



Public Service Commission of Wisconsin

Rebecca Cameron Valcq, Chairperson
 Ellen Nowak, Commissioner
 Tyler Huebner, Commissioner

4822 Madison Yards Way
 P.O. Box 7854
 Madison, WI 53707-7854

Public Service Commission of Wisconsin
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June 28, 2021

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

Re: Administration of the Telecommunications Relay
 Service Fund

5-RS-2021

Submission of the Wisconsin Telecommunications Relay
 Services Annual Consumer Complaint Log Summary –
 June 1, 2020 to May 31, 2021 in CG Docket N. 03-123

Dear Ms. Dortch:

Pursuant to Code of Federal Regulations, title 47, section 64.604, paragraph (c)(1), the Public Service Commission of Wisconsin respectfully submits the enclosed Wisconsin Telecommunications Relay Services Annual Consumer Complaint Log Summary covering the 12-month period from June 1st, 2020 through May 31st, 2021.

The enclosure includes a log of consumer complaints related to the Wisconsin Telecommunications Relay Services (TRS) program pursuant to the federal TRS mandatory minimum standards. All complaints were resolved in a timely manner.

Please feel free to contact me at 608-234-4781 or billy.mauldin@wisconsin.gov with any questions or concerns.

Sincerely,

Billy Mauldin, Director
 Telecommunications Relay Service & TEPP
 Division of Digital Access, Consumer and Environmental Affairs

BM:kle DL:01811746

Attachment



Wisconsin FCC Complaint Log

2020 - 2021

Complaint Tracking for WI (06/01/2020-05/31/2021). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	03/30/21	Customer's daughter reported a call would not immediately connect with captions when calling from the CapTel 840 in 1-Line Mode.	03/30/21	Customer Service Representative's investigation revealed that the customer's daughter had attempted their call during a time when an Operator was not immediately available. Customer Service Representative apologized for the delay and advised that they stay on the line and wait for an Operator to become available or hang up and try their call again a little later. Customer Service Representative confirmed customer can now make captioned calls successfully.

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