

Date: Tuesday, December 23, 2014

Subject: The FCC's Disability Rights Office Releases Annual Report of TRS-Related Consumer Complaints

The FCC has released a report of consumer informal complaints regarding the provision of telecommunications relay services (TRS). TRS is a telephone service that allows people who are deaf, hard of hearing, deaf-blind, or have a speech disability to place and receive telephone calls by means of a communications assistant. There are several forms of TRS, depending on the particular needs of the user and the equipment available.

The report analyzes the data from the period of July 1, 2013 through June 30, 2014 for seven different forms of TRS. It categorizes the complaints by type of issue raised and the amount of time taken for resolution.

Links to the report:

Word: https://apps.fcc.gov/edocs_public/attachmatch/DOC-331113A1.docx

PDF: http://transition.fcc.gov/Daily_Releases/Daily_Business/2014/db1217/DOC-331113A1.pdf

The report is also available via the TRS encyclopedia page, <http://www.fcc.gov/encyclopedia/telecommunications-relay-services-trs>.

For additional information about this report, contact Susan Kimmel, DRO Deputy Chief, at 202- 418-1679 (Susan.Kimmel@fcc.gov), or call the ASL Consumer Support Line, at 1-844-432-2275 via videophone.