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Kari Munn
Senior Program Manager of Telecommunications

June 28, 2021

VIA ELECTRONIC FILING

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
45 L Street, NE
Washington, DC 20554

Re: Annual Summary of Consumer Complaints Concerning Telecommunications Relay Service (TRS) for the State of South Carolina CG Docket: 03-123

Dear Ms. Dortch:

The South Carolina Office of Regulatory Staff, TRS Administrator for South Carolina, and T-Mobile, TRS provider for South Carolina, have compiled the consumer complaint information requested under CG Docket No. 03-123 for the 12 months ending May 31, 2021. As required, this filing includes one original copy of the required complaint log and is filed in accordance with the Federal Communications Commission (FCC) ECFS guidelines.

In addition, T-Mobile will provide the FCC call volume information under seal as stated in the attached June 24, 2021 letter.

Should you have any questions regarding this filing, please contact me at (803) 737-0821.

Sincerely,

Kari Munn

Kari Munn
Senior Program Manager of Telecommunications
1401 Main Street, Suite 825
Columbia, SC 29201
Ph: (803) 737-0821

Enclosure

June 24, 2021

Kari Munn
Senior Program Manager of Telecommunications
South Carolina Office of Regulatory Staff
1401 Main Street
Suite 825
Columbia, SC 29201-2954

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 Ms. Munn,

T-Mobile has provided to you the following information to support your filing with the FCC for the State of South Carolina:

- An annual Complaint Log which includes complaints received between June 1, 2020 and May 31, 2021 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), T-Mobile has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line as above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed T-Mobile that the provision of call volume data will be voluntary. Therefore, you are not required to provide the number of relay calls with your report and your submission will be considered to be in compliance with the Rules without such information. T-Mobile has decided to provide information to the FCC concerning the number of interstate calls. However, T-Mobile will do so under seal as call volume information is proprietary and confidential.

State Complaint Log Summary filings must reference CG Docket No. 03-123. Submissions may be filed in one of two ways: (1) by using the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- Electronic Filers: Comments may be filed electronically using the Internet by accessing the ECFS: <https://www.fcc.gov/ecfs/filings>. Filers should follow the instructions provided on the website for submitting comments.
- Paper Filers:
 - Parties who choose to file by paper must file an original and one copy of each filing.
 - Filings can be sent by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9050 Junction Drive, Annapolis Junction, MD 20701.
- U.S. Postal Service first-class, Express, and Priority mail may be addressed to 45 L Street, NE, Washington, DC 20554.
- During the time the Commission's building is closed to the general public and until further notice, if more than one docket or rulemaking number appears in the caption of a proceeding, paper filers need not submit two additional copies for each additional docket or rulemaking number; an original and one copy are sufficient.

This is due to the FCC on or before Thursday, July 1, 2021.

Obligation to Submit Contact Information and Notice of Substantive Changes in TRS Programs.

The FCC reminds certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that they must submit to the Commission the name of a contact person, office, or both for the receipt of inquiries and complaints from consumers about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service. The submission must include, at a minimum, the name and address of the state or TRS office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, fax number, e-mail address, and web address for that office; and the physical address to which correspondence should be sent.

Should you have any questions concerning this report, please contact me.

Sincerely,

A handwritten signature in black ink that reads 'Missy McManus'.

Missy McManus
Associate Accessibility Relationship Manager
Relay South Carolina

Attachments:

- 1) Log Sheets
- 2) FCC Public Notice



South Carolina FCC Complaint Log

2020 - 2021

Complaint Tracking for SOUTH CAROLINA (06/01/2020-05/31/2021). Total Customer Contacts: 8

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/05/20	Customer stated Operator needs more training. Apologized to customer and assured the complaint would be filed with the Operators Supervisors. Customer requests follow up call.	06/05/20	Program/Project Manager attempted to follow up with the customer according to the customer's request. Messages were left on July 8, 9 and 12 but was not able to connect with the customer. The Operator received additional training and mentoring.
2	06/17/20	Customer's daughter reported that captions do not begin immediately on the CapTel 800 in 1-Line mode.	06/17/20	Customer Service Representative apologized to the customer's daughter for the additional wait time to connect with an Operator. Customer Service Representative advised that the customer continue to hold for the next available Operator. Customer Service Representative noted that this added answer time was a result of higher call volume due to the COVID-19 pandemic. Customer Service Representative confirmed the customer is able to connect to captioned calls successfully.
3	07/26/20	The customer feels that the Operator cannot do the job because the Operator cannot understand the customer, and the customer recommends the Operator's dismissal. The Customer Service Representative apologized for the inconvenience and assured the customer that the issue would be brought to the attention of the Operator's Supervisor. The customer requested follow up via telephone call.	08/06/20	The Supervisor had a discussion with the Operator, and assured that Operator was asking for support when needed while processing Speech-to-Speech calls. The Operator was coached to continue asking for support. A follow-up phone call attempts were made: 8/3/2020 - 1:30 p.m. - message left; 8/4/2020 - 2:40 p.m. - message left; and 8/6/2020 - 2:51 p.m. - message left. In addition, a follow-up email was sent on 8/6/2020.
4	07/29/20	Customer stated Operator is unable to understand and asked him to repeat too many times. Apologized to customer and assured his complaint would be filed. Customer requests follow up.	08/06/20	The Supervisor had a discussion with the Operator, and assured that Operator was asking for support when needed while processing Speech-to-Speech calls. The Operator was coached to continue asking for support. Follow-up phone call attempts were made: 8/3/2020 - 1:30 p.m. - message left; 8/4/2020 - 2:40 p.m. - message left; and 8/6/2020 - 2:51 p.m. - message left. In addition, a follow-up email was sent on 8/6/2020.
5	08/14/20	Customer's son reported a delay in connecting to captions when dialing out from the CapTel 840 in 1-Line Mode.	08/14/20	Customer Service Representative apologized to the customer's son for the additional wait time to connect with an Operator. Test calls confirmed the customer can make a receive calls successfully. Customer Service Representative advised the customer's son to continue to hold for the next available Operator. Customer Service Representative noted that this added answer time was a result of higher call volume due to the COVID-19 pandemic. Customer Service Representative confirmed the customer's son is able to connect to captioned calls successfully.
6	08/17/20	Operator is not able to understand the customer. Customer Service Representative apologized. No follow-up requested.	08/24/20	The Operator did not remember the call as described by the user, however the Operator was coached by a Supervisor on the importance of requesting support when struggling to understand a customer's speech.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7	01/06/21	Customer reported the captioning service was not connecting on the CapTel 840 in 1-Line mode.	01/07/21	Customer Service Representative advised the customer that CapTel Customer Service had been made aware of some network interruptions that affected the ability of some Operators to connect to a call. Technical support confirmed they worked with network carriers and fully resolved the matter on 1/6/21. Customer Service Representative apologized for the customer's experience and confirmed the customer was connecting to captions successfully.
8	03/28/21	The caller had made a call and was talking to an outbound when the caller was disconnected. The inbound was disconnected from the call while the call was in progress. Customer requests follow-up.	03/28/21	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. Follow up completed with customer via phone. Explained a discussion was held with the Operator to ensure that this type of call will be handled correctly in the future. Customer was satisfied.