



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

IN REPLY PLEASE
REFER TO OUR FILE
M-2013-23422429
M-00900239

June 24, 2013

Received & Inspected

JUL 09 2013

FCC Mail Room

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 13-1402
Submission of Pennsylvania's 2013 TRS Annual Consumer Complaint Log
Summary for the 12-month period ending May 31, 2013

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, 2013. 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
Dana Wilson, (electronic copy from TUS staff)

Enclosures Original and 4 copies

No. of Copies rec'd 0+2
List ABCDE

June 11, 2013

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, 2012 through May 31, 2013
PA PUC Docket No. # M-2013-2342242
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 2012, the filing was due July 2nd.

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 2012, 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 six 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, 2012 through May 31, 2013.

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

cc: Eric Van Jeschke, Analyst
Pennsylvania Public Utility Commission
Bureau of Fixed Utility Services
Telecommunications Group
P.O. Box 3265
Harrisburg, PA 17105-3265
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ejeschke@state.pa.us
FAX (717) 787-4750

Enclosures

**PA PUC Docket No. # M-2013-2342242
FCC Docket No. 03-123**

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Completed	Rep. Initials
351107	8/20/2012 7:34 PM	CapTel	Service	N/A	Customer reported seeing "Him" repeated on their CapTel screen.	CSR discovered the Captioning Assistant was experiencing technical difficulties on this particular call, causing incorrect captions to appear. CSR apologized for the incident and thanked customer for the information.	8/20/2012 8:17 PM	Within 24 Hours	ML
364193	10/22/2012 03:21PM	CapTel	Service	N/A	Customer reported inaccurate captions on a call and provided call detail.	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.	11/06/2012 11:02AM	Over 48 hours	AK
366330	11/01/2012 07:56AM	Phone	Billing	N/A	Customer reported that they received a bill from the state default carrier.	Further investigation revealed that the customer had the incorrect PIC code. CSR discussed billing and took appropriate action.	11/04/2012 10:15AM	Over 48 hours	TJ
376689	12/19/2012 12:54PM	Phone	Billing	N/A	Customer inquired if they are charged for the time before captions connect by their phone company.	CSR explained that calls are billed according to their current telephone plan.	12/19/2012 12:56PM	Within 24 Hours	JRA
391602	02/25/2013 11:11AM	CapTel	Service	N/A	Customer reported during a call she saw a CA change occur but did not have captions after the second CA took over the call.	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up. Call Center management confirmed technical difficulties at the captionist's work station that prevented captioning of the second portion of the customer's call.	02/25/2013 03:09PM	Within 24 Hours	AK
412863	05/20/2013 05:55PM	Mail	Service	N/A	Customer shared feedback regarding accuracy of captions and provided specific examples.	CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR sent a letter asking if customer had the time and date of calls or CA number. Customer replied that they did not have this extra detail and wished no further follow up or contact on the matter.	06/04/2013 06:00PM	Over 48 hours	JA

PENNSYLVANIA RELAY SERVICE
2012-13 FCC Annual Consumer Summary Log



June 2012 - Nothing to report.

July 2012 - Nothing to report.

August 2012 - Nothing to report.

September 2012 - Nothing to report.

October 2012 - TTY 2012, October 3

The customer complained that the CA typed too slow.

Category: Typing Skill/Speed

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: 2012, October 3

FCC: Typing Issue

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.

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



	2012							2013					
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	0	1	0	0	0	0	0	0	0	1
TOTAL	0	0	0	0	1	0	0	0	0	0	0	0	1

Pennsylvania
 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					1								1
In Call Replacement													0
Answer Performance													0
Gender Accommodation													0
Total	0	0	0	0	1	0	0	0	0	0	0	0	1