



COLORADO

**Department of
Regulatory Agencies**

Public Utilities Commission

Colorado Public Utilities Commission
1560 Broadway, Suite 250
Denver, CO 80202

Jeff Ackermann, Chairman
Frances Koncilja, Commissioner
Wendy Moser, Commissioner
Doug Dean, Director

Marguerite Salazar, Executive Director
John W. Hickenlooper, Governor

June 21st, 2018

Marlene H. Dortch
Federal Communications Commission
445 12th Street, SW
Room TW-A325
Washington, DC 20554

RE: CG Docket # 03-123

Colorado TRS and CapTel Services for individuals with hearing or speech loss: Consumer Complaint Log
Summaries from July 1, 2017 to May 31, 2018 pursuant to 47 C.F.R. 64.604(c)(1)(ii).

Dear Ms. Dortch,

Please find the Telecommunication Relay Service Annual Consumer Complaint Log Summaries from the State of Colorado. The attached memorandum also details the supplemental information not provided by Colorado's TRS provider that the State wishes to include in the annual log summaries.

If I can be of further assistance, you can reach me via the contact information below. Thank you.

Sincerely,

Holly Bise
State Relay Administrator
Colorado Public Utilities Commission
holly.bise@state.co.us
303-894-2024





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MEMORANDUM

TO: Marlene Dortch, Commission Secretary
FROM: Holly Bise, State Relay Administrator
DATE: June 21, 2018
RE: Supplemental Complaint Logs re: CG Docket No. 03-123

The Colorado State Relay Administrator understands as a telecommunication relay service program Colorado is required to collect, maintain, and submit, to the Federal Communications Commission, annual consumer complaint logs that allege violations of the federal TRS mandatory minimum standards.

Via the State's current TRS provider we have compiled logs deemed as minimum standard complaints. In an effort to remain transparent with Colorado consumers, we are including supplemental information that includes a log of complaints received by the Colorado Public Utilities Commission that are not categorized as a violation of TRS mandatory minimum standards.

The following information includes complaints that are not deemed as a TRS mandatory minimum standards pursuant to 47 C.F.R. 64.104(c)(1)(i).



Complaints Received at the Colorado Public Utilities Commission

November 2017

An individual contacted the Colorado Public Utilities Commission (COPUC) with a complaint that they were unable to reach 711 or other Relay Colorado numbers when calling from a specific number.

Category: Other

Escalation: Received by the COPUC State Relay Administrator and reviewed with the COPUC legal counsel.

Resolution: Upon investigation by the COPUC and the State relay provider, it was determined that the number that was unable to reach 711 was intentionally misusing the relay service in excess between October 1, 2017 and November 21, 2017. A temporary block was placed on the number on November 21st but subsequently removed on December 7th. A letter was sent to the individual on January 3rd that advised the resident of the intended use of the relay service and documentation of the calls that were erroneously placed. In addition, they were advised that the COPUC could take formal action should the misuse of the relay service continue and were given contact information to respond should any of the information discovered by the COPUC be incorrect.

Contact Closed: 2018, January 3



Sprint
Accessibility

Colorado FCC Complaint Log

2017 - 2018

Complaint Tracking for COLORADO (06/01/2017-05/31/2018). Total Customer Contacts: 5

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/15/17	Caller to a CapTel user reported experiencing difficulties connecting with a captionist when using the CapTel 840.	06/16/17	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with Automatic Call Distribution support engineers identified a technical issue with two Automatic Call Distribution servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
2	06/15/17	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 840 PLUS.	06/16/17	Customer Service Representative apologized and advised that their reported experience on June 15th would be investigated further. Investigation with Automatic Call Distribution support engineers identified a technical issue with two Automatic Call Distribution servers that resulted in some available Communication Assistants not being able to log in resulting in queued calls. Not all Communication Assistants were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.
4	06/20/17	Customer states that she cannot make her call through the relay to her insurance company. Her husband can get through on his phone using the same number by dialing direct but she cannot get through. Relay Customer Service Response: Apologized for the problem. Suggested calling back tomorrow when the company is open and try the call again. If the call cannot go through for the operator to ask for supervisor assist. Trouble Ticket was turned in. Husband asked for a call back when the problem is fixed.	06/20/17	The customer was calling from a Colorado number into the Texas Relay service. Texas requires that one the parties needs to a Texas Automatic Number Identification. The customer should call the Colorado Relay number instead of the Texas Relay service. This is per state contractual requirements for billing purposes. Customer Service Manager called and spoke with the customer - he said it is all is well and appreciated that I followed up.
5	09/28/17	The Communications Assistant acted like he didn't want to help. It seemed like he didn't want to tell the outbound to hold on while the inbound typed. The agent also seemed to be impatient and unprofessional. The customer service rep apologized for the trouble and assured the information would be passed on to agent's supervisor. The customer would like follow up via email.	09/28/17	Supervisor coached the Communications Assistant on the importance of being patient and maintaining a professional attitude. . Follow up email was sent at 9:27 pm, Thursday, September 28th.