

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



June 29, 2012

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

***Re: California Public Utilities Commission Telecommunications Relay Service
Transmission of 2011-12 Customer Complaint Log Summaries;
Substantive Changes to the California TRS Program; Docket No.03-123***

Dear Ms. Dortch:

The California Public Utilities Commission (CPUC), by this letter, a) is transmitting to the FCC copies of the California Telecommunications Relay Service (TRS) customer complaint log summaries, and b) is informing the FCC about two substantive changes to the CPUC's TRS.

Complaint Log Summaries

Attached to this letter are copies of the TRS 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, 2011 through May 31, 2012. We are submitting these summaries electronically, as FCC staff has requested in the past. If the FCC wishes to receive the files on disc and/or by hard copy, please notify me and I will send them in that format as well.

We believe that these summaries conform to the FCC's guidelines for submission.

Substantive Changes to California's TRS

We also would like to take this opportunity to apprise the FCC that the CPUC has made a substantive change to our TRS program by introducing two new Speech-to-Speech (STS) related services in the State of California. Pursuant to 47 C.F.R., paragraph 64.606(f)(1), we are hereby informing the FCC of these changes. The two new services are the Speech-to-Speech User Training Line (STS UTL) and the Visually Assisted Speech-to-Speech (VA STS). The

California TRS program continues to meet federal minimum standards after implementing these changes. Below are descriptions of the two new services.

Speech-to-Speech User Training Line (STS UTL):

This service can be accessed by Californians who have difficulty speaking, their family and friends, or businesses who are current or potential users of STS relay. Callers can get detailed information about STS relay, get help with filling out a Customer Preference, or make a practice call. The agents answering the STS UTL are experienced STS Communications Assistants (CAs). The State of California pays (per session minute, at the regular STS rate) the relay providers for all calls to the STS UTL.

Visually Assisted Speech-to-Speech (VA STS):

After lengthy testing and a trial period, VA STS had a “soft launch” in May 2012. Making a VA STS call is very similar to making an STS call, but in addition to the phone connection, VA STS uses a visual component to assist with the communication between the caller and the CA. It enables the CA to see the caller’s mouth movements, facial expressions, and gestures.

To make a VA STS call, the caller needs a telephone, a computer with a Web cam, and access to high-speed Internet. The State of California does not provide the video equipment and Internet service to access VA STS; users must supply their own equipment and Internet access.

The person who has difficulty speaking is simultaneously connected to the STS CA through both the user’s landline phone (for audio) and the internet (for visual). The CA can see the caller who has difficulty speaking, but not vice versa.

The service is available for STS calls when either the caller or the person called is in California. The State of California pays (per session minute, at the regular STS rate) the relay providers for the audio portion of the call only.

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If FCC staff has any questions about either about the attached summaries or the substantive changes to California's TRS, please do not hesitate to contact me by e-mail at helen.mickiewicz@cpuc.ca.gov, or by telephone at 415.703.1319.

Sincerely,

/s/ HELEN M. MICKIEWICZ

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HMM:mas

Attachments