falls, SD 57103

June 18, 2010

Mr. John Paul R. Manaois
Regulatory Commission of Alaska (RCA)
701 W 8th Ave Suite 300
Anchorage, AK 99501

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Mr. Manaois,

CSD has provided you the following information to support your filing with the FCC for the State of Alaska:

- An annual Complaint Log which includes complaints received between June 1, 2009 and May 31, 2010 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), CSD has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed CSD's secondary provider, Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

CSD agrees with Sprint to provide information to the FCC concerning the number of calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

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Please note that for your state you must either (1) send an original and four copies of the printed report to the FCC or (2) file the report electronically at <http://www.fcc.gov/cgb/ecfs/>. If you file electronically, you will select "Submit a Filing" on the FCC's web page. If you file paper copies, they should be sent to the Commission's Secretary (via US Postal Service, First Class Mail, Express Mail or Priority Mail):

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

The report must be filed on or before Thursday, July 1, 2010. Please also note that your state is also encouraged to send an additional printed copy on or before July 1, to the Consumer & Governmental Affairs Bureau of the FCC to:

ATTN: Mark Stone, Deputy Bureau Chief
Consumer and Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Should you have any questions concerning this report, please contact me.

Sincerely,



Clarke Christianson on behalf of Chris Soukup
CSD Telecommunications Relay Services

Cc: Chris Soukup

Attachments:

- 1) Log Sheets
- 2) Public Notice from FCC

Complaint Tracking for AK (06/01/2009-05/31/2010). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	01/30/10	The customer stated that the relay's typing is garbled. A Customer Service Representative apologized for the inconvenience and offered to have someone look into the problem. A follow-up is requested via email.	01/30/10	This was forwarded to the AK outreach manager. They followed up with the consumer via email but received no response on February 11, 2010. Then, met with the consumer in person at the Alaska relay office on February 15, 2010. The consumer stated that he had used a public TTY at the University of Alaska. The consumer was instructed to turn off the turbe code on the TTY if the garbled messaging persists. The consumer is satisfied with the resolution put in place.

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