Janice K. Brewer
Governor

Sherri L. Collins
Executive Director

Arizona Commission
for the deaf and the hard of hearing
100 N 15th Avenue * Suite 104* Phoenix, AZ 85007
acdhh.org

June 20, 2014

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

RE: TRS Consumer Complaint Log Summaries for June 1, 2012 through May 31, 2013
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Arizona Commission for the Deaf and Hard of Hearing respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. AT&T provided Telecommunications Relay Service to Arizona for the period June 1, 2013 through May 31, 2014. The enclosed complaint log reflects this date.

AT&T track and processes all complaints and all other customer service activity for the State of Arizona, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. AT&T normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Arizona Commission for the Deaf and Hard of Hearing certifies that there were no pending complaints in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules for the time period June 1, 2013 through May 31, 2014.

Please feel free to contact me at 602-542-3383 or Gail Sanchez with AT&T at 815-297-4399 with any questions regarding the above.

Sincerely,

Sherri Collins,
Executive Director

602-364-0990 TTY * 602-542-3323 V * 480-559-9441 VP * 800-352-8161 V/TTY * 602-364-0581 FAX *
info@acdhh.az.gov

The mission of the Arizona Commission for the Deaf and the Hard of Hearing is to ensure, in partnership with the public and private sectors, accessibility for the deaf and the hard of hearing to improve their quality of life.

ARIZONA RELAY SERVICES
2013 - 2014 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2013 through May 31, 2014

	2013							2014					
Arizona	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	1	0	0	0	0	0	0	0	0	1
TOTAL	**0**	**0**	**0**	**1**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1**

Complaint Summary by Category

	2013							2014					
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
Transparency													**0**
Confidentiality													**0**
Verbatim				1									**1**
Typing Issues													**0**
In Call Replacement													**0**
Answer Performance													**0**
Gender Accommodation													**0**
Total	**0**	**0**	**0**	**1**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1**

June 2013

Nothing to report.

July 2013

Nothing to report.

August 2013

Nothing to report.

September 2013

TTY 2013, September 13
The customer complained the CA did not type 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 the CA's manager would follow up accordingly.
Contact Closed: 2013, September 14
FCC: Verbatim

October 2013

Nothing to report.

November 2013

Nothing to report.

December 2013

Nothing to report.

January 2014

Nothing to report.

February 2014

Nothing to report.

March 2014

Nothing to report.

April 2014

Nothing to report.

May 2014

Nothing to report.

ARIZONA RELAY SERVICES - CAPTEL SERVICE
2013 - 2014 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2013 through May 31, 2014

	2013							2014					
Arizona	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	1	0	0	0	0	0	1	2
TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**0**	**0**	**0**	**0**	**0**	**1**	**0**	**0**	**0**	**0**	**0**	**1**	**2**

Complaint Summary by Category

	2013							2014					
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
Transparency													**0**
Confidentiality													**0**
Verbatim													**0**
Typing Issues													**0**
In Call Replacement						1							**1**
Answer Performance												1	**1**
Gender Accommodation													**0**
Total	**0**	**0**	**0**	**0**	**0**	**1**	**0**	**0**	**0**	**0**	**0**	**1**	**2**

ARIZONA RELAY SERVICE – CAPTEL SERVICE

2013-14 FCC Annual Consumer Summary Log

June 2013	Nothing to report.
July 2013	Nothing to report.
August 2013	Nothing to report.
September 2013	Nothing to report.
October 2013	Nothing to report.
November 2013	2013, November 19 @ 2:15 PM Customer reported being disconnected when another cxaptionist was taking over the call. Category: In Call Replacement Resolution: CSR apologized to the customer for their experience and promised to investigate the call. CSR identified the call reported. Call detail was sent to the Call Center for further exploration. Call Center technical detail shows the call disconnected over one minute after the CA swap and no trouble ticket was logged by the CA. The second CA was able to caption part of the call after the swap and that one line disconnected shortly thereafter. Findings are inconclusive as to the cause of the disconnection. Detail shows one party disconnected prior to the CA disconnection after party was no longer on the line. Closed: 2013, December 9 @ 3:38 PM
December 2013	Nothing to report.
January 2014	Nothing to report.
February 2014	Nothing to report.
March 2014	Nothing to report.
April 2014	Nothing to report.

May 2014	2014, May 21 @ 4:31 PM Caller to CapTel user reported seeing, "Please stay on the line your captions will be available shortly" on the CapTel 840. Category: Answer Performance Resolution: CSR apologized and advised that t his message indicates the call may have been placed at a peak time and would be answered by the next available CA. CSR recommended caller stay on the line and call would be connected shortly. CSR noted on rare occasion calls may experience additional seconds of connection time and advised customer to try the call again. Caller's follow up call to the CapTel user was successful. Call Center answer time for the day met the FCC requirements. Closed: 2014, May 21 @ 4:48 PM