



# PUBLIC NOTICE

**Federal Communications Commission**  
**445 12th St., S.W.**  
**Washington, D.C. 20554**

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Internet: <http://www.fcc.gov>  
TTY: 1-888-835-5322

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**CONSUMER & GOVERNMENTAL AFFAIRS BUREAU REMINDS STATES AND  
TELECOMMUNICATIONS RELAY SERVICES (TRS) PROVIDERS THAT THE  
ANNUAL SUMMARY OF CONSUMER COMPLAINTS CONCERNING TRS IS DUE  
MONDAY JULY 3, 2006**

**CG DOCKET NO. 03-123**

The Federal Communications Commission's Consumer & Governmental Affairs Bureau reminds states and interstate telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2006, on or before July 3, 2006.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.<sup>1</sup> State TRS programs should report all complaints made to the state agency, as well as those made to the state's TRS provider. TRS providers that provide interstate traditional TRS, interstate Speech-to-Speech (STS), interstate Spanish relay, interstate captioned telephone relay, Video Relay Service (VRS), or IP Relay are also required to submit complaint log summaries. These summaries 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. This information further enables states to learn how other states are resolving complaints.<sup>2</sup>

Complaint log summaries should include information pertaining to complaints received between June 1, 2005, and May 31, 2006. Complaint log summaries shall include, at a minimum, the total number of interstate relay calls by type of TRS (*i.e.*, traditional TRS, STS, captioned telephone, IP Relay, VRS), the number of complaints received that allege a violation of the federal TRS mandatory minimum standards,

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<sup>1</sup> See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, FCC 00-56, Report and Order and Further Notice of Proposed Rulemaking, 15 FCC Rcd 5140, at 5144-5145, para. 9 (March 6, 2000) (*Improved TRS Order*); 47 C.F.R. §64.604(c)(1) (TRS "mandatory minimum standards" requiring filing of consumer complaint logs).

<sup>2</sup> *Improved TRS Order*, 15 FCC Rcd at 5190-5191, para. 122.

the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.<sup>3</sup>

**All filings must reference CG Docket No. 03-123.** States and interstate TRS providers who choose to submit by paper must submit an original and four copies of each filing on or before Monday, July 3, 2006. To expedite the processing of complaint log summaries, states and interstate TRS providers are encouraged to submit an additional copy to Attn: Pam Gregory, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12<sup>th</sup> Street, SW, Room 3-C417, Washington, D.C. 20554 or by email at [Pam.Gregory@fcc.gov](mailto:Pam.Gregory@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 “Your State\_Complaint Log Summary.”

Filings can be sent by hand or messenger delivery, by electronic media, 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 will receive hand-delivered or messenger-delivered paper filings or electronic media for the Commission's Secretary at 236 Massachusetts Avenue, NE, 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 and electronic media sent by 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 12<sup>th</sup> 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 12<sup>th</sup> Street, SW, Room TW-B204, Washington, D.C. 20554.

The full text of this document and copies of any subsequently filed 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, D.C. 20554. This document and copies of subsequently filed documents in this matter may also be purchased from the Commission's duplicating contractor at, Portals II, 445 12<sup>th</sup> Street, SW, Room CY-B402, Washington, D.C. 20554. Customers may contact the duplicating contractor at their web site [www.bcpweb.com](http://www.bcpweb.com) or call 1-800-378-3160.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to [fcc504@fcc.gov](mailto:fcc504@fcc.gov) or call the Consumer & Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* can also be downloaded in Word or Portable Document Format (PDF) at: <http://www.fcc.gov/cgb/dro>.

For further information regarding this *Public Notice*, contact Pam Gregory, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-2498 (voice), (202) 418-1169 (TTY), or e-mail [Pam.Gregory@fcc.gov](mailto:Pam.Gregory@fcc.gov).

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