Appendix 11

Complaint Logs

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

IN REPLY PLEASE
REFER TO OUR FILE

June 27, 2008

M-2008-2044828
M-00900239

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
Submission of Pennsylvania 2008 TRS Annual Consumer Complaint Log Summary for the12-month period ending May 31, 2008

Dear Ms. Dortch:

In accordance with 47 CFR § 64.604 (c)(1) and FCC CG Docket No. 03-123, enclosed please find 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, 2008. Also, please find an electronic copy of the complaint log summaries on the enclosed CD-R. AT&T Relay Services and Hamilton Telecommunications are the providers for Pennsylvania's traditional TRS and captioned telephone voice-carry-over relay service (CTRS), respectively. They have maintained the consumer complaints logs and have prepared the enclosed complaint log summaries. These logs cover all complaints to the service providers as well as all complaints to the PaPUC.

If you have any questions or need additional information, please contact Eric Van Jeschke at (717) 783-3850 or ejeschke@state.pa.us.

Sincerely,

James J. McNulty
Secretary

cc: Elaine McDonald, FUS (paper copy only)
Kathleen Aunkst, Secretary's Bureau (paper copy only)
Eric Van Jeschke, PUC FUS (paper copy only)
Kim Barrow, PUC OSA (paper copy only)
Louise Fink Smith, PUC LAW (paper copy only)
Arlene Alexander, (e-mail copy only)

Enclosures

Teresa Feeney
Area Manager , CIS
AT&T Relay Services
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June 17, 2008

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Post Office Box 3265
Harrisburg, PA 17105-3265

RE: Docket No. M-00900239; BP ID# M-2008-2044828

Dear Secretary McNulty:

Enclosed please find the annual TRS Consumer Complaints Summary for the Commonwealth of Pennsylvania. Mr. Eric Van Jeschke, Analyst with the Pennsylvania Public Utility Commission, asked me to share a paper copy of the filing with you.

AT&T Relay Services will submit the report to the FCC as required before the July 1, 2008 filing date.

Please contact me with any questions or concerns about the information in this filing.

Sincerely,

Teresa Feeney

Teresa Feeney
Area Manager, CIS
AT&T Relay Services
tfeeney@att.com
631-424-4330

Cc: Mr. Eric Van Jeschke (via email: ejeschke@state.pa.us)

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2007 – MAY 2008

June 2007 – Nothing to report

July 2007

TTY July 20, 2007
The customer complained he/she had to wait a long time to reach a CA.
Category: Answer/Wait Time
Escalation: Received by the National Customer Care Center and handled by the same.
Resolution: Apologized to the customer for the inconvenience.
Contact Closed: July 20, 2007
FCC: Answer Performance

August 2007 – Nothing to report

September 2007 – Nothing to report

October 2007 – Nothing to report

November 2007 – Nothing to report

December 2007 – Nothing to report

January 2008 – Nothing to report

February 2008 – Nothing to report

March 2008

TTY March 1, 2008
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 1, 2008
FCC: Verbatim

TTY March 10, 2008
The customer complained the CA did not adhere to his/her request for a male CA.
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: March 10, 2008
FCC: Gender Accommodation

April 2008 – Nothing to report

May 2008 – Nothing to report

at&t

AT&T RELAY SERVICES
PENNSYLVANIA
2008 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2007 through May 31, 2008

6/12/2008

PENNSYLVANIA	2007							2008					
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	1	0	0	0	0	0	0	0	2	0	0	3
TOTAL	0	1	0	0	0	0	0	0	0	2	0	0	3

AT&T RELAY SERVICES
PENNSYLVANIA
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2007 through May 31, 2008
Complaint Summary by Category

6/12/2008

Category	2007							2008					
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency	0	0	0	0	0	0	0	0	0	0	0	0	0
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbatim	0	0	0	0	0	0	0	0	0	1	0	0	1
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	1	0	0	0	0	0	0	0	0	0	0	1
Gender Accommodation	0	0	0	0	0	0	0	0	0	1	0	0	1
Total	0	1	0	0	0	0	0	0	0	2	0	0	3

HAMILTON TELECOMMUNICATIONS

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web site: www.hamiltontel.com

June 13, 2008

James J. McNulty, 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, 2007 through May 31, 2008
PA PUC Docket No. M- 00900239 and Bp8 Case ID M-2008-2044828
FCC CG DOCKET NO. 03-123 and ~~FCC DA NO. 07-2762~~

Dear Mr. McNulty,

Enclosed please find the Pennsylvania Captioned Telephone Relay Service (PA CTRS) annual complaint log as well as a draft letter to the Federal Communications Commission. You may want to copy this letter to official letterhead prior to submitting to the FCC. Feel free to change the letter as you see fit.

The FCC has indicated a delay in issuing its public notice. Without the Public Notice, there are some unanswered questions such as DA Number, due date, any new requirements, etc. However, what we know from the 2007 Public Notice (enclosed) is:

- The 2007 complaint log summary filing was due July 2nd.
- The complaint log submission must reference CG Docket No. 03-123 and also include the DA number of the public notice.
- Filings may be filed electronically via the ECFS website. Last year the instructions for electronic and paper filings were provided in the Public notice.

In addition, the 2007 Public Notice for submission of complaint logs 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). Hamilton is planning to compile the Interstate Captioned Telephone information on your behalf and will submit to the FCC under protective seal as a confidential filing.

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

Sincerely, Beth Slough

Beth Slough, TRS Contract Manager/Senior Editor
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
ejeschke@state.pa.us
FAX (717) 787-4750

Enclosures

PA PUC Docket No. M- 00900239 and Bp8 Case ID M-2008-2044828

FCC Docket No. 03-123 and DA NO. 07-2762

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
40556	6/19/2007	3:00:00 PM		PA	NA	22090	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.	6/19/2007	RP
40641	6/20/2007	9:20:00 AM		PA	NA	22090	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.	6/20/2007	MMo
41358	6/28/2007	8:30:00 AM		PA	NA	11030	Accuracy of captions	Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up.	6/28/2007	MMo
41771	6/29/2007	2:00:00 PM		PA	NA	11090	Service - General	Customer received intermittent busy signal when in fact CapTel Service was not busy. Incidence was brought to network provider's attention. The network provider confirmed resolution the afternoon of 6/29/07.	6/29/2007	MMo

41583	6/29/2007	4:00:00 PM		PA	NA	11040	Captions Lag too far behind voice	Informed customer that with conference calls this may happen because of multiple speakers speaking at once and the rate the speakers are talking. Emailed tips to help the experience of conference calls to go smoothly. Customer emailed to say the tips helped conference calls to go more smoothly. [FCC speed of typing still met.]	6/29/2007	JL
41855	7/3/2007	1:25:00 PM		PA	NA	11040	Captions Lag too far behind voice	Customer shared feedback regarding the seconds of pauses between captions. CS Rep explained how captions are generated and thanked customer for the feedback on their call experience. Customer acknowledged the pauses were a matter of seconds and learned how to fill the gaps with tips from Customer Service. Suggested customer document the date, time, CA # for more specific follow up. This incidence did not impact overall captioning speed performance. [FCC requirements still met.]	7/3/2007	JS
43780	7/10/2007	2:50:00 PM		PA	NA	11030	Accuracy of captions	Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up.	7/10/2007	MMo

42981	7/17/2007	9:55:00 AM		PA	NA	11030	Accuracy of captions	Customer shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up.	7/17/2007	RP
45956	8/16/2007	3:10:00 PM		PA	NA	50990	Billing - General	Discussed need to register long distance carrier of choice with caller and confirmed that customer was registered accordingly.	8/16/2007	MMo
46949	8/27/2007	11:25:00 AM		PA	NA	22990	Technical - General	One of our long distance suppliers routed some CapTel 200 calls through an incompatible network using VOIP lines that caused data reliability problems for this caller. The problem has been resolved by routing their calls through an alternate network.	9/5/2007	JL
46972	8/27/2007	1:15:00 PM		PA	NA	50990	Billing - General	Discussed need to register long distance carrier of choice with caller and registered CapTel user's long distance preference accordingly.	8/27/2007	MMo
48966	9/17/2007	4:10:00 PM		PA	NA	22090	Disconnect/Reconnect during calls	Explained to customer difference between a CapTel and a traditional phone, and why disconnections may be occurring. Advised customer to test CapTel at another jack, and contact telephone company to ensure functional line.	9/17/2007	MP

50718	10/4/2007	11:25:00 AM		PA	NA	11030	Accuracy of captions	Customer shared feedback regarding accuracy of captions. CS Rep collected call information and thanked customer for feedback. CA for this call noted there was instability on the other caller's line, causing poor audio quality.	10/4/2007	MP
51717	10/15/2007	11:30:00 AM		PA	NA	22990	Technical - General	CapTel Technical Staff identified there was an issue with the routing of CapTel calls to 800 numbers by an outside vendor. The problem was identified and resolved.	10/15/2007	SC
53699	11/1/2007	10:20:00 AM		PA	NA	22990	Technical - General	Customer received an automated message that her call was being rejected by the cellular network when trying to dial an cell number. Upon researching the matter, it was learned the provider of the cellular service has not set up this number to allow relay calls. Offered a workaround to customer.	11/8/2007	KM
53988	11/5/2007	9:15:00 AM		PA	NA	22090	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.	11/5/2007	MMo

54378	11/7/2007	12:15:00 PM		PA	NA	11040	Captions Lag too far behind voice	Customer Service determined there were technical issues with audio quality on the reported call that impaired the speed with which the captionist could caption this specific call. CS rep explained to customer the circumstances and apologized. Customer understood. [FCC typing speed requirements still well exceeded.]	11/7/2007	SC
57156	12/5/2007	4:35:00 PM		PA	NA	11040	Captions Lag too far behind voice	Customer shared feedback regarding captions lagging slightly behind the voice. CS Rep apologized for incidence and suggested customer document the date, time, CA # for more specific follow up with call center personnel. FCC typing speed requirements were still well exceeded.	12/5/2007	JL
59661	12/14/2007	3:35:00 PM		PA	NA	22990	Technical - General	Technical issue with SS7 equipment identified resulting in a few isolated calls not succeeding. This was remedied during system maintenance.	12/15/2007	KM
67791	3/14/2008	2:30:00 PM		PA	NA	22990	Technical - General	SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.	3/15/2008	JL

67983	3/14/2008	4:25:00 PM		PA	NA	22990	Technical - General	SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.	3/15/2008	KM
72572	4/29/2008	9:00:00 AM		PA	NA	11030	Accuracy of captions	Customer shared feedback regarding captioning. Customer Service Rep. apologized for incidence and thanked customer for the feedback and informed customer their information has been forwarded to the call center director and they will take the appropriate steps with the CA, such as more detailed training on transcription.	4/29/2008	JL
75311	5/22/2008	9:00:00 AM		PA	NA	22030	Captions - stop in middle of call	Customer said that at captionist change, captions did not resumed. Advised this 2-Line CapTel user that she can press the Caption button off and on again and reconnect to a new captionist via line 2, while still maintaining connection with the other party the entire time on line 1. Customer appreciated learning of this option.	5/22/2008	EY
PA										

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

IN REPLY PLEASE
REFER TO OUR FILE

June 29, 2009

M-2009-2111201

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 09-1318
Submission of Pennsylvania 2009 TRS Annual Consumer Complaint Log Summary for the12-month period ending May 31, 2009

Dear Ms. Dortch:

In accordance with 47 CFR § 64.604 (c)(1) and FCC CG Docket No. 03-123, enclosed please find 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, 2009. 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,

James J. McNulty
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

AT&T RELAY SERVICES
PENNSYLVANIA
2009 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2008 through May 31, 2009

6/17/09

	2008							2009					
PENNSYLVANIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	1	0	0	0	0	0	1	0	0	2
TOTAL	0	0	0	1	0	0	0	0	0	1	0	0	2

AT&T RELAY SERVICES
PENNSYLVANIA
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2008 through May 31, 2009
Complaint Summary by Category

6/17/09

	2008							2009					
Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency	0	0	0	0	0	0	0	0	0	0	0	0	0
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbatim	0	0	0	0	0	0	0	0	0	1	0	0	1
Typing Issues	0	0	0	0	0	0	0	0	0	0	0	0	0
In Call Replacement	0	0	0	1	0	0	0	0	0	0	0	0	1
Answer Performance	0	0	0	0	0	0	0	0	0	0	0	0	0
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	1	0	0	0	0	0	1	0	0	2

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2008 – MAY 2009

June 2008 – Nothing to report

July 2008 – Nothing to report

August 2008 – Nothing to report

September 2008

TTY September 22, 2008
The customer complained about relief CA procedures.
Category: Methods Related
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience. Explained that the customer can request upfront that the CA stay with the call until it is completed.
Contact Closed: September 22, 2008
FCC: In Call Replacement

October 2008 – Nothing to report

November 2008 – Nothing to report

December 2008 – Nothing to report

January 2009 – Nothing to report

February 2009 – Nothing to report

March 2009

TTY March 12, 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: March 12, 2009
FCC: Verbatim

April 2009 – Nothing to report

May 2009 – Nothing to report

PENNSYLVANIA RELAY SERVICE
June 2008 through May 2009 Traffic Report

PERFORMANCE DATA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	YTD
Calls													
TTY	50,313	49,814	46,300	47,994	48,096	44,191	48,520	45,782	38,757	42,260	40,767	40,900	543,694
VOICE	19,179	19,260	18,545	17,875	18,901	16,681	18,123	18,102	15,426	17,009	16,681	17,166	212,948
Sequence (not incl. in total)	9,934	9,664	9,141	9,458	9,808	8,972	9,819	9,351	7,719	8,388	7,501	7,581	107,336
TOTAL CALLS	69,492	69,074	64,845	65,869	66,997	60,872	66,643	63,884	54,183	59,269	57,448	58,066	756,642
Call Analysis													
% TTY	72%	72%	71%	73%	72%	73%	73%	72%	72%	72%	71%	70%	72%
% VOICE	28%	28%	29%	27%	28%	27%	27%	28%	28%	29%	29%	30%	28%
% Sequence	14%	14%	14%	14%	15%	15%	15%	15%	14%	14%	13%	13%	14%
Call Types													
VCO	20,069	19,184	18,663	18,449	19,867	18,130	20,391	19,668	16,468	18,411	16,866	16,857	223,023
HCO	234	243	154	186	226	169	242	223	122	182	222	242	2,445
Calls Handled													
Intrastate	63,939	63,587	59,586	60,707	61,992	56,203	61,815	59,029	50,110	54,834	52,936	53,626	698,364
Interstate	5,494	5,447	5,210	5,051	4,793	4,517	4,618	4,736	3,968	4,141	4,098	4,206	56,279
International	59	40	49	111	212	152	210	119	105	294	414	234	1,999
TOTAL CALLS	69,492	69,074	64,845	65,869	66,997	60,872	66,643	63,884	54,183	59,269	57,448	58,066	756,642
Minutes													
Intrastate (Billed)	240,289	234,734	226,105	225,968	230,223	213,123	232,746	229,107	192,467	207,335	195,882	190,920	2,618,898
Interstate	51,170	53,016	50,845	45,394	45,440	42,722	44,008	45,502	37,198	39,710	37,853	37,174	530,032
International	254	220	254	475	760	680	823	557	485	1,474	2,254	1,462	9,697
TOTAL MINUTES	291,713	287,969	277,203	271,838	276,423	256,526	277,577	275,165	230,150	248,519	235,988	229,555	3,158,626
**** Turbo Code Calls**													
Intrastate	17,138	16,658	15,175	16,012	17,177	15,003	16,098	15,000	12,443	13,305	12,639	13,101	179,749
Interstate	2,262	2,003	2,008	1,958	1,955	1,688	1,937	1,930	1,434	1,525	1,604	1,670	21,974
International	59	38	36	99	210	148	207	117	95	288	395	219	1,911
TOTAL	19,459	18,699	17,219	18,069	19,342	16,839	18,242	17,047	13,972	15,118	14,638	14,990	203,634
****Turbo Code Minutes**													
Intrastate	85,593	82,065	78,550	81,359	85,305	76,992	81,240	77,676	64,546	68,284	65,827	65,479	912,916
Interstate	21,496	19,267	19,696	18,613	18,073	17,313	18,130	18,905	14,001	14,382	14,202	14,272	208,349
International	254	220	206	431	751	656	812	530	436	1,459	2,155	1,370	9,278
TOTAL	107,343	101,552	98,451	100,404	104,128	94,961	100,182	97,110	78,983	84,124	82,184	81,121	1,130,544
***** 711 Calls**													
TTY Calls	29,916	29,581	27,755	28,489	27,872	25,243	27,818	25,905	22,873	25,093	24,834	25,160	320,539
VOICE Calls	12,126	12,314	11,752	11,546	12,162	10,872	11,829	11,551	9,990	10,701	10,339	10,934	136,116
TOTAL	42,042	41,895	39,507	40,035	40,034	36,115	39,647	37,456	32,863	35,794	35,173	36,094	456,655

** Turbo Code Calls and Minutes are included in the Intrastate, Interstate, and International Totals listed above.
*** 711 Calls are included in all other categories.

PENNSYLVANIA RELAY SERVICE
June 2008 through May 2009 Traffic Report

AT&T PROPRIETARY - Use Pursuant to Company Instructions

PERFORMANCE DATA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	YTD
Answer Performance													
Avg. Spd. Ans. (Sec)	2.47	2.59	2.82	2.46	1.68	1.65	1.94	2.79	2.06	3.07	1.73	1.02	2.19
% Calls Ans. In 10 Sec.	95%	94%	94%	95%	96%	96%	96%	94%	96%	94%	96%	98%	95%
% Calls Ans. In 60 Sec.	99%	99%	99%	99%	99%	99%	99%	99%	99%	98%	99%	100%	99%
CA Performance													
Avg. Work Time (AWT)	4.56	4.56	4.69	4.50	4.53	4.57	4.50	4.70	4.68	4.61	4.51	4.38	4.57
Avg. Talk Time (Min)	4.91	4.89	5.00	4.84	4.84	5.01	4.95	5.13	5.04	5.02	5.05	4.84	4.96
Speech to Speech Calls													
Intrastate	673	641	597	646	749	616	757	536	483	466	663	779	7,606
Interstate	1,908	394	373	328	223	340	371	249	131	166	258	367	5,108
International	0	0	0	2	0	1	0	0	0	0	0	0	3
TOTAL STS CALLS	2,581	1,035	970	976	972	957	1,128	785	614	632	921	1,146	12,717
Speech to Speech Mins													
Intrastate (Billed)	2,262	2,679	2,851	2,611	2,662	2,526	3,195	2,268	2,025	1,616	2,548	3,063	30,306
Interstate	4,039	2,669	2,526	1,663	986	1,410	1,848	1,549	901	1,475	1,569	1,862	22,497
International	0	0	0	9	0	6	0	0	0	0	0	0	15
TOTAL STS MINUTES	6,302	5,348	5,377	4,282	3,648	3,942	5,043	3,817	2,927	3,091	4,117	4,925	52,818

HAMILTON TELECOMMUNICATIONS

1001 Twelfth Street • Aurora, Nebraska 68818
voice 402.694.5101 • TTY 800.821.1834
toll free 800.821.1831 • fax 402.694.2848

e-mail: info@hamiltontel.com
web site: www.hamiltontel.com

June 17, 2009

James J. McNulty, 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, 2008 through May 31, 2009
PA PUC Docket No. #M – 2009 - 2111201
FCC CG DOCKET NO. 03-123 and FCC DA NO. 09-1318

Dear Mr. McNulty,

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 the past, we have also included the DA number of the Public Notice (DA 09-1318). The filing is due July 1st.

Also attached is the Public Notice which contains instructions for electronic and paper filings.

In addition, the Public Notice contains 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 2008, Hamilton is again planning to compile this information for you and will submit to the FCC under protective seal as a confidential filing.

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

Thanks,
Beth Slough Beth Slough by AC
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
ejeschke@state.pa.us
FAX (717) 787-4750

Enclosures

85522	8/22/2008	3:45:00 PM		PA	NA	22090	Disconnect/Reconnect during calls	Mailed letter to customer explaining the difference between a CapTel and a traditional phone. Letter explained to customer why disconnection/reconnection might be occurring and included tips to reduce their occurrence.	8/22/2008	EY
91783	10/23/2008	4:40:00 PM		PA	NA	22090	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.	10/23/2008	MF
95226	11/21/2008	12:40:00 PM		PA	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 researched and shared with Call Center management for follow up with the CA by the CA's supervisor.	11/21/2008	TJ
97503	12/12/2008	9:10:00 AM		PA	NA	22030	Captions - stop in middle of call	Investigated incidence. Identified a trouble ticket was logged by the captionist. A prompt to re-dial the call was sent to customer while on the call. CS rep confirmed findings and apologized to customer for this incidence.	12/12/2008	ST
97540	12/12/2008	9:35:00 AM		PA	NA	22090	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.	12/12/2008	DF

101594	1/20/2009	1:05:00 PM		PA	NA	22990	Technical - General	Telephone carrier made adjustment in the way this call processed through their network, in order to allow successful captioned calls to the consumer's telephone number. Issue resolved.	1/20/2009	JL
102114	1/23/2009	4:00:00 PM		PA	NA	11030	Accuracy of captions	Customer shared general feedback with no specifics regarding caption accuracy and delay of captions during a few of their recent captioned calls. CS Rep thanked customer for the feedback and suggested customer document the date, time, CA # so that we can take specific follow up steps for any future problematic calls.	1/23/2009	JS
103874	2/4/2009	8:00:00 AM		PA	NA	11030	Accuracy of captions	Customer shared feedback regarding accuracy of captions on recent calls. CS Rep apologized for incidence and thanked customer for bringing their experience to our attention. Customer did not have any specific incidence to report, just a general comment that captions did not appear to be as accurate as usual on recent calls. 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.	2/4/2009	JS
104485	2/11/2009	1:00:00 PM		PA	NA	22090	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.	2/11/2009	JL
105187	2/17/2009	10:50:00 AM		PA	NA	11010	Answering machine message retrieval	Customer shared feedback regarding accuracy of captions of an isolated incidence when retrieving answering machine message. Apologized to customer for this incidence and gave customer tips to help maximize success of answering machine message retrieval.	2/17/2009	MF
107904	3/9/2009	8:00:00 PM		PA	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.	3/9/2009	JR

110456	3/26/2009	1:00:00 PM		PA	NA	22990	Technical - General	Customer shared feedback regarding absence 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, who determined that technical issue at CA workstation caused captions to not be provided.	3/26/2009	JG
110510	3/26/2009	2:40:00 PM		PA	NA	22990	Technical - General	At 12:40 PM CST, a major network supplier CapTel relies on experienced difficulties that impacted some CapTel calls. At 3:15 PM CST CapTel's supplier re-established its link allowing all calls to be routed and processed normally. Daily service level was met as only some calls were affected. Customer confirmed ability to make their call.	3/27/2009	JR
110831	3/30/2009	12:40:00 PM		PA	NA	22990	Technical - General	As an interim solution, the customer got a different toll free number from the Calling Card company that remedied the immediate concern, since the first number was routed through an incompatible VOIP network. Tech support then made an adjustment to the original toll-free number routing in the system to allow the customer to successfully complete a captioned call with that number as well. Issue resolved.	4/6/2009	MF
113403	4/15/2009	8:15:00 AM		PA	NA	22990	Technical - General	Carrier adjusted the call routing for a specific telephone number to allow the CapTel user to dial the number through the captioning service without difficulty. Issue resolved.	4/15/2009	ST
113639	4/16/2009	8:00:00 AM		PA	NA	22090	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.	4/16/2009	TJ
114449	4/20/2009	9:05:00 AM		PA	NA	50990	Billing - General	Discussed billing with caller and took appropriate action.	4/20/2009	MF

114830	4/22/2009	1:05:00 PM		PA	NA	11030	Accuracy of captions	Customer shared general feedback regarding accuracy of captions. Customer was asked for any specific detail that would help CS follow up with the Call Center personnel. CS Rep educated consumer on how text is generated using voice recognition rather than typing and that corrections will appear in < > brackets after a word error. Customer expressed satisfaction with customer support details shared.	4/22/2009	MF
118253	5/11/2009	4:45:00 PM		PA	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. Feedback as received was passed on to Call Center Management. 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.	5/11/2009	MF
119773	5/19/2009	2:00:00 PM		PA	NA	11010	Answering machine message retrieval	Customer provided call information for an isolated incidence where captions did not display when trying to have their answering machine messages captioned. CSR sent information to Captioning Center Management, who then followed up on the matter. Informed customer of this follow up.	5/19/2009	MF
PA										

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 the12-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,

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	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
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	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
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

ATT PA 2010 FCC Complaints Log.xlsx

Page 1 of 1

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

PA-FCC2010.docx 6/17/2010

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

PA-FCC2010.docx 6/17/2010

Pennsylvania CTRS 2010 FCC Complaint Report
6/1/09 to 5/31/10

Captel--Complaints

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 inquired if requested CapTel information had been mailed.

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

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

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

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

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 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.

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.

PA PUC Docket No. M-2010-2182387

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
129592	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
130683	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	33060	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.	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

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
141935	9/15/2009	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.	9/15/2009 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 sta 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	9/24/2009	11:00:00 AM		Product	NA	33080	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 i having difficulties making outgoing calls. Daughter wanted to d 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	11:15:00 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
153904	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 t 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
158118	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 i 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

PA PUC Docket No. M-2010-2182387

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
167468	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

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 12TH 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 the12-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.

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

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

PA-FCC2011.docx 6/19/2011

PENNSYLVANIA RELAY SERVICES

2011 FCC ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2010 through May 31, 2011

June 19, 2011	2010							2011					
Pennsylvania	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE													0
TTY	1	1											2
TOTAL	1	1	0	0	0	0	0	0	0	0	0	0	2

Pennsylvania Complaint Summary by Category

June 19, 2011	2010							2011					
CATEGORY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency		1											1
Confidentiality													0
Verbatim	1												1
Typing Issues													0
In Call Replacement													0
Answer Performance													0
Gender Accommodation													0
Total	1	1	0	0	0	0	0	0	0	0	0	0	2

HAMILTON TELECOMMUNICATIONS

1001 Twelfth Street • Aurora, Nebraska 68818
voice 402.694.5101 • TTY 800.821.1834
toll free 800.821.1831 • fax 402.694.2848

e-mail: info@hamiltontel.com
web site: www.hamiltontel.com

June 16, 2011

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, 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

Beth Slough
National TRS Contract Manager
Hamilton Relay
1001 12th Street
Aurora, NE 68818
402.694.5101 Voice/TTY
402.694.5037 Fax

RECEIVED
JUN 16 2011
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
FAX (717) 787-4750

Enclosures

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
229803	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

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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.	2/3/2011 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 11:35:00 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.	2/3/2011 9:50:00 AM	within 24 hours	AG

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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

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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

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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

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

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 12-955
Submission of Pennsylvania's 2012 TRS Annual Consumer Complaint Log Summary for the12-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

HAMILTON TELECOMMUNICATIONS

1001 Twelfth Street • Aurora, Nebraska 68818
voice 402.694.5101 • TTY 800.821.1834
toll free 800.821.1831 • fax 402.694.2848

e-mail: info@hamiltontel.com
web site: www.hamiltontel.com

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~~ M-2012-2281409
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 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
FAX (717) 787-4750

Enclosures

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

T: 631.424.4330
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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 Feeney

Teresa Feeney
Area Manager CIS
AT&T Relay Services

USA Proud Sponsor of the U.S. Olympic Team

PENNSYLVANIA RELAY SERVICES

2011 - 2012 ANNUAL SUMMARY OF CONSUMER COMPLAINTS

June 1, 2011 through May 31, 2012

Complaint Summary by Category

6/11/2012

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

Complaint Summary by Month

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

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JUN 14 2012

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SECRETARY'S BUREAU

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.