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Public Service Commission

June 27, 2019

VIA ELECTRONIC FILING

The Honorable Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: CG Docket No. 03-123, Florida Consumer Complaint Log Summary

Dear Secretary Dortch:

In accordance with FCC Public Notice (DA 19-502) released on May 31, 2019, enclosed is Florida's telecommunications relay services (TRS) consumer complaint log summary for the period June 1, 2018, through May 31, 2019. In total, 17 TRS consumer complaints were filed in Florida during the reporting period. The complaints are listed and summarized in Attachments A and B.

As presented in Attachment A, one TRS complaint was filed with the Florida Public Service Commission (FPSC). Attachment B presents TRS complaints filed directly with Sprint Accessibility, the provider of TRS in Florida. Sprint Accessibility reported and summarized a total of 16 complaints in its submission to the FPSC.

If you have questions or need additional information, please contact Curtis Williams at (850) 413-6924 or cjwillia@psc.state.fl.us.

Sincerely,

/s/

Cayce Hinton
Director

CH/cjw
Enclosure



Florida FCC Complaint Log

2018 - 2019

Complaints Filed With The Florida Public Service Commission**Complaint Tracking for Florida (6/1/18 - 5/31/19). Consumer Complaints: 1**

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	01/23/19	Customer experienced problems accessing relay service at the Columbia Correctional Institution Annex.	02/04/19	Communicated issue to Sprint and requested investigation and resolution. Sprint worked with the Department of Corrections and Securus Technologies to improve procedures to make sure relay service users have uninterrupted access, while establishing a system to prevent abuse.



Sprint
Accessibility

Florida FCC Complaint Log

2018 - 2019

Complaint Tracking for FL (06/01/2018-05/31/2019). Total Customer Contacts: 16

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/05/18	Customer said that the operator did not follow his instructions to stay in the background while his Mom was on the phone assisting. Tried to explain that she can only be on the line to assist if the customer is telling her what to say, not if she is just speaking to the outbound directly. Customer stated they want this rule changed. Follow up was requested.	07/05/18	Made a couple of attempts to contact customer via email regarding the operator number that is assigned to an operator that does not work in New York center anymore. Would not have been correct operator id. No response from the caller for any further information.
2	08/10/18	Customer reported experiencing inaccurate captions on a specific call when using the CapTel 840 PLUS.	08/20/18	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call and sent call details to the appropriate supervisory staff for further follow-up with the operator who assisted with the call. The operator's supervisor increased monitoring and coaching to optimize the operator's captioning performance.
3	08/12/18	Customer reported experiencing inaccurate captions on a specific call when using the CapTel 840 PLUS in Analog Mode.	08/27/18	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative gathered details about the call and sent call details to the appropriate supervisory staff for further follow-up with the operator who assisted with the call. The operator's supervisor increased monitoring and coaching to optimize the operator's captioning performance. Customer Service Representative later sent a letter to the customer advising them of the actions taken and offering further assistance upon request.
4	08/29/18	Caller said that this operator hung up on his brother twice when trying to place a call through Speech to Speech. His brother had recent surgery that has caused him to stutter. Customer Service Response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested	08/29/18	The Customer Service supervisor met with this operator and discussed the importance and repercussions of disconnecting calls prematurely. No follow up requested.
5	08/29/18	A Speech-to-Speech customer states that operator disconnected previous call and was rude. Assistant Relay Supervisor apologized for the inconvenience. Customer would like a follow up via telephone.	08/29/18	Customer's concern was investigated and operator stated that she was not rude, listened to the customer, but the customer was the one who disconnected the call. The Assistant Center Manager coached operator to request assistance whenever it is needed. Customer was followed up via phone on 9/24/18.
6	09/11/18	Unable to reach the relay operator. Customer Service Apologized. Trouble Ticket SD5508423. Follow-up requested.	09/11/18	Send an email on 9/18 to customer explaining that by design our system technology does not include the capability for the relay operator to press a touch tone. Recommend to reach out to the correctional institute to request and enable connection to the relay service without the touch tone feature.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7	09/25/18	"Speech to Speech was busy from 5:30 - 6:30 and what if there is an emergency and someone can't get through? Apologized, explained the trainers and management will be made aware of their concerns. No contact wanted.	09/25/18	Reassigning as technical issue.
8	10/05/18	Customer does not like the new system with one lined notes in his profile. Apologized and explained I will pass his comments onto management. Customer does not want contact.	10/05/18	Shared information with product team and engineering. No follow up requested.
9	12/10/18	Customer comments: This operator was handling my call to a business. I was on the call for 5 minutes when the operator disconnected for no reason. The responding in-charge apologized for the inconvenience.	12/10/18	While the operator does not recall circumstances of this nature, the operator was reminded to report any technical difficulty that may result in disconnects. The operator was reminded of the consequences of a disconnecting a call.
10	12/13/18	Customer was frustrated that the operator did not answer his question but instead transferred him to Customer Service. Customer Service response: Apologized for the problem and assured that the complaint would be sent in as he requested. Email back requested.	12/13/18	Customer Relations Manager send him an email on 12/14. Answered all of his inquiries and he appreciated the prompt responses.
11	12/20/18	A TTY customer called a business and the operator hung up on them. The Assistant Supervisor apologized for the inconvenience. No follow up requested.	12/20/18	A Customer Service supervisor discussion was conducted with the operator and while the operator does not recall circumstances of this nature, the operator was reminded to report any technical difficulty that may result in disconnects. The operator was reminded of the consequences of disconnecting a call. No follow up was requested.
12	01/22/19	Customer states that he got this Operator and they didn't understand him when he was trying to get one of his frequently dialed numbers, even after several times of trying to get the number. He asked for another Operator and was told to hang up and call back. He tried that and kept getting the same operator. He then asked to be transferred to Customer Service and again the operator didn't understand what he was saying. He is finding this to be very frustrating and wants something done about it. Customer Service Response: Apologized for the problem and assured that a complaint would be sent in as stated. Call back requested	01/22/19	The Customer Service supervisor met with the operator and reviewed the proper procedures for switching operators when requested. The Customer Service supervisor also went over the other skill sets that could be used when encountering a difficult call. Follow up was requested via phone. Follow up attempted 1/31/2019. Follow up via phone call made 2/1/19.
13	02/21/19	Customer comments: I was talking this this operator. I needed directory assistance for area code NXX and then I was disconnected from the call. The responding in-charge apologized and thanked the customer for sharing their comments.	02/21/19	While the operator does not recall circumstances of this nature, the operator was reminded to report any technical difficulty that may result in disconnects. The operator was reminded of the consequences of a disconnecting a call.
14	03/07/19	The captioner did not attend this event.	03/07/19	I called on March 11th and left a message. I also called on March 20 and left a message. The customer never called back. I will close this and update ticket if she calls back.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
15	03/15/19	The customer stated that once the call was connected to an outbound line the operator did not say anything, did not announce and did not repeat anything. The customer wishes for the operator to have more training. The assistant supervisor apologized for the inconvenience and assured the customer this would be directed to the appropriate department. Follow up was requested via e-mail.	03/15/19	The Customer Service supervisor met with the operator and reviewed the proper procedures for this call type. The importance of asking for help and keeping the customer informed at all times were reviewed as well. Follow up was made via e-mail as requested.
16	03/19/19	Customer reported a particular call was disconnected by the Captioning Assistant when using the CapTel 840 PLUS in Analog Mode.	03/20/19	Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. Customer Service Representative investigated with call center management and determined the operator had sent a message to the Captel user noting a technical difficulty and the need to disconnect the call from the call center captionist. Customer Service Representative advised the customer they may hang up and place their call again.