



**Sprint**<sup>®</sup>  
Relay

## **Tennessee FCC Complaint Log**

**2015 - 2016**



June 21, 2016

Monique Brazelton  
TRS Administrator  
502 Deaderick Street, 4th Floor  
Nashville, TN 37243

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. Brazelton,

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

- 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 12<sup>th</sup> 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 12<sup>th</sup> 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 blue ink, appearing to read "Angie Officer".

Angie Officer  
Customer Relations Manager  
Tennessee Relay

Attachments:

- 1) Log Sheets
- 2) FCC Public Notice

**Complaint Tracking for Tennessee Relay Service (06/01/2015-05/31/2016). Total Customer Contacts: 9**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	09/23/15	Customer Complaint: The caller reported that the Agent disconnected the call while he was voicing the number to dial. He noticed his red light signal on the device blinking indicating the disconnect. Customer Service Response: <i>I apologized for the inconvenience and told the caller that the report would be sent to the call center supervisor. No follow up requested.</i>	09/23/15	While the Agent does not recall circumstances of this nature, the Agent was reminded to report any technical difficulties that may result in disconnects. The Agent was reminded of the consequences of a disconnecting a call.
2	10/28/15	Customer was delayed in speaking due to health issues and did not give "Go Ahead" yet. Agent began typing before they were finished speaking. Apologize for the problem and let them know I will inform the agent supervisor for follow up with the agent. No contact wanted.	10/28/15	The Supervisor met with the agent and coached them to always wait for the Voice Carry Over user to give the go ahead (GA) before typing the voice person's response. No follow up requested.
3	11/02/15	A Tennessee Voice Carry Over customer complained that the Agent hung up during the call. The customer was not sure the Agent understood what was being said. Customer Service apologized for the issue. Customer did request email follow up.	11/02/15	This agent ID number is currently unassigned. A follow up email was sent to the customer at 12:15 PM on 11/3/2015 as requested.
4	11/05/15	Customer reports that the Agent was impatient. Customer said they were voicing the number to dial when the Agent sent another message asking for the number to dial. Customer started saying the number again. The Agent reportedly disconnected the line while they were talking. Apologized. Supervisor will be notified. Follow up requested.	11/05/15	The quality supervisor coached the Agent on the importance of remaining patient, not disconnecting customers, and was reminded to call for assistance on difficult calls. A follow up email was sent on 11/9/2015.
5	11/30/15	Customer Complaint: The caller reported that he keeps experiencing garbling during his Voice Carry Over calls. He requested that a trouble ticket be turned in to resolve the issue, and also provided the Agent ID of the most recent occurrence to pinpoint the call center location. Customer Service response: I apologized for the inconvenience and told him the trouble ticket would be entered today. The ticket number is IM3307063. The customer would like follow up regarding the issue.	11/30/15	The customer stated that all calls since the complaint have not been garbled and did say that Comcast was doing work in the area the day of garbling. The customer is now satisfied. Customer Service representative suggested he contact customer service if he has garbling in the future.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
6	12/11/15	A Tennessee Voice Carry Over user complained that Agent ID was not completely going across screen and had to ask the Agent for their ID number. Customer service submitted trouble ticket # IM3324154. Customer did not request follow up.	12/11/15	The Agent reported in this ticket at several different positions on the date reported. Without the customer's phone number, it is impossible to pull the correct trouble logs for the issue reported. Unable to troubleshoot.
7	02/15/16	Customer experienced problems connecting to his voice mail and garbling of text. Apologized for problem and discussed Comcast outage recording he received on a call. Let him know that I will let the relay technicians understand the problem. Entered TT IM34153. Customer requests email contact.	02/15/16	Apologized to the customer and discussed the Comcast outage recording he received on a call. Let him know that the relay technicians know of the problem. The technicians tested and no trouble was found.
8	03/04/16	Customer Complaint: The Voice Carry Over caller reported that the Agent did not appear to hear the frequent dialed number that he was requesting to dial. He had to repeat three times and also had to repeat other instructions. He wondered if the Agent needed a new headset. Customer Service response: I apologized for the inconvenience and told him that the report would be sent to the call center supervisor. No follow up was requested.	03/04/16	The Supervisor met with the Agent and reviewed the call processes for frequently dialed numbers. They were also reminded to pay close attention to instructions given by the caller at the beginning of the call. Her headset was also checked and there appeared to be no issues.
9	04/08/16	Customer Complaint: The caller reported that after his call to his newspaper company had ended, he was going to make another call but the Agent disconnected at the same time the other party hung up. Customer Service response: I apologized for the inconvenience and told the caller the report would be sent to the call center supervisor. No follow up was requested.	04/12/16	The agent was met with and coached on the proper disconnect procedure.