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June 16, 2026

Matthew L. Homsher, Commission's Secretary
Bureau of Directors Office, PA PUC
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

RE: TRS Consumer Complaint Log Summaries for June 1, 2025 through May 31, 2026
PA PUC Docket No. # M-2026-3059572
FCC CG DOCKET NO. 03-123

Dear Mr. Homsher,

Attached you will find the Pennsylvania Captioned Telephone Relay Service (PA CTRS) and TRS annual complaint log. The complaint log submission must reference CG Docket No. 03-123.

If you have any questions about the complaint log report or need any assistance, please let me know.

Thanks,

A handwritten signature in blue ink that reads "Beth Slough". The signature is written in a cursive, flowing style.

Beth Slough
Director of Account Management and Compliance
Hamilton Relay

cc: Melissa Derr, Analyst
Derek Sharp, Telco Financial Analyst Trainee
Spencer Nahf, Financial Analyst
Enclosures

Pennsylvania Relay 2025-2026 FCC TRS Complaint Report

June 2025 - May 2026

Reference Number	Date of Inquiry	Category	Sub-Category	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution
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There were no complaints associated with a violation of FCC Mandatory Minimum Standards.

The incidents below reflect activity that Pennsylvania Relay is aware of that is outside of its scope of service.

0000465808	06/06/2025 01:59 PM	External Complaints			Voice	Christina	Christina	Caller attempted to reach Walmart from the numbers provided on their billing statement.	06/06/2025 02:00 PM	Customer Care explained Relay. Customer understood.
0000466376	06/11/2025 03:41 PM	External Complaints			Voice	Christina	Christina	Caller attempted to reach T-Mobile from the numbers provided on their billing statement.	06/11/2025 03:42 PM	Customer Care explained Relay. Customer understood.
0000469007	07/02/2025 11:38 AM	External Complaints			Voice	Christina	Christina	Caller attempted to reach Verizon from the numbers provided on their billing statement.	07/02/2025 11:38 AM	Customer Care explained Relay. Customer understood.
0000472436	07/31/2025 03:41 PM	External Complaints			Voice	Jacob	Jacob	Caller attempted to reach Verizon from the numbers provided on their billing statement.	07/31/2025 03:41 PM	Customer Care explained Relay. Customer understood.
0000473709	08/11/2025 02:59 PM	External Complaints			Voice	Phabian	Phabian	Caller attempted to reach Verizon from the numbers provided on their billing statement.	08/11/2025 03:00 PM	Customer Care explained Relay. Customer understood.
0000474544	08/18/2025 08:40 AM	External Complaints			Voice	Christina	Christina	Caller attempted to reach Verizon from the numbers provided on their billing statement.	08/18/2025 08:41 AM	Customer Care explained Relay. Customer understood.
0000474754	08/19/2025 09:45 AM	External Complaints			Voice	Christina	Christina	Caller attempted to reach PennDOT from the numbers provided on their billing statement.	08/19/2025 09:45 AM	Customer Care explained Relay. Customer understood.
0000475508	08/25/2025 06:56 AM	External Complaints			Voice	David	Christina	Caller attempted to reach Verizon from the numbers provided on their billing statement.	08/25/2025 10:40 AM	Customer Care explained Relay. Customer understood.
0000478950	09/18/2025 11:38 AM	External Complaints			Voice	Christina	Christina	Caller attempted to reach Walmart from the numbers provided on their billing statement.	09/18/2025 11:39 AM	Customer Care explained Relay. Customer understood.

0000482164	10/10/2025 01:50 PM	External Complaints			Voice	Christina	Christina	Caller attempted to reach KeyBank from the numbers provided on their billing statement.	10/10/2025 01:51 PM	Customer Care explained Relay. Customer understood.
0000485294	11/04/2025 08:43 AM	External Complaints			Voice	Christina	Christina	Caller attempted to reach Aetna from the numbers provided on their billing statement.	11/04/2025 08:44 AM	Customer Care explained Relay. Customer understood.
0000489188	12/02/2025 10:06 AM	External Complaints			Voice	Christina	Christina	Caller attempted to reach Comcast from the numbers provided on their billing statement.	12/02/2025 10:06 AM	Customer Care explained Relay. Customer understood.
0000489202	12/02/2025 10:47 AM	External Complaints			Voice	Christina	Christina	Caller attempted to reach XFINITY from the numbers provided on their billing statement.	12/02/2025 10:50 AM	Customer Care explained Relay. Customer understood.
0000490055	12/08/2025 12:54 PM	External Complaints			Voice	Christina	Christina	Caller attempted to reach PennDOT from the numbers provided on their billing statement.	12/08/2025 12:55 PM	Customer Care explained Relay. Customer understood.
0000490253	12/09/2025 02:16 PM	External Complaints			Voice	Phabian	Phabian	Caller attempted to reach XFINITY from the numbers provided on their billing statement.	12/09/2025 02:19 PM	Customer Care explained Relay. Customer understood.
0000491171	12/15/2025 04:19 PM	External Complaints			Voice	Christina	Christina	Caller attempted to reach Walmart from the numbers provided on their billing statement.	12/15/2025 04:22 PM	Customer Care explained Relay. Customer understood.
0000491636	12/18/2025 09:17 AM	External Complaints			Voice	Christina	Christina	Caller attempted to reach XFINITY from the numbers provided on their billing statement.	12/18/2025 09:18 AM	Customer Care explained Relay. Customer understood.
0000496011	01/12/2026 11:36 AM	External Complaints			Voice	Christina	Christina	Caller attempted to reach UGI from the numbers provided on their billing statement.	01/12/2026 11:38 AM	Customer Care explained Relay. Customer understood.
0000497375	01/21/2026 02:12 PM	External Complaints			Voice	Phabian	Phabian	Caller attempted to reach Windstream from the numbers provided on their billing statement.	01/21/2026 02:12 PM	Customer Care explained Relay. Customer understood.
0000497692	01/23/2026 01:36 PM	External Complaints			Voice	Christina	Christina	Caller attempted to reach Columbia Gas from the numbers provided on their billing statement.	01/23/2026 01:39 PM	Customer Care explained Relay. Customer understood.
0000498281	01/28/2026 11:50 AM	External Complaints			Voice	Christina	Christina	Caller attempted to reach UGI from the numbers provided on their billing statement.	01/28/2026 11:50 AM	Customer Care explained Relay. Customer understood.

0000498649	01/30/2026 03:06 PM	External Complaints			Voice	Phabian	Phabian	Caller attempted to reach XFINITY from the numbers provided on their billing statement.	01/30/2026 03:11 PM	Customer Care explained Relay. Customer understood.
0000499657	02/06/2026 04:09 PM	External Complaints			Voice	Phabian	Phabian	Caller attempted to reach Windstream from the numbers provided on their billing statement.	02/06/2026 04:09 PM	Customer Care explained Relay. Customer understood.
0000499923	02/09/2026 11:24 AM	External Complaints			Voice	Preston	Preston	Caller attempted to reach Columbia Gas from the numbers provided on their billing statement.	02/09/2026 11:25 AM	Customer Care explained Relay. Customer understood.
0000500243	02/11/2026 11:15 AM	External Complaints			Voice	Phabian	Phabian	Caller attempted to reach T-Mobile from the numbers provided on their billing statement.	02/11/2026 11:16 AM	Customer Care explained Relay. Customer understood.
0000500257	02/11/2026 12:23 PM	External Complaints			Voice	Phabian	Phabian	Caller attempted to reach T-Mobile from the numbers provided on their billing statement.	02/11/2026 12:25 PM	Customer Care explained Relay. Customer understood.
0000500491	02/12/2026 04:31 PM	External Complaints			Voice	Phabian	Phabian	Caller attempted to reach XFINITY from the numbers provided on their billing statement.	02/12/2026 04:32 PM	Customer Care explained Relay. Customer understood.
0000500581	02/13/2026 12:40 PM	External Complaints			Voice	Phabian	Phabian	Caller attempted to reach Comcast from the numbers provided on their billing statement.	02/13/2026 12:41 PM	Customer Care explained Relay. Customer understood.
0000501419	02/19/2026 05:43 PM	External Complaints			Voice	Phabian	Phabian	Caller attempted to reach T-Mobile from the numbers provided on their billing statement.	02/19/2026 05:43 PM	Customer Care explained Relay. Customer understood.
0000501549	02/20/2026 04:47 PM	External Complaints			Voice	Phabian	Phabian	Caller attempted to reach T-Mobile from the numbers provided on their billing statement.	02/20/2026 04:47 PM	Customer Care explained Relay. Customer understood.
0000501815	02/23/2026 03:48 PM	External Complaints			Voice	Phabian	Phabian	Caller attempted to reach Verizon from the numbers provided on their billing statement.	02/23/2026 03:49 PM	Customer Care explained Relay. Customer understood.
0000504471	03/16/2026 12:42 PM	External Complaints			Voice	Christina	Christina	Caller attempted to reach UGI from the numbers provided on their billing statement.	03/16/2026 12:43 PM	Customer Care explained Relay. Customer understood.
0000504494	03/16/2026 02:24 PM	External Complaints			Voice	Phabian	Phabian	Caller attempted to reach UGI Utilities from the numbers provided on their billing statement.	03/16/2026 02:29 PM	Customer Care explained Relay. Customer understood.

0000507518	04/01/2026 08:16 PM	External Complaints			Voice	Phabian	Phabian	Caller attempted to reach Comcast from the numbers provided on their billing statement.	04/01/2026 08:19 PM	Customer Care explained Relay. Customer understood.
0000508622	04/10/2026 09:58 AM	External Complaints			Voice	Christina	Christina	A non-Relay customer stated when attempting to make a call they are connecting to Relay.	04/10/2026 10:02 AM	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.
0000509460	04/16/2026 09:43 AM	External Complaints			Voice	Christina	Christina	Caller attempted to reach Humana from the numbers provided on their billing statement.	04/16/2026 09:44 AM	Customer Care explained Relay. Customer understood.

Category	SubCategory	Count of Inquiry ID
External Complaints		36

Pennsylvania Relay 2025-2026 FCC CTS Complaint Report - Hamilton Relay
June 2025 - May 2026

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
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There were no complaints associated with a violation of FCC Mandatory Minimum Standards.

The incidents below reflect activity that Hamilton Relay/CapTel is aware of that is not in violation of FCC Mandatory Minimum standards. -- Recommended Analog to Digital Transition

1466624	06/14/2025 03:42pm	Phone	Setup	N/A	Customer's daughter-in-law reported being unable to make or receive captioned calls on the CapTel 840PLUSSP in Analog Mode.	CSR's troubleshooting revealed the customer's telephone network isn't supporting the CapTel phone's data connection. CSR advised customer's daughter-in-law regarding the technical requirements of using the CapTel 840PLUSSP in Analog Mode and recommended contacting the telephone service provider to request that they make any adjustments possible to enable the use of a device which requires a modem data connection over the phone line. CSR advised that the CapTel can be modified to operate in IP Mode if the telephone line cannot support the CapTel's data connection needs.	06/14/2025 03:50pm	Within 24 Hours	RN
1467481	06/19/2025 02:18pm	Email	Setup	N/A	Customer reported dropped calls on the CapTel 840PLUSSP.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP service. CSR attempted to reach the customer by phone, but was unsuccessful. CSR sent the customer a letter advising customer that the CapTel 840 PLUSSP in Analog Mode is not designed for VOIP service use and recommended switching the CapTel to IP Mode.	07/01/2025 06:14pm	Over 48 hours	OR
1470573	07/08/2025 11:12am	Phone	Setup	N/A	Customer's assistant reported difficulty receiving captions on inbound calls.	CSR's investigation revealed that the customer is attempting to connect to captions with a digital cable provider. CSR advised customer that the CapTel 840 PLUSSP in Analog Mode is not designed for digital cable use and recommended switching the CapTel to IP Mode. As CSR's repeated attempts to follow up with the customer were unsuccessful, a letter was sent reiterating previous advice given and providing additional tips to resolve their experience.	07/18/2025 12:17pm	Over 48 hours	AJG
1473047	07/22/2025 10:25am	Phone	Setup	N/A	Customer's daughter inquired if the CapTel 840 PLUSSP could be used with a new phone service.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 PLUS/SP in Analog Mode is not designed for digital cable use and recommended switching the CapTel to IP Mode.	07/22/2025 10:33am	Within 24 Hours	RR
1482735	09/16/2025 09:53am	CapTel	Setup	N/A	Customer reported no captions on the CapTel 840 in 1-Line Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	09/16/2025 10:35am	Within 24 Hours	RK
1508693	02/18/2026 09:41am	Email	Setup	N/A	Customer's audiologist reported that customer is experiencing static on outgoing calls on the CapTel 840 phone.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer's husband that the CapTel 840 is not designed for digital cable use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions. Customer's husband indicated he would alternatively look for an analog telephone service provider and call back as further assistance is needed.	02/19/2026 09:44am	Within 48 Hours	SOT
1508925	02/19/2026 02:19pm	Phone	Setup	N/A	Customer's daughter reported difficulty receiving calls on the CapTel 840 PLUSSP in Analog Mode.	CSR's troubleshooting revealed the customer's telephone network isn't supporting the CapTel phone's data connection. CSR explained how the quality of the phone line or phone network can affect the performance of the CapTel phone and recommended obtaining the Internet so that the CapTel could be mode switched to IP mode to support the captions.	02/19/2026 02:24pm	Within 24 Hours	DPR
1521434	05/04/2026 09:38am	Phone	Setup	N/A	Customer's assistant reported difficulties with calls on the CapTel 840 in 1-Line mode.	CSR's troubleshooting revealed the customer's telephone network isn't supporting the CapTel phone's data connection. CSR explained how the quality of the phone line or phone network can affect the performance of the CapTel phone and recommended obtaining an internet model CapTel that would use the internet to support the captions.	05/04/2026 10:06am	Within 24 Hours	KA
1522736	05/11/2026 10:02pm	CapTel	Setup	N/A	Customer reported experiencing garbled captions on the CapTel 840 PLUS in Analog Mode.	CSR's investigation revealed that customer may be attempting to connect to captions using fiber optic telephone service. CSR attempted to follow up with customer multiple times but was unable to reach them. CSR subsequently sent customer a letter informing them of this and explaining that the CapTel 840 PLUS in Analog Mode is not designed for fiber optic use and recommending switching the CapTel to IP Mode.	05/13/2026 02:43pm	Within 48 Hours	EDS