



PUBLIC NOTICE

Federal Communications Commission
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**THE CONSUMER & GOVERNMENTAL AFFAIRS BUREAU REMINDS STATE
TELECOMMUNICATIONS RELAY SERVICE (TRS) PROGRAMS AND INTERSTATE
TRS PROVIDERS OF THEIR OBLIGATIONS REGARDING CONTACT
INFORMATION AND SUBSTANTIVE CHANGES IN THEIR TRS PROGRAM**

CG Docket No. 03-123

The purpose of this *Public Notice* is to remind certified state Telecommunications Relay Service (TRS) programs that pursuant to 47 C.F.R. § 64.604(c)(2) they must submit to the Commission a contact person or office for TRS consumer information and complaints about intrastate service. The submission shall include the name and address of the state office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, and fax numbers for that office; the e-mail address; and the physical address to which correspondence should be sent.

Similarly, interstate TRS providers are reminded that pursuant to 47 C.F.R. § 64.604(c)(2) they must submit to the Commission a contact person or office for TRS consumer information and complaints about the provider's service. The submission shall include the name and address of the office that receives complaints, grievances, inquiries and suggestions; the voice, TTY and fax numbers for that office; the e-mail 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.

The Commission also reminds certified state TRS programs that pursuant to 47 C.F.R. § 64.605(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 minimum standards after implementing the substantive change. Similarly, Video Relay Service (VRS) and Internet Protocol Relay (IP Relay) Service Providers certified under 47 C.F.R. § 64.605(f)(2) 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 minimum standards after implementing the substantive change.

This designation, updated designation information, or substantive changes in a TRS program may be sent to the Commission via e-mail to TRS_POC@fcc.gov.

Contact information for certified state TRS programs is posted on the Consumer & Governmental Affairs Bureau's website at: http://www.fcc.gov/cgb/dro/trs_contact_list.html; contact information for interstate TRS providers is posted at: http://www.fcc.gov/cgb/dro/trs_providers.html.

The full text of this document and filings will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, S.W., Room CY-A257, Washington, D.C. 20554. These documents and copies of subsequently filed documents in this matter may also be purchased from the Commission's duplicating contractor at, Portals II, 445 12th Street, S.W., Room CY-B402, Washington, D.C. 20554. Customers may contact the duplicating contractor at their website: www.bcpiweb.com or call 1-800-378-3160. Filings may also be viewed on the Consumer & Governmental Affairs Bureau's, Disability Rights Office homepage at <http://www.fcc.gov/cgb/dro>.

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 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 and Portable Document Format (PDF) at <http://www.fcc.gov/cgb/dro>.

For further information regarding this *Public Notice*, contact Arlene Alexander, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-0581 (voice), (202) 418-0183 (TTY), or e-mail Arlene.Alexander@fcc.gov.

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