

Via Electronic Filing (ECFS)

June 22, 2021

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW, Room TW-A325
Washington, D.C. 20554

Re: The State of Minnesota's Telecommunications Relay Services
Annual Consumer Complaint Log Summary (CG Docket No. 03-123)

Dear Ms. Dortch,

Pursuant to Code of Federal Regulations, title 47, section 64.604, paragraph (c)(1), the Minnesota Department of Commerce – Telecommunications Access Minnesota respectfully submits Minnesota's Telecommunications Relay Services (TRS) Annual Consumer Complaint Log Summary for the twelve month period commencing on June 1, 2020, and ending on May 31, 2021.

Minnesota Relay received four (4) complaints during the reporting period that allege a violation of the federal TRS mandatory minimum standards. All complaints were timely resolved.

Attached please find the following report documents:

1. Complaint tally sheet categorizing complaints by type (Attachment A).
2. Complaint log summaries for complaints received June 1, 2020, through May 31, 2021, including the date of the complaint, type of relay call, category number of the complaint, nature of the complaint, date of the resolution, and explanation of the resolution (Attachment B).

The report includes complaints received by the TRS state administrator, Minnesota Relay center supervisors, Minnesota Relay Outreach Office, Sprint Customer Service, CapTel Customer Service, and Sprint account manager.

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Minnesota Relay's total number of interstate TRS completed calls during the period of June 1, 2020, through May 31, 2021, are as follows:

- Interstate Traditional TRS *Completed* Calls: 2,159
- Interstate Speech-to-Speech *Completed* Calls: 85
- Interstate Captioned Telephone Service Total Calls: 14,091
- Internet Protocol Captioned Telephone Service: Not applicable; Minnesota does not contract for this service.
- Internet Protocol Relay: Not applicable; Minnesota does not contract for this service.
- Video Relay Service: Not applicable; Minnesota does not contract for this service.

If I can be of further assistance, please feel free to contact me.

Sincerely,



Rochelle Garrow, TAM Administrator

Phone: 651-539-1878

Email: rochelle.garrow@state.mn.us

cc: Dana Wilson, Federal Communications Commission
Will Seuffert, Minnesota Public Utilities Commission
Greg Doyle, Minnesota Department of Commerce
Liz D'Anna, Sprint Relay

Minnesota Relay Complaints By Category June 1, 2020 - May 31, 2021

SERVICE COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#00	Answer Wait Time	1						1			1			3	75%
#01	Dial Out Time													0	0%
#02	Didn't Follow Database Instructions													0	0%
#03	Didn't Follow Customer Instructions													0	0%
#04	Didn't Keep Customer Informed													0	0%
#05	Agent Disconnected Caller													0	0%
#06	Poor Spelling													0	0%
#07	Typing Speed/Accuracy	1												1	25%
#08	Poor Voice Tone													0	0%
#09	Everything Relayed													0	0%
#10	HCO Procedures Not Followed													0	0%
#11	VCO Procedures Not Followed													0	0%
#12	Two-Line VCO Procedure Not Followed													0	0%
#13	Background Noise Not Typed													0	0%
#14	Feelings Not Described													0	0%
#15	Recording Feature Not Used													0	0%
#16	Noise in Center													0	0%
#17	Agent Was Rude													0	0%
#18	Answering Machine Retrieval Problems													0	0%
#19	Spanish Service													0	0%
#20	Speech to Speech													0	0%
#21	Other Problem Type Complaint													0	0%
Sub-Total		2	0	0	0	0	0	1	0	0	1	0	0	4	

TECHNICAL COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#22	Lost Branding													0	0%
#24	Trouble Linking Up													0	0%
#25	Line Disconnected													0	0%
#26	Garbled Message													0	0%
#27	Database Not Available													0	0%
#28	Split Screen													0	0%
#29	Other Technical Type Complaint													0	0%
#57	Caller ID													0	0%
#58	Regional 800 Calls													0	0%
#59	Transmission (Can't hear or be heard)													0	0%
Sub-Total		0	0	0	0	0	0	0	0	0	0	0	0	0	

MISC COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#31	On Screen Display													0	0%
#32	No 900 Number													0	0%
#34	Network Recording													0	0%
#35	Other													0	0%
Sub-Total		0	0	0	0	0	0	0	0	0	0	0	0	0	

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Report Year
TOTAL COMPLAINTS	2	0	0	0	0	0	1	0	0	1	0	0	4

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/01/20	CapTel	#00	Customer reported experiencing longer wait times to connect to captions when dialing out.	06/01/20	Customer service apologized to the customer for the additional wait time to connect with a CA, and advised the customer to continue to hold for the next available CA. Customer service noted that this added answer time was due to higher call volume as a result of COVID-19. Customer service confirmed that the customer is now able to make and receive captioned calls successfully.
06/15/20	CapTel	#07	Customer reported experiencing a significant delay on a previous call.	06/28/20	Customer service apologized and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, customer service sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer service followed up with the customer by phone reporting action taken and offered further follow-up assistance if desired.
12/05/20	CapTel	#00	Customer reported experiencing longer than normal wait time to connect with captions.	12/05/20	Customer service apologized to the customer for the additional wait time to connect with a CA. Customer service advised the customer to continue to hold for the next available CA, and explained that the added answer time was a result of higher call volume at the time of his call attempt. Customer service placed test calls and confirmed that the customer was able to connect with captions successfully with no delay.
03/13/21	CapTel	#00	Customer reported experiencing an extended wait time to connect with a CA when attempting to place a previous call.	03/13/21	Customer service apologized to the customer for the additional wait time to connect with a CA. Customer service advised the customer to continue to hold for the next available CA and explained that the added answer time was a result of higher call volume. Customer service confirmed that the customer is able to connect to captioned calls successfully.