



Dora
Department of Regulatory Agencies

Public Utilities Commission

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John W. Hickenlooper
Governor

Barbara J. Kelley
Executive Director

June 12, 2014

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

Kris Monteith, Acting Bureau Chief
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th 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, 2013 through May 31, 2014

Dear Ms. Dortch and Ms. Monteith,

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 1st.

Attached, from the State of Colorado, is one original and one copy of the annual complaint log summary for June 1, 2013 through May 31, 2014.

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

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.

Sincerely,

Joe Benedetto
State Relay Administrator
Colorado Public Utilities Commission

Attachments:

Ms. Dortch: One Original and One Copy: Log Summary, June 1, 2013 – May 31, 2014
Ms. Monteith: One Copy: Log Summary, June 1, 2013 – May 31, 2014

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COLORADO RELAY SERVICES
2013 - 2014 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
 June 1, 2013 through May 31, 2014



	2013							2014					
Colorado	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	1	0	0	0	0	0	0	0	0	0	0	1
TTY	0	1	1	0	0	0	0	0	1	0	1	0	4
TOTAL	0	2	1	0	0	0	0	0	1	0	1	0	5

Colorado
Complaint Summary by Category

	2013							2014					
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
Transparency		1							1		1		3
Confidentiality													0
Verbatim													0
Typing Issues		1											1
In Call Replacement													0
Answer Performance			1										1
Gender Accommodation													0
Total	0	2	1	0	0	0	0	0	1	0	1	0	5

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June 2013

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Nothing to report.

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July 2013

Voice 2013, July 10

The caller complained that the CA was not transparent during call.

Category: Attitude and Manner

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

Resolution: Apologized for any inconvenience. Caller did not have CA number. Call trace inclusive.

Contact Closed: 2013, July 10

FCC: Transparency

TTY 2013, July 10

The customer complained that the CA had too many typing errors; did not provide his/her ID and did not keep him/her informed of call progress.

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: 2013, July 10

FCC: Typing Issue

August 2013

TTY 2013, August 26

The customer complained that he/she experienced delays in reaching a CA.

Category: Answer/Wait Time

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: 2013, August 26

FCC: Answer Performance

September 2013

Nothing to report.

October 2013



Nothing to report.

November 2013

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Nothing to report.

December 2013

FCC Mail Room

Nothing to report.

January 2014

Nothing to report.

February 2014

TTY 2014, February 25

The customer complained that the CA did not keep him/her informed of the progress of his/her call.

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: 2014, February 25

FCC: Transparency

March 2014

Nothing to report.

April 2014

TTY 2014, April 3

The customer complained the CA did not follow instructions.

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: 2014, April 3

FCC: Transparency

May 2014

Nothing to report.

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COLORADO CAPTEL RELAY SERVICES
2013 - 2014 ANNUAL SUMMARY OF CONSUMER COMPLAINTS - CapTel
 June 1, 2012 through May 31, 2013



	2013						2014						
Colorado	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
CapTel	0	0	0	0	0	0	0	0	0	1	0	0	1

Florida
Complaint Summary by Category

	2013						2014						
Complaint 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	0	0	0	0
Typing Issues	0	0	0	0	0	0	0	0	0	1	0	0	1
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	0	0	0	0	0	0
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	1	0	0	1								

COLORADO CapTel RELAY SERVICE
2012-13 FCC Annual Consumer Summary Log



CapTel

Received & Inspected

June 2013

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Nothing to report.

FCC Mail Room

July 2013

Nothing to report.

August 2013

Nothing to report.

September 2013

Nothing to report

October 2013

Nothing to report

November 2013

Nothing to report

December 2013

Nothing to report.

January 2014

Nothing to report

February 2014

Nothing to report



Received & Inspected

March 2014

JUN 18 2014

CapTel 2014, March 6

The customer reported a lag in captions behind spoken words on some calls.

FCC Mail Room

Category: Typing Issues

Resolution: Apologized and CA investigated calls with a lag time. Captionist's supervisors increased monitoring frequency.

Contact Closed: 2014, April 1

FCC: Typing Issues

April 2014

Nothing to report

May 2014

Nothing to report.

Received & Inspected
 JUN 18 2014
 FCC Mail Room

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TOTAL	0	2	1	0	0	0	0	0	1	0	1	0	5

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Verbatim													0
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Answer Performance			1										1
Gender Accommodation													0
Total	0	2	1	0	0	0	0	0	1	0	1	0	5

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JUN 18 2014

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FCC Mail Room

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Nothing to report.

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FCC: Transparency

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TTY 2014, April 3

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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: 2014, April 3

FCC: Transparency

May 2014

Nothing to report.

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 FCC Mail Room

COLORADO CAPTEL RELAY SERVICES
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	2013						2014						
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CapTel	0	0	0	0	0	0	0	0	0	1	0	0	1

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	2013						2014						
Complaint 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	0	0	0	0
Typing Issues	0	0	0	0	0	0	0	0	0	1	0	0	1
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	0	0	0	0	0	0
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	1	0	0	1								

COLORADO CapTel RELAY SERVICE
2012-13 FCC Annual Consumer Summary Log



CapTel

Received & Inspected

June 2013

JUN 18 2014

Nothing to report.

FCC Mail Room

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Nothing to report.

August 2013

Nothing to report.

September 2013

Nothing to report

October 2013

Nothing to report

November 2013

Nothing to report

December 2013

Nothing to report.

January 2014

Nothing to report

February 2014

Nothing to report

COLORADO CapTel RELAY SERVICE
2012-13 FCC Annual Consumer Summary Log



Received & Inspected

March 2014

CapTel 2014, March 6

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JUN 18 2014

FCC Mail Room

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Nothing to report

May 2014

Nothing to report.