

InTRAC
*Indiana Telephone Relay Access Corporation
for the Hearing and Speech Impaired*

June 23, 2016

Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-A325
Washington, DC 20554

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 Commission Secretary:

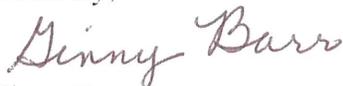
Thank you for the opportunity to provide you with the information on Indiana's consumer complaint logs for June 1, 2015 through May 31, 2016. I have enclosed:

- Sprint Relay Indiana FCC 2015-2016 Complaint Log
- Letter from Relay Provider, Sprint

All of the consumer complaints regarding Relay Indiana Service have been resolved satisfactorily under 180 days. Sprint Customer Service recorded six (6) complaints and a narrative of resolution accompanies each customer call. No complaints were filed directly with InTRAC. Sprint's attached letter addresses that the number of interstate calls will be filed directly with the FCC as a sealed document.

If you need more information, please contact me at 317-334-1413 or by email, ginny.barr@relayindiana.com.

Sincerely,



Ginny Barr
Executive Director

Enc.



Indiana FCC Complaint Log

2015 - 2016

Complaint Tracking for IN (06/01/2015 - 05/31/2016). Total Customer Contacts: 6

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/20/15	Customer states that they asked the Operator for a supervisor (as they wanted the supervisor to be able to see the screen as to what had just transpired on the call) and there was no reply. The customer waited a while and then asked the Operator for a supervisor again with no reply and then they found themselves transferred to Customer Service. Relay Customer Service response: apologized for the problem and assured that the complaint would be sent in as stated. No call-back requested.	07/20/15	The Supervisor followed-up with the Operator and the Operator recalled an event as described by the customer and described how the call actually occurred. Supervisor on duty was submitted and he reviewed the call. Before the supervisor began to introduced himself to the customer, the line was disconnected. The Supervisor on-duty at the time verified how this call went.
2	08/07/15	Customer said the Operator did not relay everything verbatim, interrupted the caller, and spoke at same time. Apologized to customer and advised him the call center supervisor would meet with the Operator. No follow-up requested.	08/07/15	Supervisor coached the Operator on proper Hearing Carry Over procedures.
3	10/20/15	Customer complaint: The caller reported that the Operator did not have a working knowledge of how to process his HCO call. There was a lengthy delay before the call began and he is concerned that if he had an emergency any delay would be a problem. He suggested additional training for the Operator. Customer Service Response: I apologized for the inconvenience and told him the report would be sent to the call center supervisor. Follow up is requested.	10/20/15	Supervisor coached the Operator on the correct Hearing Carry Over (HCO) procedure. Operator understands the need to process all calls quickly. Multiple attempts were made to follow up with the customer as per request. Message was left apologizing for inconvenience and assuring the customer that the Operator was coached on the procedure.
4	10/30/15	Customer reports the Operators switched on the call without her knowledge. It caused confusion. Apologized. Supervisor will be notified. Follow-up requested.	10/30/15	The supervisor met with the Operator who did not remember an event of this nature however the Operator demonstrated knowledge of appropriate phrasing to customers when taking over a call under similar circumstances. Supervisor followed-up with the customer.

Complaint Tracking for IN (06/01/2015 - 05/31/2016). Total Customer Contacts: 6

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5	11/30/15	Customer complaint: The caller reported that he waited over two minutes for a response from the Operator so that he could make a call. After no response, he began tapping on buttons to get the Operator attention and finally was able to obtain the Operator ID number. He is concerned that the inattention of the Operator could be bad in the case of an emergency call. Customer Service response: "I apologized, and thanked the customer for letting us know. I told him the report would be sent to the Call Center Supervisor." He also requested that the Customer Service Supervisor be notified. Follow-up requested.	11/30/15	The Supervisor followed up with the Operator and coached on the importance of maintaining 100% focus on all calls and immediate responses to the customer. The Supervisor followed up with the customer via phone.
6	03/28/16	Customer Complaint: The caller reported that the Operator did not know how to process his Hearing Carry Over call and he was not able to connect to his caller. Customer Service response: "I apologized for the inconvenience and thanked him for letting us know. I told him the report would be sent to the Call Center Supervisor to follow-up with the Operator. No follow-up was requested."	03/28/16	The Operator was met with by the Quality Supervisor. The Operator was coached on proper procedure for this type of call.



June 20, 2016

Virginia Barr
Executive Director
Indiana Telephone Relay Access Corporation (InTRAC)
7702 Woodland Dr., Suite 130
Indianapolis IN 46278

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. Barr:

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

- 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 black ink, appearing to read "Todd Bader", followed by a horizontal line extending to the right.

Todd Bader
Customer Relations Manager II
Indiana Relay

Attachments:

- 1) Log Sheets
- 2) FCC Public Notice