



Sprint[®]
Relay

Illinois FCC Complaint Log

2015 - 2016



June 21, 2016

Trudy Snell
Executive Director
Illinois Telecommunications Access Corporation
3001 Montvale Drive, Suite D
Springfield IL 62704

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Snell,

Sprint has provided you the following information to support your filing with the FCC for the State of Illinois:

- An annual Complaint Log which includes complaints received between June 1, 2015 and May 31, 2016 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

State Complaint Log Summary filings must reference CG Docket No. 03-123. Submissions may be filed in one of two ways: (1) by using the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- Electronic Filers: Submissions may be filed electronically using the Internet by accessing the ECFS: <http://apps.fcc.gov/ecfs/>. Filers should follow the instructions provided on the website for submitting comments.



- Paper Filers: Parties who choose to file by paper must file an original and one copy of each filing.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12th St., SW, Room TW-A325, Washington, DC 20554. The filing hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building.

- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12th Street, SW, Washington DC 20554.

This is due to the FCC on or before Friday, July 1, 2016.

Obligation to Submit Contact Information and Notice of Substantive Changes in TRS Programs.

The FCC reminds certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that they must submit to the Commission the name of a contact person or office, or both, for the receipt of inquiries and complaints from consumers about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service. The submission must include, at a minimum, the name and address of the state or TRS office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, fax number, e-mail address, and web address for that office; and the physical address to which correspondence should be sent.

Should you have any questions concerning this report, please contact me.

Sincerely,

A handwritten signature in cursive script that reads "Emma Danielson".

Emma Danielson
Customer Relations Manager
Illinois Relay

Attachments:

- 1) Log Sheets
- 2) FCC Public Notice

Complaint Tracking for Illinois (06/01/2015-05/31/2016). Total Customer Contacts: 5

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	10/20/15	Customer explained that the Communication Assistant asked if she wanted to hold for a live representative. The customer's note said "hold for live rep." "The note should be clear." When the customer reportedly questioned the Communication Assistant, they explained they "have no control over the macro." Apologized. The supervisor will be notified. No follow up.	10/20/15	The Quality Supervisor spoke to the Communication Assistant and the Communication Assistant acknowledged that she made an error. The Communication Assistant was coached about using different words when explaining what happened.
2	02/11/16	Customer called in to complain about Communication Assistant not following customer's notes. Apologized. Supervisor will be notified. Follow up requested.	02/11/16	The Communication Assistant was coached on the importance of remaining focused on Voice Carry Over calls to listen to customer instructions. A follow up email was sent to the customer on 2/16/16 as requested.
3	03/07/16	The Communication Assistant was harassing the customer by typing very slowly as well as pausing for long periods of time in the middle of typing. The customer stated it has been an on going issue. The Assistant Supervisor apologized for the incident and assured the customer that the information would be forwarded. Follow up requested.	03/07/16	The Communication Assistant does not remember the call; however, the Communication Assistant was coached on the importance of keeping the caller informed of the cause of slow typing such as a technical issue or if the Communication Assistant needed to constantly pace or re-explain relay. The Communication Assistant was also reminded to call for assistance on difficult calls. A follow up email was sent on 3/9/2016.
4	03/07/16	The Communication Assistant was harassing the customer by typing very slowly as well as pausing for long periods of time in the middle of typing. The customer stated it has been an on going issue. The Assistant Supervisor apologized for the incident and assured the customer that the information would be forwarded. Follow up requested.	03/07/16	The Supervisor met with the Communication Assistant and coached them on appropriate pacing techniques as well as making sure to give excellent customer service. Follow up sent via email.
5	05/13/16	The Communication Assistant left a message on an answering machine that he was not instructed to leave. The customer attempted to interrupt the Communication Assistant to instruct them to stop leaving the message, but the Communication Assistant continued to leave a voice mail on the answering machine. A follow up letter is requested.	05/13/16	The Communication Assistant was coached on the importance of remaining focused for additional instructions that a customer may provide. The Communication Assistant was also reminded to verify instructions while in operator mode if instructions are unclear. A follow up letter was mailed on 5/13/2016.