



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

IN REPLY PLEASE
REFER TO OUR FILE
M-2010-2182387
M-00900239

June 29, 2010

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 10-1090
Submission of Pennsylvania's 2010 TRS Annual Consumer Complaint Log
Summary for the 12-month period ending May 31, 2010

Dear Ms. Dortch:

In accordance with 47 CFR § 64.604 (c)(1), please find enclosed for filing in the above-captioned docket 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, 2010. 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,

A handwritten signature in cursive script that reads "Rosemary Chiavetta".

Rosemary Chiavetta
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
Original and 4 copies

**AT&T RELAY SERVICES
PENNSYLVANIA RELAY
2010 ANNUAL SUMMARY OF CONSUMER COMPLAINTS**
June 1, 2009 through May 31, 2010



Pennsylvania	2009							2010					TOTAL
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
VOICE	0	0	0	0	0	0	0	1	0	0	0	0	1
TTY	0	1	0	0	0	0	0	0	0	1	1	0	3
TOTAL	0	1	0	0	0	0	0	1	0	1	1	0	4

**AT&T RELAY SERVICES
PENNSYLVANIA
2010 ANNUAL SUMMARY OF CONSUMER COMPLAINTS**
June 1, 2009 through May 31, 2010
Complaint Summary by Category

Category	2009							2010					Total
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency	0	0	0	0	0	0	0	0	0	0	1	0	1
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbatim	0	1	0	0	0	0	0	0	0	1	0	0	2
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	0	0	0	0	0	0	1	0	0	0	0	1
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	1	0	0	0	0	0	1	0	1	1	0	4

6/17/2010

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2009 – MAY 2010**

JUNE 2009 – Nothing to report

JULY 2009

TTY July 2, 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: July 2, 2009

AUGUST 2009– Nothing to report

SEPTEMBER 2009 – Nothing to report

OCTOBER 2009 – Nothing to report

NOVEMBER 2009– Nothing to report

DECEMBER 2009– Nothing to report

JANUARY 2010

Voice January 14, 2010

The customer complained he/she had difficulty reaching the relay service.

Category: Answer/Wait Time

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

Resolution: Apologized for the customer's inconvenience. Referred to technical team for review.

Contact Closed: January 14, 2010

FCC: Answer Performance

FEBRUARY 2010– Nothing to report

MARCH 2010

TTY March 18, 2010

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 18, 2010

FCC: Verbatim

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2009 – MAY 2010**

APRIL 2010

TTY April 16, 2010

The customer complained the CA did not remain transparent.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania 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: April 19, 2010

FCC: Transparency

MAY 2010– Nothing to report

Pennsylvania CTRS 2010 FCC Complaint Report

6/1/09 to 5/31/10

CapTel--Complaints

Customer inquired if requested CapTel information had been mailed.

Inquire Date 10/7/2009

Record ID 20197

Call Taken By Customer Service Rep

CA Number

Responded By Tina

Response Date 10/7/2009

Resolution Date 10/7/2009

Customer Service verified that the information had been mailed and explained that if it was not received in the next few days to contact Customer Service. Customer understood.

CapTel--Complaints

Customer stated that when placing a call through CapTel they receive a bill for long distance and the call should not be long distance.

Inquire Date 1/25/2010

Record ID 20747

Call Taken By Operations Mgr

CA Number

Responded By Diane

Response Date 1/25/2010

Resolution Date 1/25/2010

Assistant Operations Manager verified the number the customer was dialing and stated that because of adding the "1" plus 10 digits that this could be why it is billing for long distance, but directed customer to CapTel for follow up. Assistant Operations Manager put customer in touch with CapTel customer service to resolve the issue.

External Complaints--Miscellaneous

Customer stated that they have a second line for their CapTel device but they are now receiving calls on that line that are from telemarketers. Customer inquired what they could do to stop those calls.

Inquire Date 3/17/2010

Record ID 20973

Call Taken By Customer Service Rep

CA Number

Responded By Tina

Response Date 3/17/2010

Resolution Date 3/17/2010

Customer Service apologized and stated that the second line is the same as any other phone line and if they are receiving telemarketer calls on this line they can register the line with the national do not call list and also may contact their provider to set the phone as unlisted. Customer understood.

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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
123393	6/8/2009	2:25:00 PM		Product	NA	33060	Dialing/Setup - Call Waiting	Advised customer to delete mistaken Call Waiting block code.	6/8/2009 3:16:00 PM	DG
124390	6/12/2009	4:00:00 PM		Technical	NA	22030	Captions - stop in middle of call	Investigated matter and found isolated incident identifying there was an issue at the CA's workstation, thus causing the modem connection to drop and captions to stop in the middle of the call. CS Rep followed up with customer to inform them of this finding and apologized for this experience.	6/12/2009 4:30:00 PM	MF
125565	6/18/2009	4:00:00 PM		Product	NA	33070	Dialing/Setup - Dialing Prefix	Advised proper programming of dialing prefix for outbound captioned calling.	6/18/2009 4:15:00 PM	EY
128640	7/7/2009	10:30:00 AM		Product	NA	33110	Dialing Issue - Using Pulse instead of Tone dialing or Tone instead of Pulse	Advised customer to change phone setting from tone to pulse. This resolved customer's experience.	7/7/2009 10:40:00 AM	EY
129562	7/13/2009	9:45:00 AM		Product	NA	33080	Dialing Issue - Can't dial out in caption mode	Advised customer to turn off 2-Line mode in the menu of the CapTel phone because customer uses one phone line with CapTel. Confirmed this resolved customer's experience.	7/13/2009 10:20:00 AM	KW
129854	7/14/2009	8:20:00 AM		Service	NA	11030	Accuracy of captions	Customer noted a captioned call where a phantom word appeared at the end of the conversation. CS Rep apologized for incidence and thanked customer for bringing her experience to our attention. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor.	7/14/2009 8:45:00 AM	JR
130594	7/17/2009	8:45:00 AM		Service	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.	7/17/2009 8:50:00 AM	JG
130663	7/17/2009	11:15:00 AM		Technical	NA	22990	Technical - General	The CapTel Service recording that prompts the caller to enter the number they want to dial was temporarily out of order, thus the caller did not know when to enter the number they were calling. CSR advised customer to enter the number they wished to call after a 5 second pause. Technical support then reset equipment resolving the issue completely.	7/17/2009 11:20:00 AM	ST
132020	7/24/2009	9:15:00 AM		Product	NA	33080	Dialing/Setup - Call Waiting	Advised customer of proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's experience.	7/24/2009 9:30:00 AM	MF
132499	7/27/2009	1:45:00 PM		Product	NA	33070	Dialing/Setup - Dialing Prefix	Advised proper programming of dialing prefix for outbound captioned calling.	7/27/2009 1:55:00 PM	ST
136901	8/18/2009	2:15:00 PM		Product	NA	33070	Dialing/Setup - Dialing Prefix	Advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.	8/18/2009 2:30:00 PM	JR
141564	9/14/2009	9:55:00 AM		Technical	NA	22030	Captions - stop in middle of call	Caller identified specific captioned call that captions stopped in the middle of. Further investigation found that CA #6051 logged multiple issues in a trouble ticket on the call. Throughout the call the CA noted audio difficulties. CSR shared this with the customer and advised that should they ever experience difficulty like this again, they have the ability to turn captions off and back on during a 2-Line call to establish a new connection with the captioning service while the other party remains connected on Line 1. Caller satisfied.	9/14/2009 12:30:00 PM	MF
141569	9/14/2009	10:30:00 AM		Product	NA	33110	Dialing Issue - Using Pulse instead of Tone or Tone	Advised customer to change phone setting from tone to pulse. This resolved customer's experience.	9/14/2009 10:40:00 AM	TJ
141593	9/14/2009	11:00:00 AM		Product	NA	33110	Dialing Issue - Using Pulse instead of Tone or Tone	Advised customer to change phone setting from tone to pulse. This resolved customer's experience.	9/14/2009 11:25:00 AM	ST

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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
141938	8/15/2009	1:00:00 PM		Product	NA	33110	Dialing Issue - Using Pulse instead of Tone or Tone	Advised customer to change phone setting from tone to pulse. This resolved customer's experience.	8/15/2009 1:15:00 PM	JR
143030	9/18/2009	2:05:00 PM		Technical	NA	22030	Captions - stop in middle of call	Customer identified specific call where captions seemed to stop and stop throughout. CSR further investigated the call and found no trouble to cause this experience. CSR sent customer letter explaining this and encouraged customer to document date, time, and CA# details of any specific calls where issues are experienced. Advised customer that the experience may have been due to the audio on the call pausing throughout.	9/21/2009 1:15:00 PM	MF
143725	8/24/2009	11:00:00 AM		Product	NA	33060	Dialing/Setup - Call Waiting	Advised customer to delete mistaken Call Waiting block code. Confirmed this adjustment resolved customer's experience.	9/24/2009 11:10:00 AM	MP
149591	10/27/2009	1:45:00 PM		Product	NA	33080	Dialing Issue - Can't dial out in caption mode	Daughter called in (not at CapTel's location) saying customer is having difficulties making outgoing calls. Daughter wanted to call further troubleshooting while at customer's house to ensure that communication is done without frustration since she is concerned that customer would not be able handle troubleshooting on her own if the CapTel is not working. Customer is now able to successfully make captioned calls. Dialing records show some misdialing.	10/27/2009 1:55:00 PM	ST
150822	11/3/2009	11:16:00 AM		Product	NA	33110	Dialing Issue - Using Pulse instead of Tone or Tone instead of Pulse	Advised customer to change phone setting from tone to pulse. This resolved customer's experience.	11/3/2009 11:20:00 AM	RC
151628	11/6/2009	12:45:00 PM		Product	NA	33110	Dialing Issue - Using Pulse instead of Tone or Tone instead of Pulse	Advised customer to change phone setting from tone to pulse. This resolved customer's experience.	11/6/2009 1:15:00 PM	JL
163904	11/19/2009	8:25:00 AM		Service	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. Since customer did not have specific examples, asked customer to document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.	11/19/2009 8:35:00 AM	JR
154277	11/20/2009	1:45:00 PM		Product	NA	33110	Dialing Issue - Using Pulse instead of Tone or Tone instead of Pulse	Advised customer on how to change phone setting from tone to pulse.	11/20/2009 1:50:00 PM	KW
154974	11/23/2009	12:00:00 PM		Service	NA	11030	Accuracy of captions	Customer referenced generalized inaccurate captioning. CS Rep apologized for incidence and thanked customer for feedback. Explained how captions are generated using voice recognition technology. Feedback as received was documented. Customer Service Representative suggested customer document the date, time and in particular the CA number of any future problematic calls in order that Customer Service may forward call log data to Call Center for quality control and to take specific action with the CA captioning the call.	12/3/2009 10:55:00 AM	MMO
155704	12/1/2009	10:15:00 AM		Service	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. 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.	12/1/2009 10:30:00 AM	MP
155711	12/1/2009	10:15:00 AM		Service	NA	11010	Answering machine message retrieval	Shared tips with customer to help maximize success of answering machine message retrieval, such as holding the handset at closer or further away from the answering machine speaker.	12/1/2009 10:45:00 AM	MP
156118	12/3/2009	8:00:00 AM		Product	NA	33110	Dialing Issue - Using Pulse instead of Tone or Tone	Advised customer to change phone setting from pulse to tone. This resolved customer's experience.	12/3/2009 8:10:00 AM	RC
157415	12/9/2009	9:25:00 AM		Service	NA	11090	Service - General	CSR advised customer who experienced delay beyond the norm in getting a captionist on 12/9/09 that the Captioning Service is open 24 hours a day, seven days a week, including holidays. CSR noted that on 12/9/09 the CapTel Call Centers were operational, despite a 15 inch blizzard and bus services curtailed. The Governor declared a state of emergency due to the storm. The centers were staffed with captionists, but the wait time for an operator may have been a little longer than usual due to these circumstances. CSR apologized for the inconvenience. Customer noted gratitude at having service despite the unusual weather conditions.	12/10/2009 9:30:00 AM	KW
158511	12/15/2009	4:15:00 PM		Product	NA	33110	Dialing Issue - Using Pulse instead of Tone or Tone instead of Pulse	Advised customer to change phone setting from tone to pulse. This resolved customer's experience.	12/15/2009 4:25:00 PM	ST
163470	1/15/2010	11:55:00 AM		Product	NA	33070	Dialing/Setup - Dialing Prefix	Customer's helper reported inability to use the CapTel phone in a hospital setting. CSR advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.	1/15/2010 12:15:00 PM	JR

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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
167350	2/8/2010	8:40:00 AM		Product	NA	33050	Dial Tone - Not heard	Customer's neighbor reported no dial tone. CSR advised a physical reset. This resolved the customer's experience.	2/8/2010 8:45:00 AM	JL
167469	2/8/2010	1:00:00 PM		Service	NA	11030	Accuracy of captions	Customer shared feedback regarding accuracy of captions on her calls but did not provide specific call data for us to investigate and follow up with Call Center personnel. CSR suggested that if customer can provide us with the date, time and CA# of any future calls this will allow us to take specific action with the CA captioning the call. CSR thanked customer for expressing her concern and customer acknowledged she understood what we need for us to follow up, if customer wishes. Customer has not provided any additional detail.	2/8/2010 1:15:00 PM	MF
168562	2/15/2010	11:30:00 AM		Product	NA	33050	Dial Tone - Not heard	Customer reported no dial tone. CSR advised a physical reset. This resolved the customer's experience.	2/15/2010 11:40:00 AM	JL
171551	3/3/2010	10:20:00 AM		Product	NA	33050	Dial Tone - Not heard	Customer's daughter called referencing lack of dial tone on CapTel 200. CSR advised parties to perform physical and electronic resetting of the phone and/or test phone at an alternate wall jack. CSR offered to work with a third party at customer's location, however, customer declined to further troubleshoot at this time.	3/17/2010 9:30:00 AM	MMo
174961	3/22/2010	3:30:00 PM		Product	NA	33050	Dial Tone - Not heard	Customer's helper reported that the CapTel phone is unable to place outgoing captioned calls. CSR advised physical reset of the CapTel, which resolved customer's experience.	3/22/2010 3:45:00 PM	KS
175993	3/29/2010	10:00:00 AM		Product	NA	33080	Dialing Issue - Can't dial out in caption mode	Manager at customer's living facility called and stated that customer is unable to make calls from her CapTel phone. CSR advised the manager to perform an electronic reset of the CapTel phone. Confirmed this resolved customer's experience.	3/29/2010 10:20:00 AM	MP
176120	3/29/2010	2:55:00 PM		Product	NA	33080	Dialing Issue - Can't dial out in caption mode	Customer's daughter reported inability to dial out. During troubleshooting, the issue corrected itself and customer confirmed successful outbound captioned call.	3/29/2010 3:00:00 PM	TJ
177574	4/7/2010	10:15:00 AM		Product	NA	33050	Dial Tone - Not heard	Customer's daughter called and stated that there was no dial tone on customer's CapTel phone, only a faint buzzing. CSR advised customer's daughter to perform a physical reset of the CapTel phone. Confirmed this resolved customer's experience.	4/7/2010 10:30:00 AM	MP
177749	4/8/2010	8:15:00 AM		Service	NA	11030	Accuracy of captions	Customer states they like their CapTel phone but sometimes she needs to "read between the lines." CSR explained how captions are produced using voice recognition and how word corrections are inserted in brackets. CSR shared how words that sound the same could be generated. CSR recommended that the customer document the CA#, dates, times, and specific examples of calls where she had difficulties with the accuracy of her captions.	4/8/2010 8:35:00 AM	MF
179294	4/16/2010	4:20:00 PM		Product	NA	33050	Dial Tone - Not heard	Customer reported no dial tone. CSR advised customer to do a physical reset. Confirmed this resolved issue.	4/16/2010 4:30:00 PM	TJ
179828	4/21/2010	10:00:00 AM		Technical	NA	22090	Disconnect/Reconnect during calls	Customer's friend indicated that she is experiencing disconnections and interference on CapTel captioned calls. CSR sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence. Also advised how the use of call waiting with a 1-Line CapTel phone can contribute to disconnect/reconnect incidences.	4/21/2010 10:25:00 AM	MF
179899	4/21/2010	12:45:00 PM		Product	NA	33080	Dialing Issue - Can't dial out in caption mode	Customer's nephew called and stated they had had a bad storm and now the CapTel has a lit up screen that is "frozen" in the "Waiting for Captions" mode. CSR advised customer to perform a physical reset of the CapTel phone which resolved the customer's experience.	4/21/2010 12:50:00 PM	KW
185093	5/24/2010	9:00:00 AM		Product	NA	33050	Dial Tone - Not heard	Customer's daughter reported there was no dial tone on the CapTel. She performed a physical reset and issue was resolved.	5/24/2010 9:10:00 AM	JL