



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

IN REPLY PLEASE  
 REFER TO OUR FILE  
 M-2014-2399135  
 M-00900239

June 27, 2014

MARLENE H DORTCH  
 OFFICE OF THE SECRETARY  
 FEDERAL COMMUNICATIONS COMMISSION  
 445 12<sup>TH</sup> STREET SW  
 ROOM TW-B204  
 WASHINGTON DC 20554

Received & Inspected

JUN 27 2014

FCC Mail Room

Re: FCC CG Docket No. 03-123  
 DA 14-831  
 Submission of Pennsylvania's TRS Annual Consumer Complaint Log  
 Summary for the 12-month period ending May 31, 2014

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, 2014. AT&T Corp. 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](mailto:ejeschke@pa.gov).

Sincerely,

A handwritten signature in black ink that reads "Rosemary Chiavetta".

Rosemary Chiavetta  
 Secretary

cc: Eric Jeschke, PUC TUS  
 Dana Wilson, FCC (e-mail copy only by TUS staff)

Enclosures Original and 4 copies

No. of Copies rec'd 0  
 List ABCDE



**June 2013**

Nothing to report.

**July 2013**

Nothing to report.

**August 2013**

Nothing to report.

**September 2013**

Nothing to report.

**October 2013**

**TTY 2013, October 18**

The customer complained the CA was rude and interjected impolite comments on the call.

**Category:** Attitude and Manner

**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, October 18

**FCC:** Transparency

**November 2013**

Nothing to report.

**December 2013**

Nothing to report.

**January 2014**

Nothing to report.

**February 2014**

Nothing to report.

**PENNSYLVANIA RELAY SERVICE**  
**2013-14 FCC Annual Consumer Summary Log**

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**March 2014**

Nothing to report.

**April 2014**

Nothing to report.

**May 2014**

Nothing to report.





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web site: www.hamiltontel.com

June 17, 2014

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, 2013 through May 31, 2014  
PA PUC Docket No. # M-2014-2399134  
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 2013, the filing was due July 1<sup>st</sup>.

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 2013, 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 three 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, 2013 through May 31, 2014.

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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Enclosures

Telephone • Long Distance • Internet • Information Systems • Managed Hosting • Relay • Cable TV

PA PUC Docket No. # M-2014-2399134  
 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 Within 24 Hours	Rep. Initials
424855	07/10/2013 10:14AM	CapTel	Service	N/A	Customer reported seeing multiple "him him" on the display screen of the CapTel phone and expressed displeasure with the captioning quality.	CSR provided information and apologized for the experience. Customer expressed displeasure but then noted she wished no further follow up or contact on the matter.	07/10/2013 10:40AM	Hours	LV
489148	02/27/2014 11:05AM	Email	Service	11035	Customer's assistant reported a problem: a conference call where the captions were delayed behind the spoken word.	CSR apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Call information was forwarded to the appropriate call center staff to be shared with the CA's supervisor. CSR also shared tips on captioned conference calling.	03/07/2014 10:51AM	Over 48 hours	MMo
489810	03/07/2014 03:15PM	Email	Service	11115	Co-worker for CapTel user shared feedback regarding delayed captions behind the spoken words during multi-speaker conference calls.	CSR apologized for incidence and thanked customer for the feedback. CSR informed them that the specific call information was shared with appropriate captioning service staff for follow up with the CA. Subsequently, CSR and a technical support representative further educated customer how captioning multiple speakers on a conference call can contribute to delay. Tips were shared such as one person talking at a time, introducing who is talking and pausing in between speakers, to help captioned calls go smoother, informed customer that we are studying ways to improve a captioned conference call experience.	03/28/2014 03:00PM	Over 48 hours	MMo