

Date: Friday, February 12, 2016
Subject: The FCC's Disability Rights Office Releases Annual Report of TRS-Related Consumer Complaints for the 2014-2015 period

The FCC's Disability Rights Office has released an annual 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. 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, 2014 through June 30, 2015 for six different forms of TRS. It categorizes the complaints by type of issue raised.

Links to the report:

Word: https://apps.fcc.gov/edocs_public/attachmatch/DOC-337706A1.docx

PDF: https://apps.fcc.gov/edocs_public/attachmatch/DOC-337706A1.pdf

Text: https://apps.fcc.gov/edocs_public/attachmatch/DOC-337706A1.txt

The report is also available via the TRS page, <https://www.fcc.gov/general/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.