

Date sent:

Thursday, June 21, 2012

Subject:

Public Notice Reminder on TRS Annual Consumer Complaint Log Summaries

On June 18, 2012, the FCC's Consumer and Governmental Affairs Bureau (CGB) released a Public Notice reminding states and providers of interstate telecommunications relay services (TRS) that they must submit their annual consumer complaint log summaries covering the 12-month period from June 1, 2011 to May 31, 2012, on or before Monday, July 2, 2012. The Public Notice also reminded certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that they must submit to the Commission the contact information for the receipt of inquiries and complaints from consumers about the TRS services. The purpose of the annual consumer complaint log summaries is to assist the Commission in monitoring the service quality of TRS providers.

The Public Notice further reminded state TRS programs and certified providers of VRS, IP Relay, and IP CTS that they must notify the Commission of any substantive changes in their TRS programs and services within 60 days of when such changes occur, and certify that they continue to meet federal minimum standards after implementing the substantive change. Any change of the required contact information for certified state TRS programs and/or interstate TRS providers should be sent to TRS_POC@fcc.gov.

For further information, contact Arlene Alexander, Consumer and Governmental Affairs Bureau, Disability Rights Office (202) 418-0581 (voice), (202) 418-0183 (TTY), or email Arlene.Alexander@fcc.gov.

Links to the Public Notice:

http://transition.fcc.gov/Daily_Releases/Daily_Business/2012/db0618/DA-12-955A1.doc

http://transition.fcc.gov/Daily_Releases/Daily_Business/2012/db0618/DA-12-955A1.pdf

http://transition.fcc.gov/Daily_Releases/Daily_Business/2012/db0618/DA-12-955A1.txt