



# PUBLIC NOTICE

Federal Communications Commission  
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## REMINDER TO STATES AND INTERSTATE TELECOMMUNICATIONS RELAY SERVICES PROVIDERS THAT THE ANNUAL SUMMARY OF CONSUMER COMPLAINTS IS DUE JULY 1, 2013

### REMINDER OF ONGOING OBLIGATION TO REPORT CONTACT INFORMATION AND SUBSTANTIVE CHANGES IN TRS PROGRAMS

#### CG DOCKET NO. 03-123

#### Obligation to File Annual Summary of Consumer Complaints.

The Federal Communications Commission's Consumer and Governmental Affairs Bureau reminds states and providers of interstate telecommunications relay services (TRS)<sup>1</sup> that they must submit their annual consumer complaint log summaries covering the 12-month period from June 1, 2012 to May 31, 2013, on or before Monday, July 1, 2013.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to collect and maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.<sup>2</sup> State TRS programs are required to log all complaints made to the state agency, as well as those made to the state's TRS provider. Both states and interstate TRS providers must file summaries of these complaint logs with the Commission annually.<sup>3</sup> These summaries are intended to provide an early warning to the Commission of possible service quality issues. This information also 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. Moreover, the information enables states to learn how other states are resolving complaints.<sup>4</sup>

Complaint log summaries should include information pertaining to complaints received between June 1, 2012, and May 31, 2013. The summaries must include, at a minimum, the total number of interstate relay calls by type of TRS (*i.e.*, traditional TRS, speech-to-speech (STS), captioned telephone service (CTS), Internet protocol (IP) CTS, IP Relay, video relay service (VRS)), the number of complaints alleging a

<sup>1</sup> Providers of interstate TRS service include all Internet-based TRS providers.

<sup>2</sup> See 47 C.F.R. § 64.604(c)(1)(i). See also *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CC Docket No. 98-67, Report and Order and Further Notice of Proposed Rulemaking, 15 FCC Rcd 5140, 5144-5145 at ¶ 9 (2000) (*Improved TRS Order*).

<sup>3</sup> See 47 C.F.R. § 64.604(c)(1)(ii).

<sup>4</sup> *Improved TRS Order*, 15 FCC Rcd at 5190-5191, ¶ 122.

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.<sup>5</sup>

**State Complaint Log Summary filings must reference CG Docket No. 03-123.** Submissions may be filed in one of two ways: (1) by using the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- Electronic Filers: Submissions may be filed electronically using the Internet by accessing the ECFS: <http://apps.fcc.gov/ecfs/>. Filers should follow the instructions provided on the website for submitting comments.
- 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 first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12<sup>th</sup> Street, SW., Room TW-A325, Washington, DC 20554. The filing hours 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, Express, and Priority mail must be addressed to 445 12<sup>th</sup> Street, SW., Washington DC 20554.

#### Obligation to Submit Contact Information and Notice of Substantive Changes in TRS Programs.

We also remind certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that, pursuant to 47 C.F.R. § 64.604(c)(2), they must submit to the Commission the name of a contact person and/or office for the receipt of inquiries and complaints from consumers about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service. The submission must include the name and address of the state or TRS office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, and fax numbers for that office; the email address; and the physical address to which correspondence should be sent.

The Commission must be notified each time there is a change in any of this required information. Any changes in contact information for certified state TRS programs and/or interstate TRS providers should be sent to [TRS\\_POC@fcc.gov](mailto:TRS_POC@fcc.gov).

We also remind certified state TRS programs that, pursuant to 47 C.F.R. § 64.606(f)(1), state TRS programs must notify the Commission of any substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal mandatory minimum standards after implementing the substantive change. Similarly, pursuant to 47 C.F.R. §

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<sup>5</sup> See 47 C.F.R. § 64.604(c)(1).

64.606(f)(2), providers of VRS, IP Relay and IP CTS certified under 47 C.F.R. § 64.606 must also notify the Commission of any substantive changes in their TRS programs, services, and features within 60 days of when such changes occur, and certify that they continue to meet federal mandatory minimum standards after implementing the substantive change. Notices of substantive changes in TRS Programs must reference CG Docket No. 03-123.

Contact information for certified state TRS programs is posted on the Consumer and Governmental Affairs Bureau's website at: <http://www.fcc.gov/encyclopedia/trs-state-and-territories>; contact information for interstate TRS providers is posted at: <http://www.fcc.gov/encyclopedia/trs-providers>.

The full text of this document and copies of any subsequently filed complaint log summary and notices of substantive changes in TRS program documents in this matter will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12<sup>th</sup> Street, SW., Room CY-A257, Washington, DC 20554. This document and copies of subsequently filed documents in this matter may also be purchased from the Commission's duplicating contractor Best Copying and Printing Inc., at Portals II, 445 12<sup>th</sup> Street, SW., Room CY-B402, Washington, DC 20554. Customers may contact the duplicating contractor at their web site [www.bcpweb.com](http://www.bcpweb.com) or call 202-488-5300.

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 (voice), 202-418-0432 (TTY). This *Public Notice* can also be downloaded in Word and Portable Document Format (PDF) at <http://www.fcc.gov/encyclopedia/disability-rights-office>.

For further information regarding this *Public Notice*, contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disability Rights Office, 202- 418-2247 (voice), or email [Dana.Wilson@fcc.gov](mailto:Dana.Wilson@fcc.gov).

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