

Mississippi Public Service Commission



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June 18, 2018

Office of the Secretary
Federal Communications Commission
445 12th St., SW/Room TW-A325
Washington, DC 20554

Re: TRS 55-02
Mississippi Complaint Log Summary
CG Docket 03-123

Dear Secretary:

Pursuant to FCC rules regarding Telecommunications Relay Service, please find for review the following:

1. Annual Complaint Log from June 1, 2017 through May 31, 2018
2. Report with total complaints by category.

We are pleased to report the Mississippi Public Service Commission has not directly received any complaints regarding relay service in Mississippi this past year. Should you need additional information, please let me know.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "K. Collier", is written over the typed name.

Katherine Collier, Executive Secretary
Mississippi Public Service Commission

Cc: Cheryl King, Federal Communications Commission
445 12th St., SW
Washington, DC 20554



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Mississippi FCC Complaint Log

2017 - 2018

Complaint Tracking for MS (06/01/2017-05/31/2018). Total Customer Contacts: 1

| Tally | Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------|-------------------|--|--------------------|--|
| 1 | 05/09/18 | A Mississippi Speech to Speech user complained that she is getting an echo when she places a call through the Speech to Speech Communications Assistant. The caller states that when she uses the line directly, there is no echo, only through relay. Customer service submitted trouble ticket. Customer did request follow up | 05/09/18 | Unable to contact customer to get additional information to research or trouble shoot issue. Retested line for Speech to Speech and no echo was found on our tests and other customer reports of echo. Appears to be customer equipment or line issue on their side. |

Date Generated: Tue, Jun. 12th, 2018 @ 11:14:55 AM CT