



# PUBLIC NOTICE

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## TRS COMPLAINTS SUMMARIES DUE JULY 1, 2026 AND OTHER TRS REPORTING OBLIGATIONS

### CG DOCKET NO. 03-123

The Consumer and Governmental Affairs Bureau reminds state telecommunications relay services (TRS) programs and TRS providers of (1) their annual obligation to submit summaries of their consumer complaint logs on or before Wednesday, July 1, 2026; (2) their ongoing obligations to file and maintain TRS consumer contact information; and (3) the requirement to notify the Federal Communications Commission (Commission) of any substantive program changes.

#### **Annual Summary of Consumer Complaints**

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate and Internet-based TRS providers to collect and maintain a log of consumer complaints alleging violations of the federal TRS mandatory minimum standards.<sup>1</sup> State TRS programs and interstate TRS providers are required to log all consumer complaints made to the state agency, and those made to the TRS provider. State programs and all TRS providers must file annually with the Commission a summary of the complaint log for the previous year.<sup>2</sup> These summaries are intended to provide an indication to the Commission of possible service quality issues. This information also allows the Commission to determine whether a state or a TRS provider has appropriately addressed consumer complaints, and to spot national trends that may lead to coordinated solutions. Moreover, the information enables states to learn how other states are resolving complaints.<sup>3</sup>

Complaint log summaries shall cover all complaints received from June 1, 2025, through May 31, 2026, and shall include the number of complaints about TRS.<sup>4</sup>

#### **Consumer Contact Information**

Certified state TRS programs and all TRS providers must maintain on file with the Commission the name of a contact person or office for the receipt of inquiries and complaints from consumers.<sup>5</sup>

The Commission must be notified of changes in this required information. Changes in contact information should be sent to [TRS\\_POC@fcc.gov](mailto:TRS_POC@fcc.gov).

Contact information for certified state TRS programs is posted on the Commission's website at: <https://www.fcc.gov/general/trs-state-and-territories>; contact information for Internet-based TRS providers is posted at: <https://www.fcc.gov/general/internet-based-trs-providers>.

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<sup>1</sup> See 47 CFR § 64.604(c)(1)(i); see also *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order and Further Notice of Proposed Rulemaking, 15 FCC Rcd 5140, 5144-45, 5190-91 paras. 9, 120-122 (2000) (*Improved TRS Order*).

<sup>2</sup> 47 CFR § 64.604(c)(1)(ii).

<sup>3</sup> *Improved TRS Order*, 15 FCC Rcd at 5190-91, para. 122.

<sup>4</sup> See 47 CFR § 64.604(c)(2).

<sup>5</sup> 47 CFR § 64.604(c)(2).

### **Notice of Substantive Change in a TRS Program**

Certified state TRS programs and all TRS providers must notify the Commission of any substantive changes in their TRS programs within 60 days after they occur, and must certify that they continue to meet federal TRS mandatory minimum standards after implementing the substantive change.<sup>6</sup>

### **Filing Procedures**

**Complaint Log Summary filings and notices of substantive changes in TRS Programs must reference CG Docket No. 03-123.** Submissions may be filed either by: (1) using the Commission's Electronic Comment Filing System (ECFS), or (2) filing paper copies.

- *Electronic Filers:* Submissions may be filed electronically using the Internet by accessing the ECFS: <https://www.fcc.gov/ecfs/filings>.
- *Paper Filers:* Parties who choose to file by paper must file an original and one copy of each filing.
  - Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by the U.S. Postal Service. All filings must be addressed to the Secretary, Federal Communications Commission.
  - Hand-delivered or messenger-delivered paper filings for the Commission's Secretary are accepted between 8:00 a.m. and 4:00 p.m. by the FCC's mailing contractor at 9050 Junction Drive, Annapolis Junction, MD 20701. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes and boxes must be disposed of before entering the building.
  - Commercial courier deliveries (any deliveries not by the U.S. Postal Service) must be sent to 9050 Junction Drive, Annapolis Junction, MD 20701.
  - Filings sent by U.S. Postal Service First-Class Mail, Priority Mail, and Priority Mail Express must be sent to 45 L Street, NE, Washington, DC 20554.

### **Procedural Matters**

*People with Disabilities.* To request materials in accessible formats for people with disabilities (braille, large print, electronic files, audio format), send an email to [fcc504@fcc.gov](mailto:fcc504@fcc.gov) or call the Consumer and Governmental Affairs Bureau at (202) 418-0530.

*Additional Information.* For further information, please contact Dana Warrick, Disability Rights Office, Consumer and Governmental Affairs Bureau, at (202) 418-2247 (voice) or by email at: [Dana.Warrick@fcc.gov](mailto:Dana.Warrick@fcc.gov).

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<sup>6</sup> 47 CFR § 64.606(f)(1), (2).