Appendix

No. 7.3

Hamilton Contract
August 6, 2007

Dixie Ziegler
Vice President of Relay
Hamilton Telephone Company
1001 12th Street
Aurora, NE 68818

Re: Pennsylvania Captioned Telephone Voice-Carry-Over Relay Service (CTVRS) Contract

Dear Ms. Ziegler,

Enclosed is a copy of the signed Pennsylvania Captioned Telephone Voice-Carry-Over Relay Service (CTVRS) Contract. Thank you for all your assistance and patience as the details were worked out.

I am looking forward to meeting the Hamilton staff as the opportunity presents itself through TRS functions and to working with you and your staff over the duration of the contract period.

If you have any technical questions, please call Eric Jeschke at 717-783-3850 or Missy Knerr at 717-783-6171. Customer Service questions should be directed to Holly Frymoyer at 717-783-1628. Tom Charles at 717-787-9405 is the contact regarding outreach. For any legal questions, please contact me at 717-787-8866.

Sincerely,

Louise Fink Smith

Enc.

cc: (w/out enclosure)
Pete Dalina & Mark Goodwin – Admin
Jaime McClintock – Legal
Kim Barrow – OSA
Eric Jeschke & Missy Knerr – FUS
Lenora Best & Holly Frymoyer – BCS
Tom Charles – Communications
Subject:  Contract 2005-2  
HAMILTON TELEPHONE COMPANY

To:  MIKE SOBOLESKY  
FINANCIAL & ASSESSMENTS CHIEF  
PUBLIC UTILITY COMMISSION

From:  Robert A. Mulle  
Chief Deputy Attorney General  
Legal Review Office, Harrisburg  
Office of Attorney General

The referenced contract(s) has been approved for form and legality pursuant to the Commonwealth Attorneys Act, 71 P.S. Section 732.101 et seq.

No approval or opinion is offered as to the manner of execution if the document was submitted in proposed form. No approval or opinion is offered concerning any document referenced but not submitted or any events or other occurrences giving rise to the contract's creation or submission. Our review does not extend to compliance with the laws of other jurisdictions. To the extent, if any, that such other laws may be applicable to the making or performance of the contract in any respect, the agency may want to consult with counsel in that jurisdiction.
Hamilton Telephone Company, d/b/a Hamilton Telecommunications (Hamilton), has been awarded the Captioned Telephone Voice-Carry-Over Relay Service (CTVRS) contract based upon Hamilton’s Proposal in response to the Pennsylvania Public Utility Commission’s (Commission) Request for Proposal (RFP) #2005-2.

Hamilton agrees to comply with all Terms and Conditions of Hamilton’s Proposal submitted in response to the Commission’s RFP #2005-2, including any amendments, modifications, and/or clarifications to both the RFP and Hamilton’s Proposal, and including the Commonwealth of Pennsylvania’s Standard Terms and Conditions, as documented in writing and incorporated into the RFP by reference.

Hamilton shall provide all CTVRS in accordance with the terms and conditions of the Contract. The Contract is comprised of this document and the following documents, which are incorporated by reference into the Contract and are listed in order of precedence in the event of a conflict between the documents:

A - This document;
B - Hamilton’s Attachment to Transmittal Letter exceptions;
C - Commonwealth Standard Terms and Conditions;
D - Cost Clarification Letter dated June 18, 2007
E - Cost Submittal Best & Final Offer (BAFO) dated October 17, 2006;
F - Hamilton’s Proposal to the RFP;
G - RFP #2005-2, including all of the appendices and clarifications.

Both parties agree and acknowledge that Hamilton took several exceptions to the RFP, which exceptions were listed in the Attachment to Transmittal Letter in Hamilton’s Proposal in response to the RFP. The Pennsylvania Public Utility Commission agrees and acknowledges that those exceptions have been accepted by the Commission as part of Hamilton’s response.

The Contract period will be for a term beginning on August 1, 2007, and ending on June 30, 2010. Hamilton will transition the service from the Interim Provider as soon as practicable after the August 1, 2007 date. The Contract may be extended for two (2) subsequent 1-year periods at the option of the Commission.

Hamilton and the Pennsylvania Public Utility Commission agree to the following pricing schedule:
CapTel Price Per Minute

Hamilton will provide CTVRS Outreach.

Any conflicts arising under the Contract will be resolved in Pennsylvania pursuant to Pennsylvania law.

Intending to be legally bound, each party represents that it has executed the Contract through its authorized representative(s):

Dated: 7-31, 2007 By John Nelson, Vice President
Hamilton Telephone Company d/b/a Hamilton Telecommunications

Dated: 8/1/2007 By Pete B. Dalina
Director of Administrative Services
Pennsylvania Public Utility Commission
Dated: 8-1-07, 2007 By Bohdan R. Pankiw
Chief Counsel
Pennsylvania Public Utility Commission

Dated: August 3, 2007 By

Office of the Attorney General
Commonwealth of Pennsylvania
Appendix

No. 7.4

Hamilton Website
Continue to enjoy your telephone conversations with the added confidence of captioning!

Captioned telephone (CapTel®) service allows you to talk on the phone and listen to the person you are talking with—plus receive captioned text of their conversation so you can make sure that you're hearing their words correctly. CapTel® is especially helpful for people who have understandable speech, but have some degree of hearing loss. CapTel® enables them to stay in touch on the phone without worrying about missing parts of the conversation.

Download the CapTel brochure for your state:
Appendix

No. 8

Complaint Log

Complaint Log 2002-2003 as filed with the FCC
Complaint Log 2003-2004 as filed with the FCC
Complaint Log 2004-2005 as filed with the FCC
Complaint Log 2005-2006 as filed with the FCC
Robert A. Rosenthal  
Director  
Fixed Utility Services  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

RE: State of Pennsylvania

Dear Mr. Rosenthal:

This is to notify you that the Federal Communications Commission (Commission) has received the state of Pennsylvania’s annual consumer complaint log summary for the 12-month period between June 1, 2002 and May 31, 2003.

Questions regarding the complaint log summaries should be directed to Erica Myers at (202) 418-2429, (202) 418-0464 (TTY), Erica.Myers@fcc.gov.

Sincerely,

Thomás Chandler  
Chief, Disability Rights Office  
Consumer & Governmental Affairs Bureau

CC:

CC DOCKET NO. 98-67
Re: Submission of Annual Log Summary of TRS Consumer Complaints

Dear Ms. Dortch,

In accordance with DA 03-1728, released May 19, 2003 at CC Docket No. 98-67 enclosed please find 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, 2003. Also, please find a copy of the complaint log summaries on the enclosed 3.5 inch diskette. AT&T, as the provider for Pennsylvania TRS, has maintained the consumer complaints, and has prepared the enclosed complaint log summaries.

If you have any questions or need additional information, please call Grace House at (717) 783-6174.

Sincerely,

Robert A. Rosenthal
Director
Fixed Utility Services

Cc: Grace House
Eric Jeschke
Erica Myers, Consumer & Governmental Affairs Bureau, Disability Rights Office
### Pennsylvania Relay Service

#### 2003 Annual Summary of Consumer Complaints

**June 1, 2002 through May 31, 2003**

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**As of June 9, 2003**

**Complaint Category**

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June 2002

TTY  June 20, 2002
The customer complained the CA did not relay her conversation accurately.
Category: Other (CA/OPR)
Escalation: Received by the National Relay Center, RI and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: June 20, 2002
FCC: Verbatim

July 2002

TTY  July 16, 2002
The customer complained the CA typed too slow.
Category: Typing Skill/Speed
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience.
Contact Closed: July 16, 2002
FCC: Typing Issue

August 2002

Voice  August 3, 2002
The customer asked why she had problems reaching relay when dialing 711.
Category: Answer/Wait Time
Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.
Resolution: Apologized for the inconvenience, and informed the customer the problem has been corrected.
Contact Closed: August 4, 2002
FCC: Answer Performance

TTY  August 3, 2002
The customer complained he did not get a response from the relay service when dialing 711.
Category: Answer/Wait Time
Escalation: Received by the Pennsylvania Relay Center and handled by the same.
Resolution: Apologized to the customer, and assured him the problem would be reported.
Contact Closed: August 8, 2002
FCC: Answer Performance

Voice  August 25, 2002
The customer complained CAs were having personal conversations with her boyfriend.
Category: Other (CA/OPR)
Escalation: Received by the Pennsylvania Relay Center and handled by the same.
Resolution: Explained to the customer CAs are not permitted to provide any personal information, and the issue would be investigated.
Contact Closed: September 6, 2002
FCC: Transparency

TTY  August 27, 2002
The customer complained the CA was slow to respond.
Category: Other (CA/OPR)
Escalation: Received by the Maryland Relay Center and handled by the National Customer Care Center.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: August 27, 2002
FCC: Answer Performance

TTY  August 28, 2002
The customer complained about the CA's typing.
Category: Typing Skill/Speed
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized to the customer and advised her complaint would be documented.
Contact Closed: August 28, 2002
FCC: Typing Issue

September 2002

TTY  September 12, 2002
The customer complained about the CA's typing.
Category: Typing Skill/Speed
Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: September 13, 2002
FCC: Typing Issue

TTY  September 18, 2002
The customer complained the CA's typing was slow.
Category: Typing Skill/Speed
Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: September 20, 2002
FCC: Typing Issue

TTY  September 24, 2002
The customer complained the CA did not leave a message on an answering machine as requested.
Category: Attitude and Manner
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized to the customer for the inconvenient. Assured her the complaint would be reported.
Contact Closed: September 24, 2002
FCC: Verbatim

TTY  September 30, 2002
The customer complained the CA had not relayed the call verbatim.
Category: Other (CA/OPR)
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer her information would be documented.
Contact Closed: September 30, 2002
FCC: Verbatim

October 2002

TTY  October 1, 2002
The customer complained of long hold times when dialing into 711, and CAs not following instructions.
Category: Other (Misc)
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer the CA’s manager would follow up accordingly.
Contact Closed: October 31, 2002
FCC: Answer Performance

TTY  October 5, 2002
The customer complained about the CA’s typing skills.
Category: Typing Skill/Speed
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer the CA’s manager would follow up accordingly.
Contact Closed: October 6, 2002
FCC: Typing Issue

November 2002
TTY November 1, 2002
The customer complained that the CA's typing had many mistakes.
Category: Typing Skill/Speed
Escalation: Received by the National Relay Center, RI and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: November 2, 2002
FCC: Typing Issue

December 2002

TTY December 3, 2002
The customer complained he/she had to wait a long time to reach a CA.
Category: Answer/Wait Time
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized to the customer for the inconvenience.
Contact Closed: December 3, 2002
FCC: Answer Performance

TTY December 7, 2002
The customer complained he/she had to wait a long time to reach a CA.
Category: Answer/Wait Time
Escalation: Received by the National Customer Care 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: December 8, 2002
FCC: Answer Performance

TTY December 12, 2002
The customer complained that one CA did not follow his instructions, and another did not relay the name on a recording correctly.
Category: Other (CA/OPR)
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer the CAs manager's would follow up accordingly.
Contact Closed: December 31, 2002
FCC: Verbatim

Voice December 17, 2002
The customer complained that the CA was extremely rude, and typed extremely slowly.
Category: Attitude and Manner
Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.
Resolution: Apologized for the inconvenience, and assured the customer his complaint would be reported.
Contact Closed: December 18, 2002  
FCC: Typing Issue

January 2003

TTY January 2, 2003  
The customer complained he/she had to wait a long time to reach a CA.  
Category: Answer/Wait Time  
Escalation: Received by the National Relay Center, PA and handled by the same.  
Resolution: Apologized to the customer, and explained a technical problem may have caused the delay.  
Contact Closed: January 2, 2003  
FCC: Answer Performance

TTY January 8, 2003  
The customer complained that male CAs are rude, disconnect during calls, and do not type her voice mail messages verbatim.  
Category: Attitude and Manner  
Escalation: Received by the Washington, D.C. Relay Center and handled by the National Customer Care Center.  
Resolution: Apologized to the customer, and assured her the complaint would be documented and reviewed.  
Contact Closed: January 13, 2003  
FCC: Verbatim

TTY January 18, 2003  
The customer complained the CA was slow to respond.  
Category: Answer/Wait Time  
Escalation: Received by the Pennsylvania Relay Center and handled by the same.  
Resolution: Apologized for the inconvenience, and assured the customer the complaint would be reported.  
Contact Closed: January 18, 2003  
FCC: Answer Performance

TTY January 22, 2003  
The customer complained that he/she had to wait for an available CA.  
Category: Answer/Wait Time  
Escalation: Received by the Pennsylvania Relay Center and handled by the same.  
Resolution: Apologized for inconvenience, and assured customer a report would be filed.  
Contact Closed: January 22, 2003  
FCC: Answer Performance

February 2003
Voice  February 15, 2003
The customer complained the CA was rude and had not relayed the call verbatim.
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: February 15, 2003
FCC: Verbatim

March 2003

Voice  March 31, 2003
The PA Public Utilities Commission notified the Pennsylvania Relay Service that customers were unable to get through to relay.
Category: Other (Equip)
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Informed the customer that we were determining the problem and correcting it as soon as possible.
Contact Closed: March 31, 2003
FCC: Answer Performance

Voice  March 31, 2003
The customer complained he has been unable to reach relay
Category: Other (Equip)
Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.
Resolution: Apologized to the customer for the inconvenience, and informed the customer that our technicians were working to resolve the problem.
Contact Closed: March 31, 2003
FCC: Answer Performance

TTY  March 31, 2003
The customer complained of trouble connecting to the relay service.
Category: Other (Equip)
Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.
Resolution: Apologized to the customer for the inconvenience, and mentioned that the problem causing the issue has been resolved.
Contact Closed: April 2, 2003
FCC: Answer Performance

Voice  March 31, 2003
The customer complained of trouble connecting to the relay service.
Category: Other (Equip)
Escalation: Received by the Relay Customer Service Line and handled by the National
Customer Care Center.
Resolution: Apologized to the customer for the inconvenience, and mentioned that the problem causing the issue has been resolved.
Contact Closed: April 2, 2003
FCC: Answer Performance

TTY March 31, 2003
The customer reported trouble connecting to relay using 711.
Category: Other (Equip)
Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.
Resolution: Apologized to the customer for the inconvenience. Informed him that a technical issue causing the problem has been resolved.
Contact Closed: April 3, 2003
FCC: Answer Performance

April 2003

TTY April 30, 2003
The customer complained that the CA was too slow typing back a recorded message to him.
Category: Typing Skill/Speed
Escalation: Received by the Georgia 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: April 30, 2003
FCC: Typing Issue

TTY April 30, 2003
The customer was upset that the CA made so many typing errors during his call.
Category: Typing Skill/Speed
Escalation: Received by the Georgia 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: April 30, 2003
FCC: Typing Issue

May 2003

TTY May 14, 2003
The caller had several CA complaints including not processing his calls quickly, not following instructions, disconnecting, and not relaying verbatim.
Category: Other (Misc)
Escalation: Received by the National Relay Center, RI and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer his complaints
would be reported.
Contact Closed: May 31, 2003
FCC: Verbatim

TTY May 15, 2003
The caller complained that the CA did not follow instructions and typed too slow.
Category: Other (CA/OPR)
Escalation: Received by the Georgia Relay Center and handled by the same.
Resolution: Apologized for the inconvenience, and offered to place his call again.
Contact Closed: May 15, 2003
FCC: Typing Issue
CONSUMER & GOVERNMENTAL AFFAIRS BUREAU REMINDS STATES AND TELECOMMUNICATIONS RELAY SERVICES (TRS) PROVIDERS THAT THE ANNUAL LOG SUMMARY OF CONSUMER COMPLAINTS CONCERNING TRS IS DUE TUESDAY, JULY 1, 2003

The Federal Communications Commission’s Consumer & Governmental Affairs Bureau reminds states and telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2003, on or before July 1, 2003.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires interstate TRS providers and state TRS programs to maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards. These logs are intended to provide an early warning system to the Commission of possible service quality problems. Additionally, this information 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. It further enables states to communicate with one another to learn how other states are resolving complaints.

Complaint log summaries should include information pertaining to complaints received between June 1, 2002, and May 31, 2003. Complaint log summaries shall include the number of complaints received that allege a violation of 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. The Commission requires that this information be included in the complaint log summary for the purpose of alerting the Commission of possible service quality problems.

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2. Id. at ¶ 122.

3. See 47 C.F.R. § 64.604 (c)(1).
complaint log summary must be filed with the Consumer & Governmental Affairs Bureau, Disability Rights Office.¹

States and interstate TRS providers who choose to submit by paper must submit an original and four copies of each filing on or before Tuesday, July 1, 2003. To expedite the processing of complaint log summaries, states and interstate TRS providers are encouraged to submit an additional copy to Attn: Erica Myers, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, SW, Room 6-A432, Washington, DC 20554 or by email at emyers@fcc.gov. States and interstate TRS providers should also submit electronic disk copies of their complaint log summaries on a standard 3.5 inch diskette formatted in an IBM compatible format using Word 97 or compatible software. The diskette should be submitted in “read-only” mode and must be clearly labeled with the State or interstate TRS provider name, the filing date and captioned “Complaint Log Summary.”

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). The Commission’s contractor, Vistronix, Inc., will receive hand-delivered or messenger-delivered paper filings for the Commission’s Secretary at 236 Massachusetts Avenue, N.E., Suite 110, Washington, D.C. 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 mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554. All filings must be addressed to the Commission’s Secretary, Marlene H. Dortch, Office of the Secretary, Federal Communications Commission, 445 12th Street, SW, Room TW-A325, Washington, DC 20554.

The filings and comments 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, DC 20554. They may also be purchased from the Commission’s duplicating contractor, Qualex International, Portals II, 44512th Street, SW, Room CY-B402, Washington, DC 20554, telephone (202) 863-2893, facsimile (202) 863-2898, or via e-mail qualexint@aol.com. Filings and comments may also be viewed on the Consumer & Governmental Affairs Bureau, Disability Rights Office homepage at http://www.fcc.gov/cgb/dro.

To request materials in accessible formats for people with disabilities (braille, large print, electronic files, auto format), send an e-mail to fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at 202-418-0531 (voice), 202-418-7365 (tty). This Public Notice can also be downloaded in Text and ASCII formats at http://www.fcc.gov/cgb/dro.

For further information regarding this Public Notice, contact Erica Myers, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-2429 (voice), (202) 418-0464 (TTY), or e-mail emyers@fcc.gov.

- FCC -

¹ See Improved TRS Order at ¶ 121.
September 16, 2004

Eric Van Jeschke
TRS Administrator
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

RE: State of Pennsylvania

Dear Mr. Van Jeschke:

This is to notify you that the Federal Communications Commission (Commission) has received the State of Pennsylvania’s annual consumer complaint log summary for the 12-month period between June 1, 2003 and May 31, 2004.

Questions regarding the complaint log summaries should be directed to Erica Myers at (202) 418-2429, (202) 418-0464 (TTY), Erica.Myers@fcc.gov.

Sincerely,

Thomas Chandler
Chief, Disability Rights Office
Consumer & Governmental Affairs Bureau

CC DOCKET NO. 98-67
MARLENE H DORTCH  
OFFICE OF THE SECRETARY  
FEDERAL COMMUNICATIONS COMMISSION  
445 12TH STREET SW  
ROOM TW-B204  
WASHINGTON DC 20554

Re: Submission of 2004 Annual Log Summary of TRS Consumer Complaints

Dear Ms. Dortch,

In accordance with DA 04-1599, released June 2, 2004 at CC Docket No. 98-67 enclosed please find 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, 2004. Also, please find a copy of the complaint log summaries on the enclosed 3.5 inch diskette. AT&T, as the provider for Pennsylvania TRS, has maintained the consumer complaints, and has prepared the enclosed complaint log summaries.

If you have any questions or need additional information, please call Eric Van Jeschke at (717) 783-3850.

Sincerely,

Robert A. Rosenthal  
Director  
Fixed Utility Services

Cc: Eric Van Jeschke  
Erica Myers, Consumer & Governmental Affairs Bureau, Disability Rights Office
AT&T RELAY SERVICES
2004 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2003 through May 31, 2004

Commonwealth of Pennsylvania - Totals

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Commonwealth of Pennsylvania - Summary by Category

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<tr>
<td>Gender Accommodation</td>
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<tr>
<td>Total</td>
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</table>
June 2003 – Nothing to report.

July 2003
TTY July 10, 2003
The customer complained that the CA typed too slowly.
Category: Typing Skill/Speed
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: July 11, 2003
FCC: Typing Issue

August 2003 – Nothing to report.

September 2003
TTY September 15, 2003
The customer complained the CA was rude, did not relay the entire call, and was lazy.
Category: Attitude and Manner
Escalation: Received by the Maryland 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: September 15, 2003
FCC: Verbatim

TTY September 18, 2003
The customer complained that the CA did not leave a message on an answering machine.
Category: Other (CA/OPR)
Escalation: Received by the Georgia 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: September 29, 2003
FCC: Verbatim

TTY September 29, 2003
The customer complained that the CA did not leave the entire message on his/her answering machine.
Category: Other (CA/OPR)
Escalation: Received by the Georgia 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: October 1, 2003
FCC: Verbatim
October 2003
Voice October 1, 2003
The customer complained that she is connected to TTY tones when dialing PA Relay. Also, the CA was holding a personal conversation during her call.
Category: Other (Misc)
Escalation: Received by the Maryland Relay Center and handled by the same.
Resolution: Apologized for the inconvenience, and advised the information would be forwarded to our technical department and the CAs manager.
Contact Closed: October 6, 2003
FCC: Transparency

TTY October 8, 2003
The customer had several complaints including CAs not following instructions and interrupting his conversation.
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 each CA's manager would follow up accordingly.
Contact Closed: October 31, 2003
FCC: Transparency

November 2003
TTY November 2, 2003
The customer complained that the CA was rude and did not type verbatim.
Category: Attitude and Manner
Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: November 4, 2003
FCC: Verbatim

December 2003
TTY December 2, 2003
The customer had several complaints about CAs that included delay of his calls, disconnecting him, and not following his instructions.
Category: Other (CA/OPR)
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized to the customer for each incident. Assured him follow up would be done with each CA.
Contact Closed: December 31, 2003
FCC: Transparency

TTY December 12, 2003
The customer complained about the CA's typing.
Category: Typing Skill/Speed
Escalation: Received by the Pennsylvania Relay Center and handled by the same.
Resolution: Apologized to the customer for the inconvenience.
Contact Closed: December 12, 2003
FCC: Typing Issue

TTY December 16, 2003
The customer complained that the CA's typing skills were poor.
Category: Typing Skill/Speed
Escalation: Received by the Maryland 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: December 16, 2003
FCC: Typing Issue

January 2004
Voice January 1, 2004
The customer felt the CA was the worst he ever had. The CA chastised him for not using the GA, and when he requested a supervisor she hung up on him.
Category: Attitude and Manner
Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: January 1, 2004
FCC: Transparency

TTY January 21, 2004
The customer complained the CA typed too many spaces in between the words.
Category: Other (Misc)
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized to the customer for the inconvenience.
Contact Closed: January 21, 2004
FCC: Typing Issue

February 2004
Voice February 2, 2004
The customer complained that the CA made inappropriate remarks about her mother who is a VCO user.
Category: Attitude and Manner
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer the incident would be reported.
Contact Closed: February 2, 2004
FCC: Transparency

March 2004
TTY March 3, 2004
The customer complained that the CAs did not type verbatim, did not follow his instructions, and did not identify themselves when he requested.
Category: Other (CA/OPR)
Escalation: Received by the Pennsylvania Relay Center and handled by the National Customer Care Center.
Resolution: Apologized for the inconvenience, and assured the customer the managers of the CAs would follow up accordingly.
Contact Closed: March 31, 2004
FCC: Verbatim

TTY March 23, 2004
The customer complained that the CA did not type a word.
Category: Other (CA/OPR)
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Explained to the customer that the answering machine message was difficult to understand.
Contact Closed: March 24, 2004
FCC: Verbatim

April 2004
TTY April 1, 2004
The customer complained that the CA typed terribly and spelled poorly.
Category: Typing Skill/Speed
Escalation: Received by the Pennsylvania Relay Center and handled by the same.
Resolution: Apologized and thanked the customer for providing feedback.
Contact Closed: April 1, 2004
FCC: Typing Issue

TTY April 7, 2004
The customer complained about the CA's typing skills.
Category: Typing Skill/Speed
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: April 7, 2004
FCC: Typing Issue

TTY April 12, 2004
The customer complained that the CA made too many typing errors.
Category: Typing Skill/Speed
Escalation: Received by the Maryland 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: April 12, 2004
FCC: Typing Issue

Voice April 15, 2004
The customer complained the CA had not relayed the call verbatim.
Category: Other (CA/OPR)
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience, and explained that no records are kept of the conversations.
Contact Closed: April 15, 2004
FCC: Verbatim

TTY April 28, 2004
The customer complained the CA had not relayed the call verbatim.
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 that the CAs are trained to relay verbatim.
Contact Closed: April 28, 2004
FCC: Verbatim

May 2004
Voice May 10, 2004
The customer complained that the CA was making comments during her conversation.
Category: Other (CA/OPR)
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: May 10, 2004
FCC: Transparency

TTY May 20, 2004
The customer complained that the CA did not relay his/her conversation accurately.
Category: Other (CA/OPR)
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: May 20, 2004
FCC: Verbatim
June 22, 2005

DA 05-1681
CG Docket 03-123
CC Docket No.98-67

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

Re: Submission of 2005 Annual Log Summary of TRS Consumer Complaints

Dear Ms. Dortch,

In accordance with DA 05-1681, released June 16, 2005 at CG Docket 03-123 enclosed please find 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, 2005. Also, please find a copy of the complaint log summaries on the enclosed 3.5 inch diskette. AT&T, as the provider for Pennsylvania TRS, has maintained the consumer complaints, and has prepared the enclosed complaint log summaries.

If you have any questions or need additional information, please contact Eric Van Jeschke at (717) 783-3850 or ejeschke@state.pa.us.

Sincerely,

[Signature]

Robert A. Rosenthal, Director
Bureau of Fixed Utility Services

Enclosures

cc: Eric Van Jeschke, FUS Telco
Dana Jackson, Consumer & Governmental Affairs Bureau, Disability Rights Office
## AT&T RELAY SERVICES
### ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2004 through May 31, 2005

#### Complaint Summary by Category

### PENNSYLVANIA
As of 6/8/2005

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### PENNSYLVANIA
2005 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2004 through May 31, 2005

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</tbody>
</table>
June 2004

TTY June 9, 2004
The customer complained that it took too long for relay to answer.
Category: Answer/Wait Time
Escalation: Received by the Relay Website and handled by the National Customer Care Center.
Resolution: Apologized for the inconvenience, and explained that due to high call volumes, the wait time was longer than usual.
Contact Closed: June 11, 2004
FCC: Answer Performance

TTY June 11, 2004
The customer complained that the CA typed too slow and made too many mistakes.
Category: Typing Skill/Speed
Escalation: Received by the Relay Website and handled by the National Customer Care Center.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: June 13, 2004
FCC: Typing Issue

TTY June 16, 2004
The customer complained that the CA interrupted him.
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: June 16, 2004
FCC: Transparency

Voice June 29, 2004
The customer complained that the CA did not relay her message properly.
Category: Attitude and Manner
Escalation: Received by the Pennsylvania Relay Center and handled by the same.
Resolution: Apologized to the customer for the inconvenience.
Contact Closed: July 14, 2004
FCC: Verbatim

July 2004

TTY July 14, 2004
The customer complained he had to wait a long time to reach a CA. He also complained that when the CA finally came on, her message was garbled.
Category: Answer/Wait Time
Escalation: Received by the Relay Website and handled by the National Customer Care Center.
Resolution: Apologized, and explained that there were a high volume of calls on the day and time he noted. Set up a profile to eliminate garbling.
Contact Closed: July 16, 2004
FCC: Answer Performance

August 2004

TTY August 2, 2004
The customer complained that the CAs are not honest and do not relay her calls accurately.
Category: Other (Misc)
Escalation: Received by the Georgia Relay Center and handled by the National Customer Care Center.
Resolution: Apologized to the customer for the inconvenience, and explained that all conversations are relayed verbatim.
Contact Closed: August 31, 2004
FCC: Verbatim

TTY August 2, 2004
The customer complained that after calling the relay, she repeatedly sees a message that all CAs are busy.
Category: Answer/Wait Time
Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.
Resolution: Explained to the customer that she will receive that message if a CA is not available to handle her call.
Contact Closed: August 31, 2004
FCC: Answer Performance

TTY August 5, 2004
The customer complained that the CA dialed the wrong number, did not type verbatim, and misspelled too many words.
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: August 5, 2004
FCC: Verbatim

September 2004

TTY September 13, 2004
The customer complained the CA was slow to respond and typed poorly.
Category: Typing Skill/Speed
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: September 13, 2004
FCC: Typing Issue

October 2004 - Nothing to report

November 2004

TTY November 1, 2004
The customer complained that the voice person had heard rude comments made by the CA during his conversation.
Category: Other (CA/OPR)
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: November 1, 2004
FCC: Confidentiality

Voice November 20, 2004
The customer complained that the CA interrupted his call.
Category: Other (CA/OPR)
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: November 20, 2004
FCC: Transparency

December 2004

TTY December 13, 2004
The customer complained about CAs not typing a recorded message verbatim, and not following instructions.
Category: Other (CA/OPR)
Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.
Resolution: Apologized for the inconvenience, and assured the customer the CAs' managers would follow up accordingly.
Contact Closed: December 31, 2004
FCC: Verbatim
January 2005

TTY January 2, 2005
The customer complained that the CA did not relay accurately, and would not transfer her call to another CA.
Category: Other (CA/OPR)
Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: February 3, 2005
FCC: Verbatim

February 2005

TTY February 3, 2005
The customer complained that the CA typed the wrong telephone number when leaving a message on her answering machine.
Category: Other (CA/OPR)
Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: February 4, 2005
FCC: Verbatim

TTY February 18, 2005
The customer complained that the CA was misspelling a lot of words.
Category: Typing Skill/Speed
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: February 18, 2005
FCC: Typing Issue

March 2005

TTY March 9, 2005
The customer complained that the CA did not comply with her request to have a female CA handle her call.
Category: Attitude and Manner
Escalation: Received by the Georgia 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: March 9, 2005
FCC: Gender Accommodation

April 2005

TTY  April 21, 2005
The customer complained that the CA had typing errors during his conversation which caused confusion.
Category: Typing Skill/Speed
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: April 21, 2005
FCC: Typing Issue

May 2005

TTY  May 14, 2005
The customer complained that the CA misspelled too many words.
Category: Typing Skill/Speed
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: May 14, 2005
FCC: Typing Issue
June 26, 2006

DA 06-1175
CG Docket 03-123

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

Re: Submission of 2006 Annual Log Summary of TRS Consumer Complaints

Dear Ms. Dortch,

In accordance with DA 06-1175, released May 31, 2006 at CG Docket 03-123 enclosed please find 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, 2006. Also, please find a copy of the complaint log summaries on the enclosed 3.5 inch diskette. AT&T and Captel, Inc., are the providers for Pennsylvania TRS and captioned telephone service respectively, they have maintained the consumer complaints, and have prepared the enclosed complaint log summaries.

If you have any questions or need additional information, please contact Eric Van Jeschke at (717) 783-3850 or ejeschke@state.pa.us.

Sincerely,

Robert A. Rosenthal, Director
Bureau of Fixed Utility Services

Enclosures

cc: Eric Van Jeschke, FUS Telco
Pam Gregory, Consumer & Governmental Affairs Bureau, Disability Rights Office
### AT&T RELAY SERVICES
#### PENNSYLVANIA
#### 2006 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
#### June 1, 2005 through May 31, 2006

**Complaint Summary by Category**

<table>
<thead>
<tr>
<th>Category</th>
<th>2005</th>
<th>2006</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Jun</td>
<td>Jul</td>
<td>Aug</td>
</tr>
<tr>
<td><strong>Voice</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td><strong>TTY</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

### AT&T RELAY SERVICES
#### PENNSYLVANIA
#### ANNUAL SUMMARY OF CONSUMER COMPLAINTS
#### June 1, 2005 through May 31, 2006

**Complaint Summary by Category**

<table>
<thead>
<tr>
<th>Category</th>
<th>2005</th>
<th>2006</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Jun</td>
<td>Jul</td>
<td>Aug</td>
</tr>
<tr>
<td><strong>Transparency</strong></td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Confidentiality</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Verbatim</strong></td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Typing Issues</strong></td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td><strong>In Call Replace</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Answer Performance</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Gender Accommodation</strong></td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>
June 2005

TTY June 1, 2005
The customer complained that the CA got involved in his/her conversation and caused confusion during the call.
Category: Other (CA/OPR)
Escalation: Received by the New Jersey 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: June 3, 2005
FCC: Transparency

TTY June 8, 2005
The customer complained that the CA was not typing verbatim and was giving her a hard time about placing her 3-way call.
Category: Other (CA/OPR)
Escalation: Received by the Georgia Relay Service and handled by the same.
Resolution: Apologized for the inconvenience and forwarded to management.
Contact Closed: June 8, 2005
FCC: Verbatim

July 2005

TTY July 8, 2005
The customer complained the CA did not follow instructions by not transferring her to a female CA.
Category: Other (CA/OPR)
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: July 8, 2005
FCC: Gender Accommodation

August 2005

TTY August 25, 2005
The customer complained the CA was slow to respond and may have missed part of his conversation.
Category: Typing Skill/Speed
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: August 25, 2005
FCC: Typing Issue
September 2005

TTY  September 3, 2005
The customer complained the CA did not type her conversation verbatim.
Category: Other (CA/OPR)
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: September 3, 2005
FCC: Verbatim

TTY  September 14, 2005
The customer complained the CA had not relayed the call verbatim.
Category: Other (CA/OPR)
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: September 14, 2005
FCC: Verbatim

October 2005

TTY  October 17, 2005
The customer complained the CA was rude, typed very slow, did not provide a GA when needed, and eventually hung up on her.
Category: Attitude and Manner
Escalation: Received by the Georgia 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: October 17, 2005
FCC: Typing Issue

November 2005 – Nothing to report

December 2005

Voice  December 14, 2005
The customer complained he/she had difficulty reaching the relay service.
Category: Answer/Wait Time
Escalation: Received by the National Customer Care Center and handled by the same.
Resolution: Apologized for the inconvenience.
Contact Closed: December 16, 2005
FCC: Answer Performance
TTY December 28, 2005
The customer complained the CA had not relayed the call verbatim.
Category: Other (CA/OPR)
Escalation: Received by the Pennsylvania Relay Center and handled by the National Customer Care Center.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: December 29, 2005
FCC: Verbatim

January 2006

Voice January 14, 2006
The customer complained the CA was rude and interfered in the call.
Category: Attitude and Manner
Escalation: Received by the National Relay Center, PA and handled by the same.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: January 14, 2006
FCC: Transparency

TTY January 27, 2006
The customer complained the CA had poor typing skills.
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: January 27, 2006
FCC: Typing Issue

February 2006

TTY February 17, 2006
The customer complained the CA had not relayed the call verbatim.
Category: Other (CA/OPR)
Escalation: Received by the Georgia Relay Center and handled by the National Customer Care Center.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: February 20, 2006
FCC: Verbatim
TTY February 20, 2006
The customer complained that the CA made many typing errors.
Category: Other (CA/OPR)
Escalation: Received by the Georgia Relay Center and handled by the National Customer Care Center.
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
Contact Closed: February 21, 2006
FCC: Typing Issue

March 2006 – Nothing to report

April 2006 – Nothing to report

May 2006 – Nothing to report
Pennsylvania Captioned Telephone Voice-Carry-Over Relay Service

Consumer Complaint Log Summary June 1, 2005 thru May 31, 2006

<table>
<thead>
<tr>
<th>Track #</th>
<th>State</th>
<th>Date of complaint</th>
<th>Complainant #</th>
<th>Category</th>
<th>Nature of Complaint</th>
<th>Resolution</th>
<th>Case Resolved</th>
<th>Rep.</th>
</tr>
</thead>
<tbody>
<tr>
<td>569</td>
<td>PA</td>
<td>6/15/2005 2:00:00 PM</td>
<td>NA</td>
<td>22090</td>
<td>Disconnected/Fund through calls</td>
<td>Sent customer letter with suggestions for eliminating disconnections; Thanked customer for feedback and the praise will be relayed. Customer very pleased with incoming 2-line access.</td>
<td>6/15/2005 3:15:00 PM</td>
<td>MMo</td>
</tr>
<tr>
<td>630</td>
<td>PA</td>
<td>6/17/2005 4:15:00 PM</td>
<td>NA</td>
<td>11080</td>
<td>Compliments for CS/Service</td>
<td>Compliments for CS/Service</td>
<td>6/17/2005 4:30:00 PM</td>
<td>DF</td>
</tr>
<tr>
<td>524</td>
<td>PA</td>
<td>6/20/2005 1:15:00 PM</td>
<td>NA</td>
<td>11080</td>
<td>Compliments for CS/Service</td>
<td>Thanked customer for feedback and the praise will be relayed. Customer very pleased with incoming 2-line access.</td>
<td>6/20/2005 3:00:00 PM</td>
<td>JK</td>
</tr>
<tr>
<td>1573</td>
<td>PA</td>
<td>6/22/2005 1:15:00 PM</td>
<td>3478</td>
<td>11080</td>
<td>Compliments for CS/Service</td>
<td>Thanked customer for feedback and the praise will be relayed. Customer very pleased with incoming 2-line access.</td>
<td>6/20/2005 2:45:00 PM</td>
<td>JK</td>
</tr>
<tr>
<td>925</td>
<td>PA</td>
<td>6/24/2005 11:15:00 AM</td>
<td>NA</td>
<td>22090</td>
<td>Disconnected/Fund through calls</td>
<td>Provided tips to remedy the problem.</td>
<td>6/10/2005 12:15:00 PM</td>
<td>JK</td>
</tr>
</tbody>
</table>

1196     PA 8/17/2005 4:45:00 PM NA 2210 Echo Sounds - CaptTel user hears Advised customer to make a good acoustical seal between their ear and earpiece of CaptTel and advised them to hold micropiece slightly away from face. 8/17/2005 4:45:00 PM MMo
1126     PA 8/17/2005 11:15:00 AM NA 22010 Captions - dropped characters/garbled text Thanked customer for feedback and reported incidence to CaptTel Service Call Center management for followup. Also discussed the possibility of the quality of the phone line affecting captions. 8/17/2005 5:06:00 PM DF
1189     PA 8/19/2005 5:20:00 AM NA 11080 Compliments for CS/Service Thanked customer for positive feedback. 8/20/2005 10:02:00 AM JK
1184     PA 8/20/2005 10:40:00 AM NA 22090 Disconnected/Fund through calls Provided customer with tips to alleviate the problem. 8/31/2005 11:45:00 AM MMo
1120     PA 8/20/2005 2:45:00 PM NA 22090 Disconnected/Fund through calls Provided explanation why disconnections might be happening and provided tips how to resolve them. 8/31/2005 2:45:00 PM JK
1351     PA 8/19/2005 9:15:00 AM NA 11070 Voice user unable to connect to CaptTel Service Number Sent customer information explaining the difference between a CaptTel phone and a traditional phone, explained customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. 9/19/2005 9:20:00 AM MMo
1373     PA 9/19/2005 2:10:00 PM NA 22090 Disconnected/Fund through calls Thanked customer for feedback and reported incidence to CaptTel Service Call Center management for followup. 9/20/2005 4:05:00 PM MMo
1374     PA 9/19/2005 2:10:00 PM NA 22010 Captions - dropped characters/garbled text Advised customer to hang up on problematic call and re-call due likely to a bad connection. 9/19/2005 2:20:00 PM MMo
1576     PA 10/1/2005 10:15:00 AM NA 22110 Echo Sounds - CaptTel user hears Thanked customer for providing us the feedback and also told customer to make sure that the CaptTel microphone is directly over the remote answering machine speaker to ensure good sound quality. 10/1/2005 10:30:00 AM DF
1672     PA 10/14/2005 1:30:00 AM 3000 11010 Answering machine message retrieval Thanked the customer for feedback and offered praise would be shared with management staff at the CaptTel. 10/14/2005 9:00:00 AM JK
1990     PA 11/14/2005 7:30:00 AM 3702 22890 Technical - General Thanked the customer for feedback and offered praise would be shared with management staff at the CaptTel. 11/14/2005 4:15:00 PM DF
1927     PA 11/18/2005 8:50:00 AM 3155 11080 Compliments for CS/Service Sent customer information explaining the difference between a CaptTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence. 11/18/2005 2:00:00 PM DF
2064     PA 12/12/2005 12:10:00 PM NA 22090 Disconnected/Fund through calls Thanked customer for feedback and reported incidence to CaptTel Service Call Center management for followup. 12/12/2005 12:40:00 PM DF
2140     PA 12/20/2005 9:15:00 AM NA 22010 Captions - dropped characters/garbled text After initial troubleshooting, advised customer to contact telephone company to ensure functional line. 12/20/2005 1:25:00 PM MMo
2221     PA 1/4/2006 8:50:00 AM NA 22030 Captions - dropped characters/garbled text Customer shared feedback regarding captioning speed. CS/Service apologized for the delay and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document the date, time, CA #, and explain the experience for any future calls where captions seem to be inaccurate. 1/4/2006 1:00:00 PM RW
2280     PA 1/10/2006 2:25:00 PM NA 11040 Captions - dropped characters/garbled text Customer shared feedback regarding captioning speed. CS/Service apologized for the delay and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document the date, time, CA #, and explain the experience for any future calls where captions seem to be inaccurate. 1/10/2006 4:00:00 PM MMo
Customer shared feedback regarding accuracy of captions. CSR apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document the date, time, CA #, and explain experience for any future calls where captions seem to be inaccurate.

Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

Reset customer’s preferred carrier of choice in our system. Confirmed customer is now able to make long distance captioned calls once again.

Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Also advised customer how to properly hold handset for echo reduction. Also advised possibility of using an assistive listening device.

Explained to customer that any normal long distance charges apply when making a long distance captioned call.

Set up customer’s preferred long distance company in system. Regional Network Problem identified. User service restored.

Regional network problem identified. User service restored.

Regional network problem identified. User service restored.

Consumer’s preferred carrier of choice documented in our system.

Regional Network Problem identified. User service restored.

Regional Network Problem identified. User service restored.

Advised customer to keep log of problematic calls, noting date and time (and CA #) and forward that information to CCS for further investigation.

Regional network problem identified. User service restored.

CSR representative apologized for this incidence and shared how CapTel corrections can be recognized in the text in (). Customer’s suggestion shared with Call Center personnel.
<table>
<thead>
<tr>
<th>PA</th>
<th>Date</th>
<th>Time</th>
<th>NA</th>
<th>Call Type</th>
<th>Description</th>
<th>Time</th>
<th>DF</th>
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</thead>
<tbody>
<tr>
<td>3340</td>
<td>3/14/2006</td>
<td>11:45:00 AM</td>
<td>NA</td>
<td>Technical - General</td>
<td>Regional Network Problem identified. User service restored.</td>
<td>3/14/2006 3:25:00 PM</td>
<td>DF</td>
</tr>
<tr>
<td>3478</td>
<td>3/15/2006</td>
<td>8:40:00 AM</td>
<td>NA</td>
<td>Billing - General</td>
<td>Designated Carrier of Choice for long distance billing.</td>
<td>3/20/2006 8:15:00 AM</td>
<td>MM</td>
</tr>
<tr>
<td>3479</td>
<td>3/15/2006</td>
<td>8:40:00 AM</td>
<td>NA</td>
<td>Captions Lag too far behind voice</td>
<td>Identified technical incidence on the call reported. Apologies for incidence and offered ongoing troubleshooting assistance should the need arise. Regional Network Problem identified. User service restored.</td>
<td>3/20/2006 8:30:00 AM</td>
<td>MM</td>
</tr>
<tr>
<td>3514</td>
<td>3/16/2006</td>
<td>7:25:00 PM</td>
<td>NA</td>
<td>Technical - General</td>
<td>Regional Network Problem identified. User service restored.</td>
<td>3/21/2006 9:05:00 AM</td>
<td>KM</td>
</tr>
<tr>
<td>3627</td>
<td>3/16/2006</td>
<td>8:15:00 PM</td>
<td>NA</td>
<td>Technical - General</td>
<td>Regional Network Problem identified. User service restored.</td>
<td>3/23/2006 9:40:00 AM</td>
<td>KM</td>
</tr>
<tr>
<td>3658</td>
<td>3/18/2006</td>
<td>8:15:00 PM</td>
<td>NA</td>
<td>Technical - General</td>
<td>Regional Network Problem identified. User service restored.</td>
<td>3/23/2006 9:40:00 AM</td>
<td>KM</td>
</tr>
<tr>
<td>3507</td>
<td>3/18/2006</td>
<td>2:15:00 PM</td>
<td>NA</td>
<td>Captions Lag too far behind voice</td>
<td>Provided customer with suggestions to minimize echo. Customer is satisfied.</td>
<td>3/23/2006 9:15:00 AM</td>
<td>MM</td>
</tr>
<tr>
<td>3623</td>
<td>3/20/2006</td>
<td>2:15:00 PM</td>
<td>NA</td>
<td>Captions - stop in middle of call</td>
<td>Advised customer to contact their telephone company to check and possibly upgrade the quality of their phone line. Customer should also be certain the second line is available for 2 line mode support.</td>
<td>3/23/2006 9:15:00 AM</td>
<td>MM</td>
</tr>
<tr>
<td>4000</td>
<td>3/28/2006</td>
<td>3:15:00 PM</td>
<td>NA</td>
<td>Captions Lag too far behind voice</td>
<td>Explained the procedure how Captions are transcribed via voice recognition and our CapTel CA.</td>
<td>3/28/2006 3:15:00 PM</td>
<td>JK</td>
</tr>
<tr>
<td>4300</td>
<td>3/30/2006</td>
<td>4:00:00 PM</td>
<td>NA</td>
<td>Disconnect/Reconnect during calls</td>
<td>Customer Service if this did not remedy the problem. Advised customer to contact CapTel to connect answering machine.</td>
<td>3/30/2006 4:00:00 PM</td>
<td>RW</td>
</tr>
<tr>
<td>5047</td>
<td>4/7/2006</td>
<td>3:55:00 PM</td>
<td>NA</td>
<td>Echo Sounds - CapTel user hears</td>
<td>Provided customer with suggestions to minimize echo. Customer is satisfied.</td>
<td>4/11/2006 1:30:00 PM</td>
<td>MM</td>
</tr>
<tr>
<td>5014</td>
<td>4/10/2006</td>
<td>9:30:00 AM</td>
<td>NA</td>
<td>Unable to make captioned calls</td>
<td>Advised customer to perform electronic resetting of CapTel phone and provided a software update. Customer is satisfied.</td>
<td>4/11/2006 7:30:00 AM</td>
<td>MM</td>
</tr>
<tr>
<td>4970</td>
<td>4/10/2006</td>
<td>10:25:00 AM</td>
<td>NA</td>
<td>Disconnect/Reconnect during calls</td>
<td>Customer will log problematic calls and report them for investigation.</td>
<td>4/10/2006 11:30:00 AM</td>
<td>KM</td>
</tr>
<tr>
<td>5552</td>
<td>4/20/2006</td>
<td>8:50:00 AM</td>
<td>NA</td>
<td>Service - General</td>
<td>Inbound call technical problem reported at 11:32 AM on 4/20/06. The problem was resolved at 1:52 PM by CapTel technical support.</td>
<td>4/20/2006 1:50:00 PM</td>
<td>KM</td>
</tr>
<tr>
<td>5489</td>
<td>4/20/2006</td>
<td>12:05:00 PM</td>
<td>NA</td>
<td>Service - General</td>
<td>Inbound call technical problem reported at 11:32 AM on 4/20/06. The problem was resolved at 1:52 PM by CapTel technical support.</td>
<td>4/24/2006 12:45:00 PM</td>
<td>RW</td>
</tr>
<tr>
<td>5642</td>
<td>4/20/2006</td>
<td>12:35:00 PM</td>
<td>NA</td>
<td>Service - General</td>
<td>Inbound call technical problem reported at 11:32 AM on 4/20/06. The problem was resolved at 1:52 PM by CapTel technical support.</td>
<td>4/20/2006 3:00:00 PM</td>
<td>DF</td>
</tr>
<tr>
<td>5561</td>
<td>4/20/2006</td>
<td>12:55:00 PM</td>
<td>NA</td>
<td>Service - General</td>
<td>Inbound call technical problem reported at 11:32 AM on 4/20/06. The problem was resolved at 1:52 PM by CapTel technical support.</td>
<td>4/20/2006 1:50:00 PM</td>
<td>KM</td>
</tr>
<tr>
<td>3474</td>
<td>4/20/2006</td>
<td>1:10:00 PM</td>
<td>NA</td>
<td>Service - General</td>
<td>Inbound call technical problem reported at 11:32 AM on 4/20/06. The problem was resolved at 1:52 PM by CapTel technical support.</td>
<td>4/20/2006 2:00:00 PM</td>
<td>JS</td>
</tr>
<tr>
<td>5476</td>
<td>4/20/2006</td>
<td>2:50:00 PM</td>
<td>NA</td>
<td>Service - General</td>
<td>Inbound call technical problem reported at 11:32 AM on 4/20/06. The problem was resolved at 1:52 PM by CapTel technical support.</td>
<td>4/20/2006 3:00:00 PM</td>
<td>JS</td>
</tr>
<tr>
<td>538</td>
<td>5/11/2006</td>
<td>2:00:00 PM</td>
<td>NA</td>
<td>Billing - General</td>
<td>Registered Customer's COC for long distance calls. Customer made a test call and it worked fine.</td>
<td>5/11/2006 2:00:00 PM</td>
<td>JK</td>
</tr>
<tr>
<td>516</td>
<td>5/11/2006</td>
<td>2:40:00 PM</td>
<td>NA</td>
<td>Billing - General</td>
<td>Registered customer's preferred long distance carrier in the system. Customer now able to make long distance captioned calls successfully.</td>
<td>5/18/2006 10:45:00 AM</td>
<td>DF</td>
</tr>
</tbody>
</table>

Page 3 of 3
July 11, 2007

Eric Van Jeschke, Analyst
Pennsylvania Public Utility Commission
Bureau of Fixed Utility Services
Telecommunications Group
P.O. Box 3265
Harrisburg, PA 17105-3265

ATTN: Mr. Eric Van Jeschke, Analyst

Re: Telecommunications Relay Service (TRS) Consumer Complaint Log
Summaries for June 1, 2005 through May 31, 2006, CGB Docket No. 03-123

Dear Mr. Van Jeschke:

The Federal Communications Commission (FCC) has received your Annual TRS Complaint Log Summary, pursuant to 47 C.F.R. § 64.604(c)(1)(ii).

Thank you,

Pam Gregory
Special Advisor, Disability Rights Office
Consumer & Governmental Affairs Bureau
June 28, 2007

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

Re: Submission of 2007 Annual Log Summary of TRS Consumer Complaints

Dear Ms. Dortch,

In accordance with DA 07-2762, released June 22, 2007, at CG Docket 03-123, enclosed please find 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, 2007. Also, please find a copy of the complaint log summaries on the enclosed 3.5 inch diskette. AT&T and Captel, Inc., are the providers for Pennsylvania TRS and captioned telephone voice-carry-over relay service respectively; they have maintained the consumer complaints and have prepared the enclosed complaint log summaries.

If you have any questions or need additional information, please contact Eric Van Jeschke at (717) 783-3850 or ejeschke@state.pa.us.

Sincerely,

[Signature]
James J. McNulty
Secretary

cc: Elaine McDonald, FUS
Kathleen Aunkst, Secretary's Bureau
Eric Van Jeschke, PUC FUS (paper copy only)
Louise Fink Smith, PUC LAW (paper copy only)
Arlene Alexander, (e-mail copy only)

Enclosures
AT&T RELAY SERVICES
PENNSYLVANIA
2007 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2006 through May 31, 2007

Complaint Summary by Category

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ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2006 through May 31, 2007
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</table>
June 2006 – Nothing to report

July 2006 – Nothing to report

August 2006

Voice August 20, 2006
The customer complained he/she had to wait to reach an operator when using relay.
Category: Answer/Wait Time
Escalation: Received by the Pennsylvania Relay Center and handled by the National Customer Care Center.
Resolution: Apologized for the inconvenience and assured the customer it would be reported to our Customer Service Department.
Contact Closed: August 31, 2006
FCC: Answer Performance

September 2006 – Nothing to report

October 2006 – Nothing to report

November 2006 – Nothing to report

December 2006 – Nothing to report

January 2007

TTY January 2, 2007
The customer complained about the CA for his/her typing skills.
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: January 2, 2007
FCC: Typing Issue

TTY January 19, 2007
The customer complained he/she had to wait for his/her call to be answered.
Category: Answer/Wait Time
Escalation: Received by the Pennsylvania Relay Center and handled by the same.
Resolution: Apologized to the customer for his/her inconvenience.
Contact Closed: January 19, 2007
FCC: Answer Performance

February 2007 – Nothing to report
March 2007

TTY  March 27, 2007
The customer complained the CA made too many typing errors.
Category: Typing Skill/Speed
Escalation: Received by the Georgia 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: March 27, 2007
FCC: Typing Issue

April 2007 – Nothing to Report

May 2007 – Nothing to Report
FCC Docket No. CG 03-123

November 8, 2007

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<tr>
<th>Tracking No</th>
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<td>by a person</td>
<td>service provider to resolve an</td>
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A Public Utility Commission Continental

Doc #875031
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<tr>
<td>3/5/2007</td>
<td>8:00 AM</td>
<td>PA</td>
<td>NA</td>
<td>Service - General. Technical problem identified. Resolution provided by network vendor.</td>
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<td>3/5/2007</td>
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