



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
PUBLIC SERVICE COMMISSION

SHELLY EDGERTON
DIRECTOR

SALLY A. TALBERG
CHAIRMAN

NORMAN J. SAARI
COMMISSIONER

June 27, 2016

VIA: Electronic Submission

Marlene Dortch
Commission Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

RE: Telecommunications Relay Services and Speech-to-Speech Services for Individuals with
Hearing and Speech Disabilities -- CG Docket No. 03-123

Dear Ms. Dortch:

Please accept Michigan's TRS Complaint Log and Resolution Summary for the period June 1,
2015 to May 31, 2016, as required by the Federal Communications Commission.

If you have questions, please do not hesitate to contact me at 517-284-8190.

Sincerely,

A handwritten signature in cursive script that reads "Robin P. Ancona".

Robin P. Ancona, Director
Telecommunications Division

Attachment

**MICHIGAN RELAY SERVICES
2015 - 2016 ANNUAL SUMMARY OF CONSUMER COMPLAINTS**

Category	Sub-Category	# of SRs
External Complaints	No Relay Provider Assigned	9
External Complaints	Miscellaneous	33
External Complaints Total		42
Service Complaints	CA Accuracy/Spelling/Verbatim	1
Service Complaints	Miscellaneous	1
Service Complaints	Suspicious/Harassment Call	2
Service Complaints Total		4
Technical Complaints	Busy Signal/Blockage	1
Technical Complaints	Carrier Choice not Available	4
Technical Complaints	Long Hold Time/Disconnect	1
Technical Complaints Total		6
Grand Total		52

Call Type to CC	# of SRs
TTY	6
Voice	39
VCO	6
VRS	1
Grand Total	52

Michigan Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
8047546	6/4/2015		TTY	Ryan	Tyna	Customer stated they received a recording when trying to reach Relay.	6/4/2015	Customer Care called the customer back to obtain additional information. Customer stated they have been able to successfully reach Relay before and after but during this 15 min interval was unable to connect. Customer Care apologized and advised the customer there were no indication of problems with Relay and referred the customer to their telephone service provider to verify there were no issues with their phone lines during this time. Customer was satisfied.	External Complaints - Miscellaneous
938839	6/6/2015		TTY	Tyna	Tyna	Customer stated when they call a telephone number with a 419 area code they get a recording and it disconnects.	6/6/2015	Customer Care determined that the recording is an operator generated recording from their telephone service provider and confirmed that the customer is able to successfully connect to Relay. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints - Miscellaneous
934042	6/8/2015		Voice	Jenn	Jenn	Customer calling on behalf of a Michigan Relay user who would like to have their long distance calls billed to his business D & P Communications.	6/8/2015	Customer Care recommended the Michigan Relay user set up a profile. Customer did not have telephone number of the user to set up profile but would call back with that information. Customer Care forwarded Long Distance Carrier information to management for possibility of Carrier becoming an active participant in the relay service. Customer Care offered to set up a temporary workaround profile for the customer, which the customer accepted and temporary profile was implemented. Customer Care contacted the provider and sent LOA information. As of 4/30/2016 an LOA has not been received from the company.	Technical Complaints - Carrier Choice not Available
601275	6/18/2015		VCO	Dan	Dan	Customer stated they have been receiving phone calls and getting no response from the person on the other end.	6/18/2015	Customer Care advised the customer that the person calling may not be calling through Relay. Customer Care suggested the customer attempt to contact their telephone service provider to obtain the number that has been calling them and then attempt to call that party to explain the Relay. Customer was satisfied.	External Complaints - Miscellaneous

Michigan Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
222267	6/30/2015		TTY	Carey	Carey	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	6/30/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 84% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
273840	7/16/2015		Voice	Dan	Dan	Customer stated when dialing 7-1-1 they receive a recording that the number is no longer in service.	8/19/2015	Customer Care explained why they received this recording. Customer Care stated their information would be forwarded to management in regards to the translation issue for the facility. Customer was satisfied. Information was forwarded to management; which worked with the provider to restore service in the facility. Relay access was restored in the facility and calls were processed successfully.	External Complaints - No Relay Provider Assigned
986292	8/1/2015		Voice	Mary	Mary	Customer received an error message on their computer instructing customer to dial a number which put them into the Relay service.	8/1/2015	Customer Care suggested that the customer contact their internet service provider to report the incident and explained Relay and the number they dialed identified 711 and this is why they reached Relay. Customer understood.	External Complaints - Miscellaneous
965964	8/3/2015		Voice	Dan	Dan	Customer stated when dialing 7-1-1 they are unable to reach Relay.	8/4/2015	Customer Care apologized and forwarded information to the telephone service provider, which verified everything is working properly in the customer's area. Customer Care has made several attempts to contact the customer, but has been unable to verify if they are able to dial 7-1-1. As of 4/30/2016 there has been no confirmation from the customer in regards to this issue.	External Complaints - No Relay Provider Assigned
151967	8/9/2015		TTY	Jenn	Jenn	Customer stated the CA was instructed to dial directory assistance and instead transferred them to Customer Care.	8/9/2015	Customer Care apologized and customer disconnected before any further information could be obtained or communicated.	Service Complaints - Miscellaneous

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Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
810168	8/20/2015		VCO	Carey	Carey	Customer stated they are unable to place a long distance call through Relay.	9/15/2015	Customer Care discovered the long distance provider is not yet participating with Relay. Customer Care requested contact information for the telephone service provider and stated Relay would contact the provider to get them to become a participating provider with Relay. Customer Care offered to set up a temporary workaround profile for the customer, which the customer accepted and temporary profile was implemented. Customer Care contacted the provider and sent LOA information. As of February, 2016 Frontier is now participating. Customer Care removed workaround profile. Customer was notified.	Technical Complaints - Carrier Choice not Available
7000949	8/26/2015		Voice	Carey	Carey	Customer stated when dialing 7-1-1 they receive a busy signal and they are unable to reach Relay. Customer stated that they were able to reach Relay at the beginning of the year; however, since then they have not been able to connect to 7-1-1.	1/14/2016	Customer Care apologized and forwarded information to the telephone service provider, which verified everything is working properly in the customer's area. Customer Care has made several attempts to contact the customer, but has been unable to verify if they are able to dial 7-1-1. There has been no further contact from the customer.	External Complaints - No Relay Provider Assigned
230726	8/31/2015		Voice	Tyna	Tyna	A telephone service provider called to obtain information on providing Relay service for their customers.	8/31/2015	Customer Care explained the telephone providers are required to set up TRS Relay Service for their area. Customer Care transferred the representative to management to obtain contract information. Management has shared information with the telephone service provider on how to obtain service with Relay. As of February 2016, Vonage is still not providing Relay Service in Michigan.	External Complaints - No Relay Provider Assigned

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Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
4054671	9/8/2015		Voice	Carey	Carey	Customer stated that when they are placing a call to 7-1-1 from their place of business, they are reaching another state's Relay. Customer did not know who the telephone service provider is for their business.	9/8/2015	Customer Care referred the customer to their local telephone provider or the telephone technician in their office. Customer stated they would check with the IT department at their company and have them reach out to their telephone service provider. Customer stated they would call back into Customer Care if they require further assistance. There has been no further contact from the customer.	External Complaints - Miscellaneous
806769	9/17/2015		Voice	Tyna	Tyna	Customer stated when dialing 7-1-1 they receive a recording that the number is no longer in service.	9/17/2015	Customer Care determined the customer was calling from an office setting. The customer does not know who their telephone service provider is. Customer Care referred the customer to their office technician to assist with setting up 7-1-1 in their office. Customer stated would call back if experience further issues. Customer was satisfied.	External Complaints - No Relay Provider Assigned
708091	9/19/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	9/19/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
708285	9/19/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	9/19/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
757843	9/19/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	9/19/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
488558	9/22/2015		Voice	Jenn	Jenn	Customer stated they have been receiving suspicious telephone calls with 7-1-1 appearing on their caller ID.	9/22/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
614713	9/22/2015		Voice	Carey	Carey	Customer stated they have been receiving suspicious telephone calls with 7-1-1 appearing on their caller ID.	9/23/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous

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Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
647342	9/22/2015		Voice	Carey	Carey	Customer stated they have been receiving suspicious telephone calls with 7-1-1 appearing on their caller ID.	9/22/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
373953	9/23/2015		Voice	Carey	Carey	Customer stated they have been receiving suspicious telephone calls with 7-1-1 appearing on their caller ID.	9/23/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
601567	9/25/2015		Voice	Carey	Carey	Customer stated they have been receiving suspicious telephone calls with 7-1-1 appearing on their caller ID.	9/25/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
625309	9/25/2015		Voice	Carey	Carey	Customer stated they have been receiving suspicious telephone calls with 7-1-1 appearing on their caller ID.	9/25/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
487764	9/29/2015		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls not through Relay.	9/29/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
453580	10/2/2015		VCO	Dan	Dan	Customer stated when dialing 7-1-1 they receive a recording that the number is no longer in service.	10/30/2015	Customer Care gathered the customer's information and advised information would be forwarded to the technical department. Information was forwarded to the technical department; which contacted AT&T. AT&T was able to resolve the issue. Customer also requested to set up a profile. Customer Care forwarded information to the technical department. Profile was implemented and customer was satisfied.	External Complaints - No Relay Provider Assigned

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Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
392595	10/13/2015		Voice	Jenn	Jenn	Customer's father wants calls billed to Frontier who is their service provider.		Customer Care explained that Frontier is not a participating provider with Relay. Customer Care requested contact information for the telephone service provider and stated Relay would contact the provider to get them to become a participating provider with Relay. Customer Care offered to set up a temporary workaround profile for the customer; which the customer accepted and temporary profile was implemented. Customer Care contacted the provider and sent LOA information. As of February, 2016 Frontier is now participating. Customer Care removed workaround profile, Customer was notified.	Technical Complaints - Carrier Choice not Available
641522	10/21/2015		Voice	Carey	Carey	Customer stated that they are unable to reach Relay through 7-1-1. Customer declined to provide the name of their telephone service provider.	10/21/2015	Customer Care determined that the customer is calling from an office telephone system that does not allow them to dial N11 numbers. Customer Care referred the customer to their local telephone provider or the telephone technician in their office. Customer stated they would check with the IT department at their company and have them reach out to their telephone service provider. Customer was satisfied.	External Complaints - Miscellaneous
958495	10/23/2015		Voice	Dan	Dan	Customer stated they are receiving a busy signal when dialing 7-1-1 through Verizon. Customer stated AT&T worked fine. Customer also advised they have received reports of other people with the same issue when using Verizon.	11/2/2015	Customer Care gathered the customer's information and advised it would be forwarded to the technical department. Information was forwarded to the technical department; which confirmed with Verizon that there was an issue. Verizon confirmed the issue was corrected. Customer was satisfied.	External Complaints - Miscellaneous
952785	10/25/2015		Voice	Ryan	Ryan	Customer stated they received a busy signal then no response when the CA placed a call out through Relay.	11/4/2015	Customer Care apologized and explained why this could happen. Customer Care directed the customer to their telephone service provider. Customer was satisfied.	Technical Complaints - Busy Signal/Blockage

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Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
157541	11/14/2015		Voice	Dan	Dan	Customer stated they are unable to reach Relay when dialing 7-1-1. Customer stated they have tried from both their office landline phone and their personal cell phone.		Customer Care apologized and advised information would be forwarded to Management. Customer did not have information for their landline service, and refused to provide the name of their cell phone provider. Customer Care also suggested the Customer check with their office technical department to make sure they are able to dial 7-1-1 from those phones. Customer stated they would call back with more information about their landline service. There has been no further response from the Customer.	External Complaints - Miscellaneous
747057	11/17/2015		Voice	Carey	Carey	Customer stated that they are unable to reach the Relay through 7-1-1 when dialing from their office telephone system. Customer declined to provide the name of their telephone service provider.	11/18/2015	Customer Care referred the customer to their local telephone provider or the telephone technician in their office. Customer stated they would check with the IT department at their company and have them reach out to their telephone service provider. Customer stated they would call back into Customer Care if they require further assistance.	External Complaints - Miscellaneous
7041589	11/17/2015		Voice	Jenn	Jenn	Customer stated that they are a representative with a telephone service provider calling in regards to the 7-1-1 translation numbers.	11/17/2015	Customer Care explained that previous provider was no longer offering Relay service in the state of Michigan. Customer Care explained the telephone cooperative is required to set up TRS Relay Service for their area. Customer Care forwarded information to management to assist the carrier with setting up service with Hamilton Relay. Customer was satisfied. As of May 2016, West IP Connection is still not providing Relay Service in Michigan.	External Complaints - No Relay Provider Assigned
403759	11/19/2015		Voice	Carey	Carey	Customer stated that they are a representative with a telephone service provider calling in regards to the 7-1-1 translation numbers.	11/19/2015	Customer Care explained that previous provider was no longer offering Relay service in the state of Michigan. Customer Care explained the telephone cooperative is required to set up TRS Relay Service for their area. Customer Care forwarded information to management to assist the carrier with setting up service with Hamilton Relay. Customer was satisfied. As of May 2016, West IP Connection is still not providing Relay Service in Michigan.	External Complaints - No Relay Provider Assigned

Michigan Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
999432	11/24/2015		Voice	Carey	Carey	Customer stated that they are unable to reach the Relay through 7-1-1 when dialing from their office telephone system. Customer declined to provide the name of their telephone service provider.	11/24/2015	Customer Care discovered the customer needed to dial a 9 for an outside line. Customer Care referred the customer to their local telephone provider or the telephone technician in their office. Customer stated they would check with the IT department at their company and have them reach out to their telephone service provider. Customer stated they would call back into Customer Care if they require further assistance.	External Complaints - Miscellaneous
739694	12/2/2015		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls not through Relay.	12/2/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints - Miscellaneous
669175	12/19/2015		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through Relay.	12/19/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints - Suspicious/Harassment Call
149194	12/28/2015		VRS	Janelle	Janelle	Customer stated they are unable to place a call through Relay.	12/28/2015	Customer Care discovered the customer uses Video Relay Service and directed customer to their Video Relay provider. Customer understood.	External Complaints - Miscellaneous
245472	1/5/2016		Voice	Erica	Erica	Customer stated they have been receiving suspicious telephone calls through the Relay.	1/5/2016	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints - Suspicious/Harassment Call

Michigan Relay 2015 - 2016 FCC TRS Complaint Report

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Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
604145	2/23/2016		Voice	Janelle	Janelle	Representative from Frontier called stating that when a customer dials 7-1-1, the call does not go through.	2/29/2016	Customer Care explained about the change in Relay providers. Customer Care forwarded Frontier's contact information to management. A technician from Frontier visited the customer's home and determined that the customer is able to access 7-1-1 properly. The technician placed several test calls from the customer's telephone line to 7-1-1; which were successful. Customer was satisfied.	External Complaints - No Relay Provider Assigned
160419-000051	4/19/2016		VCO	Jenn	Jenn	Customer stated they were having difficulty with their voicemail as they are not getting messages.	4/19/2016	Customer Care referred the customer to their phone service provider to assist them with their voicemail issues. Customer was satisfied.	External Complaints - Miscellaneous
160419-000096	4/19/2016		Voice	Erica	Erica	Representative from a correctional facility stated the users of the TTY were receiving a recording from ATT stating they have been redirected to an account verification center. Representative inquired if there are restrictions on the originating line.	4/19/2016	Customer Care verified there were no restrictions placed on the line through Relay. Customer Care referred the representative to ATT for further assistance. Representative was satisfied. There has been no further contact from the facility.	External Complaints - Miscellaneous
160421-000092	4/21/2016		Voice	Tyna	Tyna	Customer stated that they are unable to reach the Relay by dialing 7-1-1 from their office. Customer declined to provide the name of their telephone service provider.	4/21/2016	Customer Care referred the customer to their local telephone provider or the telephone technician in their office. Customer stated they would check with the IT department at their company and have them reach out to their telephone service provider. Customer stated they would call back into Customer Care if they require further assistance.	External Complaints - Miscellaneous
160505-000095	5/5/2016		Voice	Jenn	Jenn	Customer stated when dialing a specific number with a 616 area code, their call doesn't always connect.	5/5/2016	Customer Care suggested the customer attempt to dial back into the Relay for a better connection and may request a Supervisor at any time. Customer Care also referred the customer to their phone service provider for further assistance. Customer was satisfied.	External Complaints - Miscellaneous

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Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
160510-000019	5/10/2016		Voice	Tyna	Tyna	Customer stated they are able to reach Relay but not able to make their call to Canada.	5/10/2016	Customer Care explained they are reaching an operator generated recording through their telephone service provider and would need to contact their telephone provider regarding their international calling plan. Customer understood.	External Complaints - Miscellaneous
160510-000029	5/10/2016		Voice	Carey	Carey	Customer stated they are dialing 7-1-1 and they are able to reach the Relay; however, when the CA places the call they are reaching a recording stating that the number cannot be completed as dialed.	5/10/2016	Customer Care explained that the recording is an operator generated recording through the telephone service provider. Customer understood and stated they would follow up with the telephone service provider.	External Complaints - Miscellaneous
160512-000026	5/12/2016		Voice	Carey	Carey	Customer stated that they are unable to reach the Relay through 7-1-1. Customer declined to provide the name of their telephone service provider.	5/12/2016	Customer Care referred the customer to their telephone service provider. Customer stated they would check with their telephone service provider and would call back into Customer Care if they require further assistance. There has been no further contact from this customer.	External Complaints - Miscellaneous
160512-000038	5/12/2016		VCO	Tyna	Tyna	Customer stated a person using Metro PCS is not able to access 7-1-1.	5/12/2016	Customer Care apologized and advised that Metro PCS would need to be notified by the individual regarding allowing access to 7-1-1. Customer was satisfied.	External Complaints - Miscellaneous
160516-000107	5/16/2016		VCO	Jenn	Jenn	Customer stated when making a local call through Relay it is appearing as a long distance call.	5/16/2016	Customer Care referred the customer to their phone service provider. Customer disconnected.	External Complaints - Miscellaneous
160516-000125	5/16/2016		Voice	Erica	Erica	Customer inquired about a busy signal on a TTY user's line.	5/16/2016	Customer Care advised the customer to contact the telephone service provider. Customer understood.	External Complaints - Miscellaneous
160517-000111	5/17/2016		TTY	Erica	Erica	Customer stated that the CA did not type in abbreviations.	5/17/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer Care noted in the customers profile that their preference is receiving in ASL.	Service Complaints - Suspicious/Harassment Call

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Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
160517-000114	5/17/2016		TTY	Dan	Dan	Customer stated there is a new law in Michigan which requires that calls be translated into ASL.	5/17/2016	Customer Care advised the customer information would be forwarded to management. Information was forwarded and it was determined that the customer's request was a service that could be provided. Customer Care contacted the customer to advise them of this and offer to add a note to the customer's profile. Profile was updated and customer was satisfied.	External Complaints - Miscellaneous
160523-000030	5/23/2016		Voice	Carey	Carey	Customer stated they are unable to place a long distance call through Relay.	5/23/2016	Customer Care discovered the long distance provider is not yet participating with Relay. Customer Care requested contact information for the telephone service provider and stated Relay would contact the provider to get them to become a participating provider with Relay. Customer Care offered to set up a temporary workaround profile for the customer; which the customer accepted and temporary profile was implemented. Customer Care contacted the provider and sent LOA information (Awaiting provider)	Technical Complaints - Carrier Choice not Available

Michigan CapTel FCC Complaint Report 6/1/2015 to 5/31/2016

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Completed	Rep. Initials
604148	06/28/2015 10:20am	CapTel	Service	6014	Customer reported inaccurate captions during a call when using the CapTel 800.	CSR apologized for the incident and thanked customer for sharing the experience. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	07/09/2015 10:19am	Over 48 hours	EJ
678694	04/26/2016 10:13am	CapTel	Service	N/A	Customer's sister reported inaccurate captions of names during calls on the CapTel 840.	CSR apologized for the incident and thanked customer's sister for bringing their experience to our attention. Customer's sister confirmed they did not have any specific call examples of inaccurate captions. CSR explained how captions are created and that the CA is unable to ask the other party for clarification, but if the CapTel user asks, the CA will then hear the spelling clarification. CSR noted that if the customer wishes to document the date, time and CA# of any future calls we can take specific coaching action with the CA captioning the call.	04/26/2016 10:27am	Within 24 Hours	RL
682936	05/11/2016 10:18am	CapTel	Service	6812	Customer's sister reported inaccurate captions during a call on the CapTel 840 in 1-Line mode.	CSR apologized to the customer's sister for the experience and sent call detail to Call Center management for investigation. Call Center staff subsequently reported that there had been modem connection difficulty documented in a trouble ticket that may have obstructed the CA from captioning the call accurately. CSR sent a letter informing the customer of our finding. CSR advised sharing any future inaccuracies for future follow up with Call Center personnel.	05/19/2016 02:02pm	Over 48 hours	EEJ