



State of Wyoming
Department of Workforce Services
DIVISION OF VOCATIONAL REHABILITATION



Matthew H. Mead
Governor

851 Werner Court, Ste. 120 ▪ Casper, WY 82601
800.452.1408 or 307.577.0539 V/TTY ▪ Fax: 307.472.5601
dws-wyrelay@wyo.gov
www.wyomingworkforce.org

Joan K. Evans
Director
Lisa M. Osvold
Deputy Director

CG Docket No. 03-123
DA 14-831
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Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

Reference: Annual Consumer Complaint Log Summary from June 1, 2013, to May 31, 2014

Ladies and Gentlemen:

Pursuant to the Federal Communications Commission's rules, 47 C.F.R. §64.604(c)(1)(ii), the State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation, Telecommunications Relay Service submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2014.

The enclosed consumer complaint log from the State of Wyoming Telecommunications Relay Service includes all complaints about the Telecommunications Relay Service in the State, whether filed with the TRS provider (Sprint Communications Company, L.P.) or with the State. This log includes the date the complaint was filed, the nature of the complaint, the date of the resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, the monthly totals, the number of complaints by category, and the percentage that each category of complaint within "Service, Technical, and Miscellaneous Complaints" is of the total complaints. The aforementioned complaint log will be retained until the next application for certification is granted.

For the period of June 1, 2013, through May 31, 2014, the TRS provider completed six thousand, eight hundred twenty-four (6,824) traditional TRS outbound calls on behalf of Wyoming Relay. The TRS provider's subcontractor (Captioned Telephone, Inc.) also completed a total of twenty-two thousand, eight hundred ninety-two (22,892) CapTel outbound calls on behalf of Wyoming Relay. A total of zero (0) customer complaints were received.

Wyoming Relay processes any complaint, regardless of whether it originates via email, fax, telephone, regular mail, outreach events, advisory committee meetings, at workstations, etc.

Wyoming's relay provider (Sprint Communications Company, L.P.) is filing the requested interstate call type data (i.e. traditional TRS, speech-to-speech [STS], captioned telephone service [CTS], Internet protocol [IP] CTS, IP Relay, and video relay service [VRS]) under protective seal.



**We Bridge Human and Economic
Development for Wyoming's Future.**



Pursuant to 47 C.F.R. §64.604(c)(2), Wyoming's TRS program submits the following contact information for the receipt of inquiries and complaints from consumers:

Lori Cielinski, TRS Program Consultant
Department of Workforce Services
Division of Vocational Rehabilitation
851 Werner Court, Suite 120
Casper, WY 82601
Voice/TTY: (800) 452-1408
Voice/TTY: (307) 577-0539
Fax: (307) 472-5601
Email: lori.cielinski@wyo.gov or dws-wyrelay@wyo.gov
Internet: www.wyomingrelay.com

The State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation has not made in the last 60 days—nor plans to make in the next 60 days—any substantive changes in their TRS program. The State of Wyoming certifies that Wyoming's Telecommunications Relay Service program has met—and will continue to meet—federal minimum standards.

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,


Lori Cielinski
TRS Program Consultant

Enclosures: Consumer Complaint Log Summary, 12 pages
Wyoming Relay Complaint Tally Sheet, 3 pages

