



# Dora

Department of Regulatory Agencies

**Public Utilities Commission**  
Joshua B. Epel, Chairman  
James K. Tarpey, Commissioner  
Pamela J. Patton, Commissioner  
Doug Dean, Director

Received & Inspected  
JUL 02 2013  
FCC Mail Room

John W. Hickenlooper  
Governor  
Barbara J. Kelley  
Executive Director

June 19, 2013

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12<sup>th</sup> Street, SW  
Washington DC 20554

Dana Wilson  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Disability Rights Office  
445 12<sup>th</sup> Street, SW  
Washington DC 20554

**RE: CG Docket No. 03-123**

**Colorado TRS, Cap Tel and Speech to Speech Services for Individuals with Hearing and Speech Disabilities: Consumer Complaint Log Summaries for June 1, 2012 through May 31, 2013**

Dear Ms. Dortch and Ms. Wilson,

As you know, State and Telecommunications Relay Services (TRS) providers must submit annual consumer complaint log summaries to the Federal Communications Commission on or before July 1<sup>st</sup>.

Attached, for the State of Colorado, is one original and one copy of the annual complaint log summary for June 1, 2012 through May 31, 2013.

Under separate cover, a copy is provided for Ms. Wilson.

If I can be of further assistance to you, please do not hesitate to contact me via TDD 303.894.2512 or email at [Joe.Benedetto@State.Co.Us](mailto:Joe.Benedetto@State.Co.Us).

Sincerely,

Joe Benedetto  
State Relay Administrator  
Colorado Public Utilities Commission

Attachments:

- Ms. Dortch: One Original and One Copy: Log Summary, June 1, 2012 – May 31, 2013
- Ms. Wilson: One Copy: Log Summary, June 1, 2012 – May 31, 2013

No. of Copies rec'd 0+1  
List ABCDE



**June 2012 - Nothing to report.**

**July 2012**

**TTY 2012, July 7**

The customer reported difficulty reaching 711.

**Category:** Other (Misc)

**Escalation:** Received by the National Customer Care Center and handled by the same.

**Resolution:** Apologized and advised we would forward this issue to the technical team.

**Contact Closed:** 2012, July 7

**FCC:** Answer Performance

**August 2012 - Nothing to report.**

**September 2012 - Nothing to report.**

**October 2012 -Nothing to report.**

**November 2012-Nothing to report.**

**December 2012 - Nothing to report.**

**January 2013 - Nothing to report.**

**February 2013 - Nothing to report.**

**March 2013 - Nothing to report.**

**April 2013 - Nothing to report.**

**May 2013 - Nothing to report.**

**COLORADO RELAY SERVICES**  
**2012 - 2013 ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
 June 1, 2012 through May 31, 2013



	2012							2013					
Colorado	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	0	0	0	1
<b>TOTAL</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>									

**Colorado**  
**Complaint Summary by Category**

	2012							2013					
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
Transparency													0
Confidentiality													0
Verbatim													0
Typing Issues													0
In Call Replacement													0
Answer Performance		1											1
Gender Accommodation													0
<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>									

**COPY**

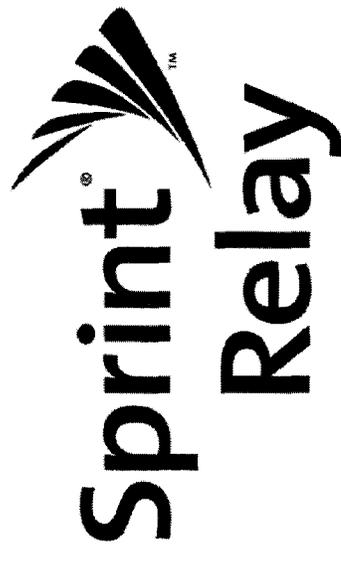
**COLORADO RELAY SERVICES  
2012 - 2013 ANNUAL SUMMARY OF CONSUMER COMPLAINTS  
June 1, 2012 through May 31, 2013**



	2012							2013					
Colorado	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	0	0	0	1
<b>TOTAL</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>									

**Colorado  
Complaint Summary by Category**

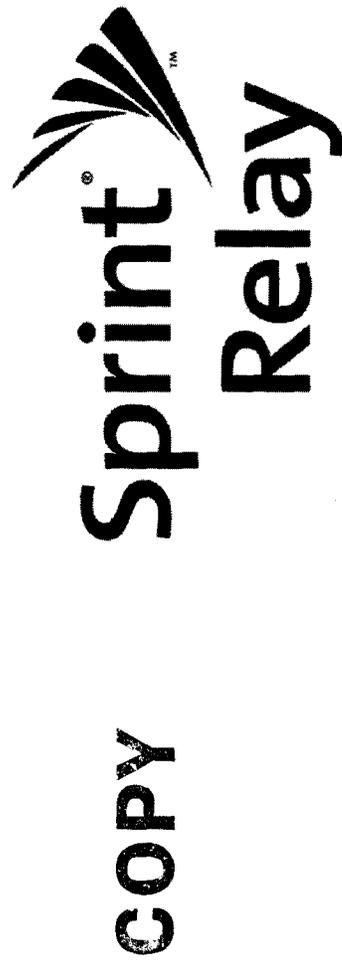
	2012							2013					
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
Transparency													0
Confidentiality													0
Verbatim													0
Typing Issues													0
In Call Replacement													0
Answer Performance		1											1
Gender Accommodation													0
<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>									



# **Colorado FCC Complaint Log 2012-2013**

**Complaint Tracking for CO (June 2012 - May 2013). Total Customer Contacts: 1**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/15/12	The customer reported being unable to place a captioned call to an 800 number.	06/15/12	Technical Support made adjustment so that a CapTel user can successfully make captioned calls to regional 800 numbers.



**Colorado FCC Complaint Log  
2012-2013**

Complaint Tracking for CO (June 2012 - May 2013). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/15/12	The customer reported being unable to place a captioned call to an 800 number.	06/15/12	Technical Support made adjustment so that a CapTel user can successfully make captioned calls to regional 800 numbers.

COPY

**Colorado CapTel Relay Service  
2012-2013 FCC Consumer Complaints Summary Log**

---



**June 2012 - Nothing to report.**

**July 2012 - Nothing to report.**

**August 2012 - Nothing to report.**

**September 2012 - Nothing to report.**

**October 2012 - Nothing to report.**

**November 2012 - Nothing to report.**

**December 2012 - Nothing to report.**

**January 2013 - Nothing to report.**

**February 2013 - Nothing to report.**

**March 2013 - Nothing to report.**

**April 2013 - Nothing to report.**

**May 2013 - Nothing to report.**

**COPY**

**Colorado CapTel Relay Service  
2012-2013 FCC Consumer Complaints Summary Log**

---



**June 2012 - Nothing to report.**

**July 2012 - Nothing to report.**

**August 2012 - Nothing to report.**

**September 2012 - Nothing to report.**

**October 2012 - Nothing to report.**

**November 2012 - Nothing to report.**

**December 2012 - Nothing to report.**

**January 2013 - Nothing to report.**

**February 2013 - Nothing to report.**

**March 2013 - Nothing to report.**

**April 2013 - Nothing to report.**

**May 2013 - Nothing to report.**

**Colorado CapTel Relay Service**  
**2012 - 2013 ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
 June 1, 2012 through May 31, 2013



	2012							2013					
Colorado CapTel Relay	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	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>												

**Colorado CapTel Relay Service**  
**Complaint Summary by Category**

	2012							2013					
Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
Transparency													0
Confidentiality													0
Verbatim													0
Typing Issues													0
In Call Replacement													0
Answer Performance													0
Gender Accommodation													0
<b>Total</b>	<b>0</b>												

**COPY**

**Colorado CapTel Relay Service**  
**2012 - 2013 ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2012 through May 31, 2013



	2012							2013					
Colorado CapTel Relay	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	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

**Colorado CapTel Relay Service**  
**Complaint Summary by Category**

	2012							2013					
Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
Transparency													0
Confidentiality													0
Verbatim													0
Typing Issues													0
In Call Replacement													0
Answer Performance													0
Gender Accommodation													0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0



**June 2012 - Nothing to report.**

**July 2012**

**TTY 2012, July 7**

The customer reported difficulty reaching 711.

**Category:** Other (Misc)

**Escalation:** Received by the National Customer Care Center and handled by the same.

**Resolution:** Apologized and advised we would forward this issue to the technical team.

**Contact Closed:** 2012, July 7

**FCC:** Answer Performance

**August 2012 - Nothing to report.**

**September 2012 - Nothing to report.**

**October 2012 -Nothing to report.**

**November 2012-Nothing to report.**

**December 2012 - Nothing to report.**

**January 2013 - Nothing to report.**

**February 2013 - Nothing to report.**

**March 2013 - Nothing to report.**

**April 2013 - Nothing to report.**

**May 2013 - Nothing to report.**