



Sprint[®]
Relay

Wisconsin FCC Complaint Log

2015 - 2016



June 21, 2016

Jack Cassell
TRS Administrator
Wisconsin Department of Administration
101 E. Wilson St. 8th Floor
Madison, WI 53707

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 Mr. Cassell,

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

- 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
Wisconsin Relay

Attachments:

- 1) Log Sheets
- 2) FCC Public Notice

Complaint Tracking for Wisconsin (06/01/2015-05/31/2016). Total Customer Contacts: 9

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/13/15	Customer shared feedback regarding accuracy of captions and provided specific call data.	06/16/15	Operator apologized for the incident and thanked the customer for the feedback. Call detail was shared with the Call Center management for follow up with the Operator by the Operator's supervisor. Call center staff met with the Operator to discuss the concern and discussed proper captioning techniques related to taking good guesses and scanning for errors. The primary Supervisor has been informed of the concern and will be performing extra observation looking for similar coaching opportunities related to accuracy as well as increasing monitoring frequency for the Operator to ensure consistent quality performance.
2	07/17/15	Customer reported that sometimes the captioned answering machine message has incorrect information.	08/06/15	Operator apologized for the incident and thanked the customer for bringing their experience to our attention. Customer did not have call specifics to follow up on with the Call Center. Operator shared that the recorded message could be re-captioned which the customer did and said this remedied the circumstance. Operator followed up with the customer to see if any additional incidents had occurred to report and the customer said all was well and thanked the Operator for the follow up.
3	08/11/15	Customer reported that the captions were far behind the spoken word on the CapTel 800 in 2-Line mode.	08/19/15	Operator apologized for the incident and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the Operator by the Operator 's supervisor. Operator shared tips with the customer to use when the other party speaks quickly causing a lag in captions. Call Center management was unable to increase monitoring frequency of the Operator because the Operator is no longer at the Call Center.
4	12/18/15	A Wisconsin TTY user complained that the Operator abbreviated during the call when their notes said no abbreviations. Customer Service apologized for the problem. Customer did not request follow up	12/18/15	Made a U-only abbreviation. When customer said I don't understand shorthand. Operator reviewed three lines of text and there were no abbreviations used. Was aware of note and might have just had that one slip. Just a common practice to use a "U" for "You". Coached to be careful and type out the smallest of words to avoid use of abbreviations.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5	03/15/16	Speech to Speech user said this Operator is impatient when answering the phone and does not give the caller a chance to respond. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up requested via phone call.	03/15/16	Supervisor met with the Operator and coached to be more patient. Follow up with customer via phone call as per request.
6	03/15/16	Speech to Speech customer said had to wait up to 10 minutes to get an Operator. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up requested via phone call.	03/15/16	Management apologized for the delay. Follow up with customer via phone call as per request.
7	04/20/16	The Operator was rude. The Operator interrupted the customer and let the conversation overlap by not waiting for the customer to give the go ahead. The Assistant Supervisor apologized for the inconvenience and assured the customer the information would be forwarded to the appropriate party in management. Follow up requested.	04/20/16	The Operator was coached by the quality supervisor on the importance of demonstrating a warm and friendly demeanor when speaking with customers. The Operator was also coached on proper pacing techniques. A follow up email was sent to the customer as requested on 5/2/2016.
8	04/21/16	Speech to Speech customer stated that this Operator has no patience and rudely interrupts. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up requested via phone call.	04/21/16	Supervisor coached the Operator to be patient and professional at all times. Follow up with the customer was made via phone call.
9	05/18/16	A Speech to Speech customer stated that the Operator was very rude and made the caller feel rushed. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	05/18/16	Supervisor coached the Operator to remain professional and patient for all calls.