

Douglas A. Ducey  
Governor



Sherri L. Collins  
Executive Director

## Arizona Commission

for the deaf and the hard of hearing  
100 N 15<sup>th</sup> Avenue \* Suite 104 \* Phoenix, AZ 85007  
acdhh.org

June 21, 2019

Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2018 through May 31, 2019  
CG DOCKET NO. 03-123

Attn: Office of the Secretary,

The Arizona Commission of the Deaf and the Hard of Hearing respectfully submits the enclosed complaint log in connections with the provisioning of telecommunication Relay Services pursuant to Section 64.604( c) (ii) of the FCC's rules. Our complaint log summaries will show data for TRS services provided by Sprint Relay from June 1, 2018 through May 31, 2019.

Sprint Relay tracked all complaints and all other customer services activity for the State of Arizona. They processed any complaint, which originates vial email, fax, telephone, regular mail, outreach events, at the workstations, etc. Those complaints and resolutions are reflected in these reports, and normally provide a resolution to all complaints within 72 hours. The complaint enclosed has been resolved.

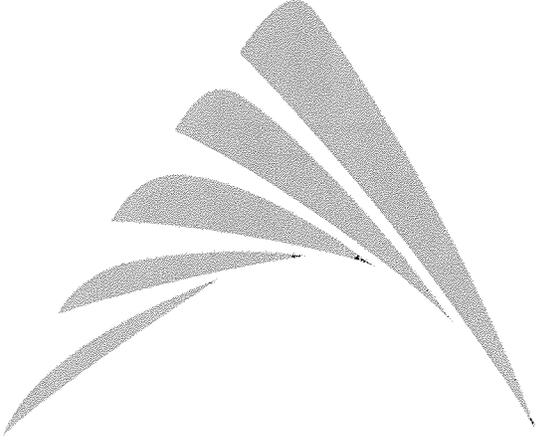
Arizona Commission for the Deaf and the Hard of Hearing certifies that there were no pending complaints in connections with the provisioning of Telecommunications Relay Services pursuant to Section 64.604( c) (ii) of the FCC's rules for the period of June 1, 2018 through May 31, 2019.

Please free to contact me at 602-542-3383, or Ken Arcia with Sprint at 520-277-7278 V/VP, with any questions regarding the above.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sherri Collins', with a long horizontal flourish extending to the right.

Sherri Collins,  
Executive Director



**Sprint**  
Accessibility

**Arizona FCC Complaint Log**

**2018 - 2019**

**Complaint Tracking for ARIZONA (06/01/2018-05/31/2019). Total Customer Contacts: 1**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Res
1	08/22/18	The customer's daughter reported a delay in captions behind the spoken words.	09/04/18	The Customer Service Representative apologized to the customer for bringing their experience to caption details about the call with caption delay. The Representative sent call details to the app further follow-up with the Communication Assistant monitoring and coaching to optimize the Captioning performance. The Customer Service followed up with the customer's daughter and was taken and offered further follow-up a: