



PUBLIC NOTICE

Federal Communications Commission
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DA 09-1318
Released: June 12, 2009

REMINDER TO STATES AND INTERSTATE TELECOMMUNICATIONS RELAY SERVICE PROVIDERS THAT THE ANNUAL SUMMARY OF CONSUMER COMPLAINTS IS DUE WEDNESDAY, JULY 1, 2009

REMINDER OF ONGOING OBLIGATION TO REPORT CONTACT INFORMATION AND SUBSTANTIVE CHANGES IN TRS PROGRAMS

CG DOCKET NO. 03-123

The Federal Communications Commission's Consumer & Governmental Affairs Bureau reminds states and interstate telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2009, on or before Wednesday, July 1, 2009.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.¹ State TRS programs are required to log all complaints made to the state agency, as well as those made to the state's TRS provider. Both states and interstate TRS providers must file summaries of these complaint logs with the Commission annually. These summaries are intended to provide an early warning to the Commission of possible service quality problems. This information also allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints, and to spot national trends that may lend themselves to coordinated solutions. Moreover, the information enables states to learn how other states are resolving complaints.²

Complaint log summaries should include information pertaining to complaints received between June 1, 2008, and May 31, 2009. The summaries must include, at a minimum, the total number of interstate relay calls by type of TRS (*i.e.*, traditional TRS, Speech-to-Speech (STS), captioned telephone, Internet Protocol Relay (IP Relay), Video Relay Service(VRS)), the number of complaints alleging a violation of

¹ See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, FCC 00-56, Report and Order and Further Notice of Proposed Rulemaking, 15 FCC Rcd 5140, at 5144-5145, para. 9 (March 6, 2000) (*Improved TRS Order*); 47 C.F.R. §64.604(c)(1) (TRS "mandatory minimum standards" requiring filing of consumer complaint logs).

² *Improved TRS Order*, 15 FCC Rcd at 5190-5191, para. 122.

the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.³

State Complaint Log Summary filings must reference CG Docket No. 03-123. Submissions may be filed using: (1) the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- Electronic Filers: Submissions may be filed electronically using the Internet by accessing the ECFS: <http://www.fcc.gov/cgb/ecfs/>. Filers should follow the instructions provided on the website for submitting comments.
 - For ECFS filers, if multiple docket or rulemaking numbers appear in the caption of this proceeding, filers must transmit one electronic copy of the comments for each docket or rulemaking number referenced in the caption. In completing the transmittal screen, filers should include their full name, U.S. Postal Service mailing address, and the applicable docket or rulemaking number. Parties may also submit an electronic comment by Internet e-mail. To get filing instructions, filers should send an e-mail to ecfs@fcc.gov, and include the following words in the body of the message, "get form." A sample form and directions will be sent in response.
- Paper Filers: Parties who choose to file by paper must file an original and four copies of each filing. If more than one docket or rulemaking number appears in the caption of this proceeding, filers must submit two additional copies for each additional docket or rulemaking number.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

- The Commission's contractor will receive hand-delivered or messenger-delivered paper filings for the Commission's Secretary at 236 Massachusetts Avenue, NE, Suite 110, Washington, DC 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of *before* entering the building.
- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12th Street, SW, Washington DC 20554.

³ See 47 C.F.R. § 64.604(c)(1).

TRS Programs and Interstate TRS Providers Are Reminded of Obligation Regarding Contact Information and Substantive Changes in Their TRS Program

We also remind certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that, pursuant to 47 C.F.R. § 64.604(c)(2), they must submit to the Commission a contact person and/or office for TRS consumer information and complaints about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service. The submission must include the name and address of the state office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, and fax numbers for that office; the email address; and the physical address to which correspondence should be sent.

The Commission must be notified each time there is a change in any of this required information. Any changes in contact information for certified state TRS programs and/or interstate TRS providers should be sent to TRS_POC@fcc.gov.

We also remind certified state TRS programs that, pursuant to 47 C.F.R. § 64.606(f)(1), state TRS programs must notify the Commission of any substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal minimum standards after implementing the substantive change. Similarly, VRS, providers IP Relay service providers, and IP Captioned Telephone service providers certified under 47 C.F.R. § 64.606(f)(2) must also notify the Commission of any substantive changes in their TRS programs, services, and features within 60 days of when such changes occur, and certify that they continue to meet federal minimum standards after implementing the substantive change. **Notices of substantive changes in TRS Programs must reference CG Docket No. 03-123.**

Contact information for certified state TRS programs is posted on the Consumer & Governmental Affairs Bureau's website at: http://www.fcc.gov/cgb/dro/trs_contact_list.html; contact information for interstate TRS providers is posted at: http://www.fcc.gov/cgb/dro/trs_providers.html.

The full text of this document and copies of any subsequently filed complaint log summary and notices of substantive changes in TRS program documents in this matter will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW, Room CY-A257, Washington, D.C. 20554. This document and copies of subsequently filed documents in this matter may also be purchased from the Commission's duplicating contractor at, Portals II, 445 12th Street, SW, Room CY-B402, Washington, D.C. 20554. Customers may contact the duplicating contractor at their web site www.bcpweb.com or call 1-800-378-3160. Filings may also be viewed on the Consumer & Governmental Affairs Bureau's, Disability Rights Office homepage at http://www.fcc.gov/cgb/dro/trs_by_state.html.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an email to fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at 202-418-0530 (voice), 202-418-0432 (TTY). This *Public Notice* can also be downloaded in Word and Portable Document Format (PDF) at <http://www.fcc.gov/cgb/dro/trs.html>.

For further information regarding this *Public Notice*, contact Arlene Alexander, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-0581 (voice), (202) 418-0183 (TTY), or email Arlene.Alexander@fcc.gov.

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