



COLORADO

**Department of
Regulatory Agencies**

Public Utilities Commission

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Frances Koncilja, Commissioner
John Gavan, Commissioner
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Colorado Public Utilities Commission
1560 Broadway, Suite 250
Denver, CO 80202

June 25th, 2019

Marlene H. Dortch
Federal Communications Commission
445 12th Street, SW
Room TW-A325
Washington, DC 20554

RE: CG Docket # 03-123

Colorado TRS and CapTel Services for individuals with hearing or speech loss: Consumer Complaint Log Summaries from July 1, 2018 to May 31, 2019 pursuant to 47 C.F.R. 64.604(c)(1)(ii).

Dear Ms. Dortch,

Please find the Telecommunication Relay Service Annual Consumer Complaint Log Summaries from the State of Colorado.

If I can be of further assistance, you can reach me via the contact information below. Thank you.

Sincerely,

Holly Bise
State Relay Administrator
Colorado Public Utilities Commission
holly.bise@state.co.us
303-894-2024





Sprint
Accessibility

Colorado FCC Complaint Log

2018 - 2019

Complaint Tracking for COLORADO (06/01/2018-05/31/2019). Total Customer Contacts: 2

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	10/22/18	Customer states that he was planning to make a second call so he waited for the Communication Assistant to type the usual but the person hung up. When that did not happen, he assumed that he was still on the line with the caller, so he said to the caller to hang up from their end. However, two protocols were not followed. No person hung up that appeared on the screen. The Communication Assistant suddenly disconnected without his acknowledgement of what he wanted to do next. The Customer Service response: Apologized for the problem and assured that a complaint would be sent in as stated. Email back requested.	10/22/18	While the Communication Assistant does not recall circumstances of this nature, the Communication Assistant was reminded to report any technical difficulty that may result in disconnects. The Communication Assistant was reminded of the consequences of a disconnecting a call. Sent follow up email as requested.
2	01/03/19	Customer stated that the Communication Assistant did not follow instructions. Apologized to the customer and stated that complaint would be sent in as stated. No follow-up needed.	01/03/19	Supervisor coached the Communication Assistant on the importance of following customers' instructions.