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June 27, 2013

VIA ECFS

Marlene H. Dortch, Secretary
Federal Communications Commission
9300 East Hampton Drive
Capitol Heights, MD 20743

*RE: In the Matter of Telecommunications Relay Services and Speech-to-Speech
Services for Individuals with Hearing and Speech Disabilities,
CG Docket No. 03-123 – Annual Complaint Summary*

Dear Ms. Dortch:

In compliance with 47 C.F.R. § 64.604(c)(1)(ii), Hancock, Jahn, Lee & Puckett, LLC d/b/a Communication Access Ability Group (“CAAG”) files the attached Annual Summary of Consumer Complaints, covering the time period from June 1, 2012, through May 31, 2013. The attached summary includes information about the number of complaints CAAG has received alleging a violation of the federal telecommunications relay service mandatory minimum standards, the date of each complaint, the nature of each complaint, the date of resolution, and an explanation of the resolution. As required by 47 C.F.R. § 64.604(c)(1)(i), CAAG maintains complete logs of all complaints it receives.

Any questions regarding the Annual Summary of Consumer Complaints may be directed to the undersigned or to Everett Puckett at 713.807.1176 or e.puckett@caag4.com.

Sincerely,

Kathleen M. LaValle

Attachment

cc: Gregory Hlibok

CAAG's Annual Summary of Consumer Complaints

Date	Complaint	Report Type	Date of Resolution	Resolution
9/24/2012	Customer is not confident in VI skill level. Wants to be able to select VI	Complaint- Video Interpreter	10/8/2012	Follow up between VRS Mgr and VI to reinforce quality expectations; ongoing training programs
9/28/2012	Customer wants VI to voice word for word	Complaint- Video Interpreter	10/8/2012	Follow up between VRS Mgr and VI to reinforce quality expectations; ongoing training programs
11/19/2012	Customer is not pleased with VI skill level	Complaint- Video Interpreter	11/23/2012	Follow up between VRS Mgr and VIs to reinforce quality expectations; ongoing training programs
5/13/2013	Customer stated VI did not properly convey his message and intent	Complaint- Video Interpreter	5/17/2013	Follow up between VRS Mgr and VI to reinforce quality expectations; ongoing training programs