

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



June 30, 2011

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Room TW-B204
Washington, D.C. 20554

**Re: California Public Utilities Commission Telecommunications Relay Service
Transmission of 2009-10 Customer Complaint Log Summaries; Docket No. 03-123**

Dear Ms. Dortch:

The California Public Utilities Commission (CPUC), by this letter, is transmitting to the FCC copies of the customer complaint log summaries for the two providers of Telecommunications Relay Service (TRS) in California – AT&T and Hamilton. In addition, we are transmitting a copy of the complaint log summary prepared by our contract administrator for the CPUC's Deaf and Disabled Telecommunications Program (DDTP). All of these summaries cover the period from June 1, 2010 through May 31, 2011. We are submitting these summaries electronically, as FCC staff has requested in the past. If the FCC wishes to receive the files on disk and/or by hard copy, please notify us and we will send them in that form as well.

A couple of events during this reporting period affected the number and nature of entries in the complaint logs, and thus warrant mention. The events are the following:

- On June 2, 2010, California began providing relay services through two new providers – AT&T Relay (which relays TRS & STS calls) and Hamilton Relay (which relays TRS, STS & CTS calls). Many relay users did not know about the change until they made a relay call and the providers' announced the company name. Some customers were confused or upset that the company(ies) which had previously relayed their calls were now not doing so, and that customer confusion resulted in a number of complaints.
 - Initially, the process of transferring customer profiles from the previous three providers to the current two providers was problematic. The difficulty the providers encountered resulted in some customers not having their profiled information available to the new provider on their initial calls, prompting some complaints.
- Also beginning on June 2, 2010, the relay providers offering CTS started using an intercept message at beginning of every CTS call informing both parties that another person (the captioneer) was on the line during the call. The CPUC had

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directed providers to use the intercept message because of state statutory privacy requirements. The CPUC's vendors and the CPUC received many complaints about the content of the message as well as the need for it. Subsequently, the CPUC worked with vendors to revamp the approach to meeting state privacy mandates. On October 28, 2010, the providers implemented a new approach, and the number of complaints was reduced to almost none. Attached is a narrative giving a background of the issue and how the privacy message was originally made and how it is made currently.

We believe that our summaries conform to the FCC's guidelines for submission. If FCC staff have any questions, or determine that the summaries are deficient in any way, please do not hesitate to contact me by e-mail at hmm@cpuc.ca.gov or by telephone at (415) 703-1319.

Sincerely,

/s/ Helen M. Mickiewicz

Helen M. Mickiewicz
Assistant General Counsel
California Public Utilities Commission

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Attachments