



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

IN REPLY PLEASE
REFER TO OUR FILE

June 22, 2012

M-2012-2281409
M-00900239

DOCKET FILE COPY ORIGINAL

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

Received & Inspected

JUN 28 2012

FCC Mail Room

Re: FCC CG Docket No. 03-123
DA 12-955
Submission of Pennsylvania's 2012 TRS Annual Consumer Complaint Log
Summary for the 12-month period ending May 31, 2012

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, 2012. 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 Jeschke at (717) 783-3850 or ejeschke@pa.gov.

Sincerely,

Rosemary Chiavetta
Secretary

cc: Eric Jeschke, PUC TUS
Arlene Alexander, (e-mail copy only by TUS staff)

Enclosures Original and 4 copies

No. of Copies Held 0+4
Date



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June 14, 2012

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

RE: TRS Consumer Complaint Log Summaries for June 1, 2011 through May 31, 2012
PA PUC Docket No. # ~~M-2012-2281409~~
FCC CG DOCKET NO. 03-123

M-2012-2281409

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 2011, 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 2011, 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 seven 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, 2011 through May 31, 2012.

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

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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
ejeschke@state.pa.us
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Enclosures

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

PA PUC Docket No. # M-2012-2281409
 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
269638	6/24/2011	10:00:00 AM	CapTel	Service	NA	0800-11030	Accuracy of Captions	Customer's helper reported the customer experienced an error in her captions that caused some confusion in the conversation. CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR 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.	6/24/2011 10:10:00 AM	within 24 hours	AA
265013	6/7/2011	10:30:00 AM	CapTel	Service	6790	0800-11030	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. Call center supervisor will increase monitoring for this CA and will consider more training if necessary.	6/21/2011 10:45:00 AM	over 48 hours	TDK
299296	10/18/2011	10:00:00 AM	CapTel	Technical	NA	22990	Technical - General	Customer reported that she was unable to reach a local number through the captioning service and was able to reach it by dialing directly. CSR referred case detail to technical support for further assistance. A trouble ticket was opened with the carrier and this resolved the customer's experience	10/18/2011 10:15:00 AM	within 24 hours	
308485	11/18/2011	10:05:00 AM	CapTel	Service	3813	0800-11030	Accuracy of Captions	Customer reported seeing an inaccurate word repeated on their CapTel screen. CSR thanked customer for bringing this to CapTel's attention. CSR referred this call detail with Call Center management for follow up with the CA by the CA's supervisor. CSR contacted customer after receiving information back from the Call Center management and apologized for this incidence and suggested that the customer may document the date, time and CA# of any future calls she would like us to take specific action on with the CA captioning the call.	11/29/2011 1:05:00 PM	over 48 hours	ML
324723	1/27/2012	3:15:00 PM	Mail	Service	NA	11030	Accuracy of captions	Customer shared feedback regarding accuracy of captions. CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any further calls to allow us to take specific action with the CA captioning the call.	1/27/2012 3:25:00 PM	within 24 hours	ED
337149	3/22/2012	3:30:00 PM	NA	Service	NA	11030	Accuracy of captions	Customer reported that profanity was captioned on the screen of his CapTel 200 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. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	3/23/2012 1:20:00 PM	within 24 hours	JA
322356	04/07/2012 04:30pm	04:30pm	Phone		N/A		Billing	Caller reported being unable to call to the CapTel customer when using a cell phone. CSR registered the caller's long distance provider and confirmed they were able to call the CapTel user successfully	04/07/2012 04:44pm	Within 24 Hours	AL



Teresa Feeny
Area Manager
AT&T Relay Services
1444 E. Jericho Turnpike
Huntington, NY 11743

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June 14, 2012

Rosemary Chiavetta
Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17102-3265

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Ms. Chiavetta:

DOCKET #: M-2012-2281409
PA RELAY SVC 2012 FCC TRS ANNUAL CONSUMER COMPLAINT
SUMMARY LOG

Enclosed please find the information required for the 2012 FCC TRS Annual Consumer Complaint Summary Log for Pennsylvania Relay Service.

Sincerely,

Teresa Feeny
Area Manager CIS
AT&T Relay Services

PENNSYLVANIA RELAY SERVICES
2011 - 2012 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
 June 1, 2011 through May 31, 2012



Complaint Summary by Category

6/11/2012 Complaint Category	2011							2012					TOTAL	
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY		
Transparency														0
Confidentiality														0
Verbatim	1													1
Typing Issues														0
In Call Replacement														0
Answer Performance											1			1
Gender Accommodation														0
Total	1	0	1	0	2									

Complaint Summary by Month

Pennsylvania	2011							2012					TOTAL	
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY		
VOICE														0
TTY	1											1		2
TOTAL	1	0	1	0	2									

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Pennsylvania Relay Service
2012 FCC Annual Consumer Complaints Summary Log

June 2011

TTY June 20

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: June 20

FCC: Verbatim

July 2011

Nothing to report.

August 2011

Nothing to report.

September 2011

Nothing to report.

October 2011

Nothing to report.

November 2011

Nothing to report.

December 2011

Nothing to report.

January 2012

Nothing to report.

February 2012

Nothing to report.

March 2012

Nothing to report.

April 2012

TTY 2012, April 5

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

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

Resolution: Apologized for the inconvenience, and assured the customer the issue would be addressed.

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Pennsylvania Relay Service
2012 FCC Annual Consumer Complaints Summary Log

Contact Closed: 2012, April 5
FCC: Answer Performance

May 2012
Nothing to report.