



JUN 30 2010

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PUBLIC UTILITIES COMMISSION
21 S. Fruit Street, Suite 10
Concord, N.H. 03301-2429

June 25, 2010

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

Re: CG Docket 03-123
NH Relay Service Complaints

Dear Ms. Dortch:

Enclosed please find the complaint log summary for the period June 1, 2009 through May 31, 2009 for the State of New Hampshire's Relay Service. These are complaints received by Sprint, the relay provider in New Hampshire. Please be advised that it is our understanding that, although not required by the FCC's rules, Sprint Relay will be providing the requested information relative to the number of interstate relay calls. That information will be provided to the FCC by Sprint Relay.

The NH Public Utilities Commission received no complaints regarding Relay Service in the above-mentioned period. Should you have any questions, please feel free to contact me at (603)271-1164 or amanda.noonan@puc.nh.gov.

Sincerely,

Amanda O. Noonan
Director, Consumer Affairs

Cc: Mark Stone, Deputy Bureau Chief
Consumer and Governmental Affairs Bureau

No. of Copies rec'd 0
List APODE



Sprint Nextel
Post Office Box 547
Geneseo, New York 14454
(585) 243-4880 Voice
(800) 927-0282 TTY
(585) 243-4884 Fax

Mary Beth Mothersell, LMSW
Relay Program Manager
Email: mbmothersell@sprint.com

June 18, 2010

Ms. Amanda Noonan
New Hampshire Public Utilities Commission
21 South Fruit Street
Ste 10
Concord, NH 03301

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. Noonan,

Sprint has provided you the following information to support your filing with the FCC for the State of New Hampshire:

- 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.

Please note that the Public Notice from the FCC has not been released yet. As soon as I receive it, I will forward it to you.

As mandated by the Federal Communications Commission (FCC), Sprint 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 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.

Sprint has decided to provide information to the FCC concerning the number of interstate 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.

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

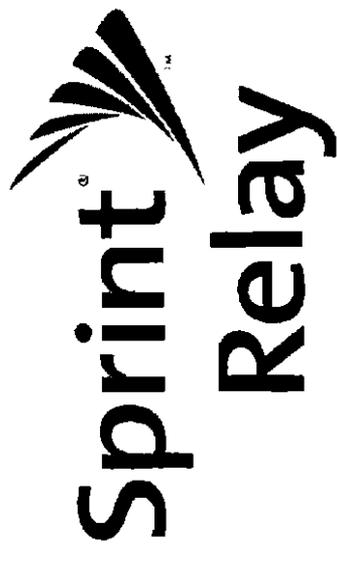
Should you have any questions concerning this report, please contact me.

Sincerely,

A handwritten signature in cursive script that reads "Mary Beth Mothersell". The signature is written in black ink and is positioned above the typed name.

Mary Beth Mothersell
Relay Program Manager
New Hampshire

Attachments:
1) Log Sheets



New Hampshire FCC Complaint Log 2009-2010

Complaint Tracking for NH (06/01/2009-05/31/2010). Total Customer Contacts: 6

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/08/09	A customer stated that he has problems early in the morning and late at night reaching relay. He filed a claim with the NH Attorney General regarding his inability to connect to NH Relay via 711. He says he has made several complaints over two years and that he is concerned about reaching relay in the event of an emergency. Apologized that he had trouble connecting to relay and assured him his complaint will be documented and forwarded to the appropriate person for immediate follow up. He stated he would appreciate a follow up call.	8/8/2009	The Relay Program Manager called the customer's home number and left a message on his TTY answering machine to call us back at the toll free number so we could open a trouble ticket. Relay Program manager also called two more times and left a message asking him to call customer service if he has any more issues with 711. As of yet, the customer has not returned these calls.
2	08/31/09	A NH VCO customer says the agent asked her several times to repeat the telephone number before she dialed it. Apologized for inconvenience. No follow-up was requested.	09/17/09	The operator recalled one specific VCO call during which the customer seemed to be irritated by the request to repeat the phone number they wanted to call to. The agent stated that he had difficulty understanding the customer and so he had a hard time figuring out the number. The agent was coached on proper technique and how to handle this type of call
3	09/21/09	A VCO customer was unable to place relay calls via Comcast. A trouble ticket was issued.	10/9/2009	The request is now complete. The ANI (billing number of the person making the phone call) has been added into the system and the customer now can use Comcast via relay.
4	12/17/09	A VCO customer said that during a call she requested that the agent leave a message, but not to redial. She said that the agent did not keep her informed, and did not follow her notes. Apologized for the inconvenience, and contacted a supervisor.	12/17/09	The agent did not recall any notes stating to leave a message on the first call, and only recalled a note requesting "not to type machine." The agent has been coached on the importance of customer instructions and following them every time
5	12/23/09	A NH VCO customer is very frustrated that they can not reach a relay operator when dialing 711. This has been going on since July. Customer Service apologized to the customer and turned in a trouble ticket. The customer would like a follow up from the Program Manager	12/23/2009	The Outreach Manager in New Hampshire tried to reach this customer and left 3 messages. Customer called back and will come in for a CapTel demonstration
6	01/22/10	A NH VCO customer says he has been unable to reach relay via 711 for 3 or 4 years. He has to dial it six or seven times before he gets an operator. The customer says he has reported this before but nothing was fixed. Apologized for inconvenience. A trouble ticket was opened and follow-up was requested.	2/12/2010	The New Hampshire outreach manager has spoken with this customer and called Sprint Relay Customer service on his behalf to be sure he is branded VCO. The customer tried the new CapTel 800i phone and has applied for it via the New Hampshire Telecommunications Equipment Distribution program. Trouble ticket was closed



PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

News Media Information 202 / 418-0500
Internet: <http://www.fcc.gov>
TTY: 1-888-835-5322

DA 10-1090

Released: June 18, 2010

**REMINDER TO STATES AND INTERSTATE TELECOMMUNICATIONS RELAY
SERVICE PROVIDERS THAT THE ANNUAL SUMMARY OF CONSUMER
COMPLAINTS IS DUE WEDNESDAY, JULY 1, 2010**

**REMINDER OF ONGOING OBLIGATION TO REPORT CONTACT INFORMATION
AND SUBSTANTIVE CHANGES IN TRS PROGRAMS**

CG DOCKET NO. 03-123

The Federal Communications Commission's Consumer & Governmental Affairs Bureau reminds states and interstate telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2010, on or before Thursday, July 1, 2009.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.¹ State TRS programs are required to log all complaints made to the state agency, as well as those made to the state's TRS provider. Both states and interstate TRS providers must file summaries of these complaint logs with the Commission annually. These summaries are intended to provide an early warning to the Commission of possible service quality problems. This information also allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints, and to spot national trends that may lend themselves to coordinated solutions. Moreover, the information enables states to learn how other states are resolving complaints.²

Complaint log summaries should include information pertaining to complaints received between June 1, 2009, and May 31, 2010. The summaries must include, at a minimum, the total number of interstate relay calls by type of TRS (*i.e.*, traditional TRS, speech-to-speech (STS), captioned telephone service (CTS), Internet protocol (IP) CTS, IP Relay, video relay service (VRS)), the number of complaints alleging a

¹ See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, FCC 00-56, Report and Order and Further Notice of Proposed Rulemaking, 15 FCC Rcd 5140, at 5144-5145, para. 9 (March 6, 2000) (*Improved TRS Order*); 47 C.F.R. §64.604(c)(1) (TRS "mandatory minimum standards" requiring filing of consumer complaint logs).

² *Improved TRS Order*, 15 FCC Rcd at 5190-5191, para. 122.

violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.³

State Complaint Log Summary filings must reference CG Docket No. 03-123. Submissions may be filed in one of two ways: (1) by using the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- **Electronic Filers:** Submissions may be filed electronically using the Internet by accessing the ECFS: <http://www.fcc.gov/cgb/ecfs/>. Filers should follow the instructions provided on the website for submitting comments.
 - For ECFS filers, if multiple docket or rulemaking numbers appear in the caption of this proceeding, filers must transmit one electronic copy of the comments for each docket or rulemaking number referenced in the caption. In completing the transmittal screen, filers should include their full name, U.S. Postal Service mailing address, and the applicable docket or rulemaking number. Parties may also submit an electronic comment by e-mail. To get filing instructions, filers should send an e-mail to ecfs@fcc.gov, and include the following words in the body of the message, "get form." A sample form and directions will be sent in response.
- **Paper Filers:** Parties who choose to file by paper must file an original and four copies of each filing. If more than one docket or rulemaking number appears in the caption of this proceeding, filers must submit two additional copies for each additional docket or rulemaking number.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12th St., SW, Room TW-A325, Washington, DC 20554. The filing hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building.

- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12th Street, SW, Washington DC 20554.

³ See 47 C.F.R. § 64.604(c)(1).

TRS Programs and Interstate TRS Providers Are Reminded of Obligation Regarding Contact Information and Substantive Changes in Their TRS Program

We also remind certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that, pursuant to 47 C.F.R. § 64.604(c)(2), they must submit to the Commission a contact person and/or office for the receipt of inquiries and complaints from consumers about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service. The submission must include the name and address of the state or TRS office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, and fax numbers for that office; the email address; and the physical address to which correspondence should be sent.

The Commission must be notified each time there is a change in any of this required information. Any changes in contact information for certified state TRS programs and/or interstate TRS providers should be sent to TRS_POC@fcc.gov.

We also remind certified state TRS programs that, pursuant to 47 C.F.R. § 64.606(f)(1), state TRS programs must notify the Commission of any substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal minimum standards after implementing the substantive change. Similarly, VRS providers, IP Relay service providers, and IP Captioned Telephone service providers certified under 47 C.F.R. § 64.606(f)(2) must also notify the Commission of any substantive changes in their TRS programs, services, and features within 60 days of when such changes occur, and certify that they continue to meet federal minimum standards after implementing the substantive change. Notices of substantive changes in TRS Programs must reference CG Docket No. 03-123.

Contact information for certified state TRS programs is posted on the Consumer & Governmental Affairs Bureau's website at: http://www.fcc.gov/cgb/dro/trs_contact_list.html; contact information for interstate TRS providers is posted at: http://www.fcc.gov/cgb/dro/trs_providers.html.

The full text of this document and copies of any subsequently filed complaint log summary and notices of substantive changes in TRS program documents in this matter will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW, Room CY-A257, Washington, D.C. 20554. This document and copies of subsequently filed documents in this matter may also be purchased from the Commission's duplicating contractor at Portals II, 445 12th Street, SW, Room CY-B402, Washington, D.C. 20554. Customers may contact the duplicating contractor at their web site www.bcpiveb.com or call 1-800-378-3160. Filings may also be viewed on the Consumer & Governmental Affairs Bureau's, Disability Rights Office homepage at http://www.fcc.gov/cgb/dro/trs_by_state.html.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an email to fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at 202-418-0530 (voice), 202-418-0432 (TTY). This *Public Notice* can also be downloaded in Word and Portable Document Format (PDF) at <http://www.fcc.gov/cgb/dro/trs.html>.

For further information regarding this *Public Notice*, contact Arlene Alexander, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-0581 (voice), (202) 418-0183 (TTY), or email Arlene.Alexander@fcc.gov.

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