



STATE OF ALABAMA
PUBLIC SERVICE COMMISSION
P.O. BOX 304260
MONTGOMERY, ALABAMA 36130

TWINKLE ANDRESS CAVANAUGH, PRESIDENT

JOHN A. GARNER, EXECUTIVE DIRECTOR

JEREMY H. ODEN, ASSOCIATE COMMISSIONER

June 24, 2019

CHRIS "CHIP" BEEKER, JR., ASSOCIATE COMMISSIONER

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, SW, Room 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 Secretary Dortch:

Please find attached as Appendix "A" a summary of the log of consumer complaints received by the State of Alabama's Telecommunications Relay Services ("TRS") provider, Sprint Accessibility, for the period running from June 1, 2018, through May 31, 2019. As the state entity in Alabama responsible for the provision of TRS service, please note that the Alabama Public Service Commission ("APSC") did not receive any consumer complaints regarding our TRS service for the period of June 1, 2018, through May 31, 2019.

In addition, please find attached as Appendix "B" hereto, the current point of contact for TRS complaints in Alabama. As reflected in Appendix "B", I will continue to be the point of contact for the APSC for dual party inquiries or complaints.

Thank you for your assistance in this matter. Should you have questions, please do not hesitate to contact me at (334)242-5200.

Sincerely,

A handwritten signature in blue ink, appearing to read "John A. Garner", is written over the typed name and title.

John A. Garner
Executive Director

JAG:klr
Attachments
via ECFS



Sprint
Accessibility

Alabama FCC Complaint Log

2018 - 2019

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

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	11/21/18	Customer reported a delay in captions behind the spoken words on the CapTel 840.	11/28/18	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention 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, the Customer Service Representative confirmed that the customer would like the information provided regarding the call in question and to be sent to the captioning service staff for further follow-up. The Customer Service Representative sent the call details to the appropriate supervisory staff for further follow-up with the Communication Assistant who assisted with the call. The Communication Assistant 's supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. The Customer Service Representative followed up with the customer by phone reporting the action taken and offered further follow-up assistance if desired.

Appendix “B”

Contact for TRS Complaints:

John A. Garner, Chairman
Alabama Dual Party Relay Fund and
Executive Director/Chief Administrative Law Judge
Alabama Public Service Commission
100 North Union Street, Suite 802
(Mailing: Post Office Box 304260 36130-4260)
Montgomery, AL 36104
Telephone numbers: (334)242-5200; Fax (334)242-0748
Email: karen.rogers@psc.alabama.gov