



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

IN REPLY PLEASE  
REFER TO OUR FILE  
M-2011-2246101  
M-00900239

June 24, 2011

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

Re: FCC CG Docket No. 03-123  
DA 11-1075  
Submission of Pennsylvania's 2011 TRS Annual Consumer Complaint Log  
Summary for the 12-month period ending May 31, 2011

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, 2011. AT&T Communications of Pennsylvania, LLC, is Pennsylvania's certificated traditional TRS and STS provider, and Hamilton Telephone Company d/b/a Hamilton Telecommunications is Pennsylvania's contracted captioned telephone voice-carry-over relay service (CTRS) provider. The providers have maintained and prepared the consumer complaint log summaries. These summaries cover all complaints to the service providers. Hamilton Telecommunications has stated on the enclosed attached letter that they will compile the total number of interstate relay calls by type of TRS and will file the information with the FCC under protective seal as a confidential filing. AT&T has not included the total number of interstate relay calls by type of TRS as they consider this information proprietary. 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](mailto:ejeschke@state.pa.us).

Sincerely,

Rosemary Chiavetta  
Secretary

cc: Elaine McDonald, FUS  
Kathleen Aunkst, Secretary's Bureau  
Eric Van Jeschke, PUC FUS  
Arlene Alexander, (e-mail copy only)

Enclosures  
Original and 4 copies

**PENNSYLVANIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2010 – MAY 2011**



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**JUNE 2010**

**TTY June 25, 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:** June 25, 2010

**FCC:** Verbatim

**JULY 2010**

**TTY July 19, 2010**

The customer complained the CA did not remain transparent.

**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:** July 19, 2010

**FCC:** Transparency

**AUGUST 2010**– Nothing to report

**SEPTEMBER 2010** – Nothing to report

**OCTOBER 2010** – Nothing to report

**NOVEMBER 2010**– Nothing to report

**DECEMBER 2010**– Nothing to report

**JANUARY 2011**– Nothing to report

**FEBRUARY 2011**– Nothing to report

**MARCH 2011**– Nothing to report

**APRIL 2011**– Nothing to report

**MAY 2011**– Nothing to report





June 16, 2011

Rosemary Chiavetta, Commission's Secretary  
Bureau of Directors Office  
Pennsylvania Public Utility Commission  
PO Box 3265  
Harrisburg, PA 17105-3265

1001 Twelfth Street • Aurora, Nebraska 68818  
voice 402.694.5101 • TTY 800.821.1834  
toll free 800.821.1831 • fax 402.694.2648  
e-mail: info@hamiltontel.com  
web site: www.hamiltontel.com

RE: TRS Consumer Complaint Log Summaries for June 1, 2010 through May 31, 2011  
PA PUC Docket No. #M-2011-2246101  
FCC CG DOCKET NO. 03-123

Dear Ms. Chiavetta,

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 2010, the filing was due July 1st.

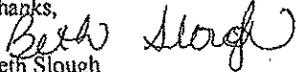
Also attached is last year's Public Notice which contains instructions for electronic and paper filings. A new Public Notice has not yet been received.

In addition, last year's Public Notice contained 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 2010, Hamilton is again planning to compile this information for you and will submit to the FCC under protective seal as a confidential filing.

PA CTRS has received nine complaints in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules for the time period June 1, 2010 through May 31, 2011.

If you have any questions about the complaint log report or need any assistance, please let me know.

Thanks,

  
Beth Slough  
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  
Pennsylvania Public Utility Commission  
Bureau of Fixed Utility Services  
Telecommunications Group  
P.O. Box 3265  
Harrisburg, PA 17105-3265  
Voice (717) 783-3850  
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Enclosures

Telephone • Long Distance • Internet • Information Systems • Contact Center • Managed Hosting • Relay

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JUN 16 2011  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

PA PUC Docket No. M - 2011 - 2246101  
 FCC Docket No. 03-123

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
214747	11/2/2010	9:55:00 AM	CapTel	Service	NA	0800-11030	Accuracy of Captions	Customer shared general feedback regarding the accuracy of her captions, specifically stating that she often sees incorrect words on her CapTel screen. CSR apologized for customer's experience and advised her to document the date, time and CA # of future calls that she finds unsatisfactory so we can investigate those calls further and follow up with Call Center management if necessary.	11/2/2010 10:05:00 AM	within 24 hours	JM
220018	11/29/2010	11:50:00 AM	Phone	Service	NA	0800-11030	Accuracy of Captions	Customer shared generalized feedback regarding the accuracy of captions. CSR apologized and thanked the customer for this feedback. CSR suggested if the customer would like us to take very specific follow up with the CA captioning the call and their supervisor, they may document the date, time and CA# of any future calls and report them to us. Customer had no specifics to share.	11/29/2010 11:55:00 AM	within 24 hours	TJ
223603	1/7/2011	7:25:00 PM	Email	Service	NA	11030	Accuracy of captions	Customer reported dissatisfaction with the accuracy of captions received on a recent call. Customer did not have the time nor date of the call to share. CSR apologized to customer for her experience and encouraged her to document the date, time, and CA# for if she would like us to take specific follow up action with Call Center personnel on that specific call. CSR explained to customer how captions are produced and discussed the potential difference between accuracy of captions, and scrambled/garbled captions caused by the phone line given the customer is using a digital phone line with an analog product.	1/10/2011 12:00:00 PM	over 48 hours	MF
247880	3/22/2011	2:45:00 PM	CapTel	Service	NA	11030	Accuracy of captions	Customer shared feedback regarding accuracy of captions and provided specific call data. CSR 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.	3/24/2011 9:40:00 AM	within 48 hours	KW
199833	8/13/2010	3:15:00 PM	Phone	Service	NA	11020	Answer Time	Customer reported inability to connect to the captioning center on a specific call. CSR explained that during the time she tried her call there was an unanticipated spike in call volume, which resulted in some calls experiencing longer than usual wait time in queue. CSR apologized for this experience, and confirmed that customer is now able to connect to captions successfully, including on the call to CapTel Customer Service.	8/13/2010 3:35:00 PM	within 24 hours	RC
223423	12/13/2010	8:00:00 AM	Email	Service	NA	11090	Service - General	Customer reported seeing, "Please wait for the next available operator." CSR advised customer that on December 12th CapTel's staffing for the Madison call center was affected by a severe snowstorm. Due to blizzard conditions, the city's bus service was shut down for the entire day and travel within the city was severely limited. While answer times were delayed due to reduced staffing throughout the morning and early afternoon, CapTel continued to process calls throughout the day, however answer times were affected. CSR confirmed with customer the to make captioned calls successfully.	12/14/2010 8:50:00 AM	within 48 hours	KW
235601	2/2/2011	7:50:00 AM	NA	Service	NA	11090	Service - General	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 8:15:00 AM	within 24 hours	TJ
235637	2/2/2011	9:10:00 AM	Email	Service	NA	11090	Service - General	Customer reported experiencing a longer than normal wait for a captionist. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 9:25:00 AM	within 24 hours	TJ
235719	2/2/2011	10:45:00 AM	Phone	Service	NA	11090	Service - General	Customer indicated display was saying "caption service line is ringing". CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 4:20:00 PM	within 24 hours	JH

PA PUC Docket No. M - 2011 - 2246101  
 FCC Docket No. 03-123

236293	2/2/2011	11:10:00 AM	Phone	Service	NA	11090	Service - General	Customer reported that her CapTel is not working, and that she cannot dial out. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 9:45:00 AM	within 24 hours	JL
235745	2/2/2011	11:30:00 AM	CapTel	Service	NA	11090	Service - General	Customer indicated display was saying "Caption service line is ringing". CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 1:35:00 AM	within 24 hours	JH
235759	2/2/2011	11:45:00 AM	Phone	Service	NA	11090	Service - General	Caller reported seeing "Captioning Service is Ringing" when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 11:50:00 AM	within 24 hours	JL
235780	2/2/2011	12:05:00 PM	Phone	Service	NA	11090	Service - General	Customer reported experiencing a longer than normal wait for a captionist. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 12:10:00 PM	within 24 hours	JL
235787	2/2/2011	12:15:00 PM	NA	Service	NA	11090	Service - General	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 12:25:00 PM	within 24 hours	EY
235789	2/2/2011	12:15:00 PM	Phone	Service	NA	11090	Service - General	Customer indicated captions were not coming on with 2-Line mode. CSR called and left a message for the customer on her answering machine per the customer's request so her husband could tell her the situation. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 12:20:00 PM	within 24 hours	JH
236290	2/2/2011	1:40:00 PM	NA	Service	NA	11090	Service - General	Customer's caretaker reported the CapTel user is having difficulty making a captioned call. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 9:50:00 AM	within 24 hours	AG

PA PUC Docket No. M - 2011 - 2246101  
 FCC Docket No. 03-123

235921	2/2/2011	1:45:00 PM	Email	Service	NA	11090	Service - General	Customer noted inability to call out wit captions and receiving "Captioning Service is Ringing" prompt. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 2:30:00 PM	within 24 hours	MMo
235894	2/2/2011	2:05:00 PM	Phone	Service	NA	11090	Service - General	Customer's helper reported that customer is unable to make or receive captioned calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 2:10:00 PM	within 24 hours	JM
235907	2/2/2011	2:15:00 PM	Email	Service	NA	11090	Service - General	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 6:15:00 PM	within 24 hours	TJ
236031	2/2/2011	2:40:00 PM	Email	Service	NA	11090	Service - General	Customer reported experiencing a longer than normal wait for a captionist. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 4:15:00 PM	within 24 hours	TJ
235951	2/2/2011	2:50:00 PM	Email	Service	NA	11090	Service - General	Customer reported experiencing a longer than normal wait for a captionist. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 3:05:00 PM	within 24 hours	TJ
235955	2/2/2011	3:00:00 PM	Phone	Service	NA	11090	Service - General	Customer's helper reported experiencing a longer than normal wait for a captionist. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 3:05:00 PM	within 24 hours	JH
236931	2/2/2011	4:45:00 PM	Mail	Service	NA	11090	Service - General	Customer reported experiencing a longer than normal wait for a captionist when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 4:50:00 PM	within 24 hours	JA
236141	2/2/2011	5:50:00 PM	Phone	Service	NA	11090	Service - General	Customer's daughter reported that she was getting a message "caption service line is ringing" and outgoing calls were not going through. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 6:00:00 PM	within 24 hours	MF

PA PUC Docket No. M - 2011 - 2246101  
 FCC Docket No. 03-123

236258	2/3/2011	9:15:00 AM	Email	Service	NA	11090	Service - General	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/3/2011 9:20:00 AM	within 24 hours	MD
236282	2/3/2011	9:35:00 AM	Email	Service	NA	11090	Service - General	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/3/2011 9:40:00 AM	within 24 hours	MD
236344	2/3/2011	10:20:00 AM	CapTel	Service	NA	11090	Service - General	Customer's daughter stated that all day on 2/2/11 she was unable to reach her father with captions and she kept receiving a message "please wait for the next available agent". CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/3/2011 10:25:00 AM	within 24 hours	MF
236389	2/3/2011	10:45:00 AM	CapTel	Service	NA	11090	Service - General	Customer reported experiencing a longer than normal wait for a captionist. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/3/2011 11:00:00 AM	within 24 hours	RC
235708	2/2/2011	10:45:00 AM	Phone	Service	NA	0800-11090	Service - General	Daughter of CapTel user reported no captions on calls 2/2/11. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 10:55:00 AM	within 24 hours	JS
235771	2/2/2011	12:00:00 PM	Phone	Service	NA	0800-11090	Service - General	Customer reported experiencing a longer than normal wait for a captionist. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 12:05:00 PM	within 24 hours	JL
236569	2/3/2011	2:50:00 PM	CapTel	Service	NA	0800-11090	Service - General	Customer reported experiencing a longer than normal wait when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/3/2011 3:00:00 PM	within 24 hours	JA
225265	12/20/2010	4:05:00 AM	Phone	Technical	NA	0800-22990	Technical - General	Customer's granddaughter reported the lack of captions when attempting to make a captioned call. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 9:00:00 AM	within 48 hours	KW

PA PUC Docket No. M - 2011 - 2246101  
 FCC Docket No. 03-123

224943	12/20/2010	3:30:00 PM	CapTel	Technical	NA	22990	Technical - General	Customer experienced "waiting for CapTel operator" when attempting to make a captioned call. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 9:05:00 PM	within 48 hours	KP
224949	12/20/2010	3:30:00 PM	NA	Technical	NA	0800-22990	Technical - General	Customer's daughter reported the need to wait for an operator when attempting to make a captioned call. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 9:30:00 AM	within 24 hours	KP
224960	12/20/2010	3:35:00 PM	Phone	Technical	NA	22990	Technical - General	Customer reported that she cannot receive captions on incoming or outgoing calls. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 8:35:00 AM	within 24 hours	JA
225006	12/20/2010	4:00:00 PM	CapTel	Technical	NA	0800-22990	Technical - General	Customer reported being unable to receive captions on the CapTel phone. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer confirmed all is now well.	12/22/2010 8:05:00 AM	within 48 hours	JM
225170	12/20/2010	4:00:00 PM	NA	Technical	NA	0800-22990	Technical - General	Customer reporting they just setup their new CapTel but are unable to get captions on calls. They see "captioning line is ringing" and no captions appear. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 1:20:00 PM	within 24 hours	JS
225163	12/20/2010	5:20:00 PM	Email	Technical	NA	22990	Technical - General	Customer reported the need to wait for an operator when attempting to make a captioned call. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 10:15:00 AM	within 24 hours	JL
225110	12/20/2010	5:40:00 PM	Email	Technical	NA	22990	Technical - General	Customer emailed to report that she saw "waiting for CapTel operator" when attempting to place a captioned call. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 11:45:00 AM	within 24 hours	KP
225134	12/20/2010	6:00:00 PM	Email	Technical	NA	22990	Technical - General	Customer reported being unable to connect with captions. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 10:55:00 AM	within 24 hours	RC
225145	12/20/2010	6:25:00 PM	NA	Technical	NA	22990	Technical - General	Customer reported incoming callers hear a message stating, "Please hold for the next available operator". CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to receive captioned call successfully without delay.	12/20/2010 6:30:00 PM	within 24 hours	AA
225166	12/20/2010	6:55:00 PM	Email	Technical	NA	0800-22990	Technical - General	Customer's niece contacted via Live Help that her aunt was having troubles calling out and receiving calls, but was able to make one call then. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 1:55:00 PM	within 24 hours	MF

PA PUC Docket No. M - 2011 - 2246101  
 FCC Docket No. 03-123

225194	12/20/2010	7:35:00 PM	Email	Technical	NA	22990	Technical - General	Customer reported problem using CapTel phone and indicated he could not place outbound captioned calls, nor call CapTel Service. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 12:10:00 PM	within 24 hours	MMo
225214	12/21/2010	7:15:00 AM	Phone	Technical	NA	22990	Technical - General	Customer's sister reported hearing, "Please wait for the next available agent." CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 7:25:00 AM	within 24 hours	JL
225236	12/21/2010	8:05:00 AM	Phone	Technical	NA	22990	Technical - General	Customer reported that on December 20, 2010, she was unable to get captions. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 8:15:00 AM	within 24 hours	JM
225342	12/21/2010	10:25:00 AM	Phone	Technical	NA	22990	Technical - General	Customer's friend called saying that customer was unable to get captions yesterday but is able to get captions today in 2-Line mode. CSR apologized for this experience and noted there was a technical difficulty at the Call Center yesterday causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR did a test call to confirm all is working well.	12/21/2010 10:30:00 AM	within 24 hours	DF
213086	10/25/2010	2:55:00 PM	CapTel	Service	NA	11050	Unable to make captioned calls	Customer reported inability to make captioned calls with a busy signal. A temporary interruption in one of the telephone carrier's networks caused this CapTel user to experience an inability to connect to their party. The issue was resolved by the carrier. CSR confirmed that customer is now able to place their call successfully.	10/25/2010 4:40:00 PM	within 24 hours	KW
213074	10/25/2010	3:10:00 PM	Phone	Service	NA	11050	Unable to make captioned calls	Customer reported inability to make captioned calls, seeing just a "Waiting for Captions" message on their display. A temporary interruption in one of the telephone carrier's network caused this CapTel user to experience an inability to connect to their party. The issue was resolved by the carrier. CSR confirmed that customer was now able to place their call successfully.	10/25/2010 3:50:00 PM	within 24 hours	JS
214226	10/29/2010	1:55:00 PM	CapTel	Service	NA	11050	Unable to make captioned calls	Customer's helper reported the need to wait for an operator when attempting to make a captioned call. CSR apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to waiting captionist. An equipment vendor corrected the matter.	10/29/2010 2:05:00 PM	within 24 hours	JH