

**FEDERAL COMMUNICATIONS COMMISSION  
CAPTIONED TELEPHONE - FUNCTIONAL STANDARDS  
Current as of December 13, 2011**

*(c) Functional standards —(1) Consumer complaint logs. (i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.*

**The Arizona CapTel Service provider is required to provide a monthly log of customer complaints. As part of the report, the provider includes the date the complaint was filed, the nature of the complaint, the date of resolution and an explanation of the resolution. Additionally, the Arizona CapTel provider submits an annual log to the state that is used for compliance with the annual complaint filing.**

*(ii) Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2001 shall indicate the number of complaints received from the date of OMB approval through May 31, 2001.*

**The State of Arizona has submitted a summary of the Arizona CapTel Service customer complaints to the Commission by July 1<sup>st</sup> of each year. Our most recent filing was made on (date).**

*(2) Contact persons. Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following:*

**The Arizona Relay Service and its contracted relay provider, AT&T, have provided and are listed on the Commission's website with the appropriate contact person and office for TRS consumer complaints and for any inquiries about the state's relay program.**

*(i) The name and address of the office that receives complaints, grievances, inquiries, and suggestions; (ii) Voice and TTY telephone numbers, fax number, e-mail address, and web address; and (iii) The physical address to which correspondence should be sent.*

**The following information is currently listed and available on the Commission's website:**

**Insert Contact Information.**

*(3) Public access to information. Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible.*

**The Arizona Relay Service has a very active and effective outreach program which provides information about the availability of all forms of TRS including CapTel. Evidence of outreach and examples of public access to information can be found in Exhibit (X)**

*(4) Rates. TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.*

**Requirements for the Arizona Relay Service provider mandates that any TRS end user pay no more for non-message toll relay calling than would be charged for the same call if billed by the end user's local exchange or competitive local exchange company. This applies to both traditional TRS as well as CapTel calls.**

**Arizona CapTel users who are defaulted to AT&T will have all of their toll and long distance intrastate calls billed at a low flat rate of \$0.07 unless the CapTel user subscribes to an AT&T Optional Calling Plan that provides a different rate in which case, the Optional Calling Plan rate will take precedence. The flat \$0.07 a minute rate will apply to both non-AT&T subscribers and AT&T subscribers who do not subscribe to an optional calling plan.**



*(5) Jurisdictional separation of costs —(i) General. Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended.*

Costs for intrastate relay call minutes, including CapTel, are supported by a monthly surcharge that is assessed and appears on the bill for each access line a subscriber obtains from a local exchange telecommunications company. The surcharge is assessed to recover the costs associated with the relay provider charges, outreach, equipment and distribution, and the administrative costs associated with Arizona Commission on the Deaf and Hard of Hearing (ACDHH). The PSC determines the amount of the surcharge at least once annually. The current surcharge is \$0.XX per line per month (up to XX lines per account). The local exchange companies are responsible for collecting and remitting the surcharge to FTRI. FTRI, in turn, is responsible for maintaining an operational fund and making payments to the relay provider for service rendered.

All interstate relay call minutes, including CapTel, are reported separately by the relay provider. The cost for providing interstate service is then submitted by the provider to the interstate TRS fund administrator for payment.

*(ii) Cost recovery. Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under §64.606, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.*

**Not applicable to the Arizona State Relay Program.**

*(iii) Telecommunications Relay Services Fund. Effective July 26, 1993, an Interstate Cost Recovery Plan, hereinafter referred to as the TRS Fund, shall be administered by an entity selected by the Commission (administrator). The initial administrator, for an interim period, will be the National Exchange Carrier Association, Inc.*

**Not applicable to the Arizona State Relay Program.**

*(A) Contributions. Every carrier providing interstate telecommunications services (including interconnected VoIP service providers pursuant to §64.601(b)) and every provider of non-interconnected VoIP service shall contribute to the TRS Fund on the basis of interstate end-user revenues as described herein. Contributions shall be made by all carriers who provide interstate services, including, but not limited to, cellular telephone and paging, mobile radio, operator services, personal communications service (PCS), access (including subscriber line charges), alternative access and special access, packet-switched, WATS, 800, 900, message telephone service (MTS), private line, telex, telegraph, video, satellite, intraLATA, international and resale services.*

**Not applicable to the Arizona State Relay Program.**

*(B) Contribution computations. Contributors' contributions to the TRS fund shall be the product of their subject revenues for the prior calendar year and a contribution factor determined annually by the Commission. The contribution factor shall be based on the ratio between expected TRS Fund expenses to the contributors' revenues subject to contribution. In the event that contributions exceed TRS payments and administrative costs, the contribution factor for the following year will be adjusted by an appropriate amount, taking into consideration projected cost and usage changes. In the event that contributions are inadequate, the fund administrator may request authority from the Commission to borrow funds commercially, with such debt secured by future years' contributions. Each subject contributor that has revenues subject to contribution must contribute at least \$25 per year. Contributors whose annual contributions total less than \$1,200 must pay the entire contribution at the beginning of the contribution period. Contributors whose contributions total \$1,200 or more may divide their contributions into equal monthly payments.*

**Not applicable to the Arizona State Relay Program.**

*Contributors shall complete and submit, and contributions shall be based on, a "Telecommunications Reporting Worksheet" (as published by the Commission in the Federal Register ). The worksheet shall be certified to by an officer of the contributor, and subject to verification by the Commission or the administrator at the discretion of the Commission. Contributors' statements in the worksheet shall be subject to the provisions of section 220 of the Communications Act of 1934, as amended. The fund administrator may bill contributors a separate assessment for reasonable administrative expenses and interest resulting from improper filing or overdue contributions. The Chief of the Consumer and Governmental Affairs Bureau may waive, reduce, modify or eliminate contributor reporting requirements that prove unnecessary and require additional reporting requirements that the Bureau deems necessary to the sound and efficient administration of the TRS Fund.*

**Not applicable to the Arizona State Relay Program.**