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Christopher Rozycki  
Director of Telecommunications

June 28, 2016

**VIA ELECTRONIC FILING**

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12th Street, Southwest  
Room TW-B204  
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 Sprint, 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, 2016. 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, Sprint will provide the FCC call volume information under seal as stated in the attached June 20, 2016 letter.

Should you have any questions regarding this filing, please contact me at (803)737-0819.

Sincerely,

Chris Rozycki  
Director of Telecommunications  
1401 Main Street, Suite 900  
Columbia, SC 29201  
Ph: (803) 737-0819  
Fax: (803) 737-0842

Enclosure



June 20, 2016

Chris Rozycki  
South Carolina Office of Regulatory Staff  
1401 Main Street, Suite 900  
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 Chris Rozycki:

Sprint has provided 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, 2015 and May 31, 2016 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), Sprint 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 done 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 Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

**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:** Submissions may be filed electronically using the Internet by accessing the ECFS: <http://apps.fcc.gov/ecfs/>. 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 hand or messenger delivery, 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.

All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12<sup>th</sup> St., SW, Room TW-A325, Washington, DC 20554. The filing hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building.

- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to: 9300 East Hampton Drive, Capitol Heights, MD 20743.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to: 445 12<sup>th</sup> Street, SW, Washington DC 20554.

This is due to the FCC on or before Friday, July 1, 2016.

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 or 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". The signature is written in a cursive, flowing style.

Missy McManus  
Customer Relationship Manager  
South Carolina Relay

Attachments:

- 1) Log Sheets
- 2) FCC Public Notice



**South Carolina FCC Complaint Log  
2015 - 2016**

**Complaint Tracking for SC (06/01/2015-05/31/2016). Total Customer Contacts: 3**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/17/15	<p>Customer reports they are "sick and tired of supervisors saying they are using the Speech-to-Speech service the wrong way." Customer explained a percentage of people called understand his speech. But, with cerebral palsy, there are times when speaking with clarity is difficult. Customer asked that their complaint be delivered to the Sprint Relay representative mentioned on the call. Customer's message was delivered to Sprint Relay Care Project/Program Manager II. Follow up requested.</p>	06/25/15	<p>Sprint Care Project/Program Manager worked with the customer regarding their FCC complaint. As of June 25, 2015, the customer has a new headset provided by the state equipment program that has solved their volume problems when using Speech-to-Speech (STS) relay service. The Care Project/Program Manager called the customer with and without relay and was able to hear the customer very clearly and so could the agent. Manager also worked with the STS Center Manager to distribute an STS training refresher for the agents. In addition, the Care Project/Program Manager made a few of the customer's notes clearer to ensure operators understand their requests on future calls.</p>
2	01/18/16	<p>Customer stated Speech-to-Speech operator could not enter a new number in Frequently Dialed Numbers without getting an error and this has happened many times. Customer Representative told the customer that a complaint will be forwarded to appropriate personnel. The new Frequently Dialed Number was entered. Customer Representative apologized for the inconvenience. Customer requested a follow-up via phone call by State Account Manager. Entered a Trouble Ticket for the issue and forwarded the information to the Sprint Account Manager for resolution.</p>	01/18/16	<p>The new Frequently Dialed Number was entered. The South Carolina Account Manager called this STS customer three times and left one message. At a later date, spoke with the STS customer to ensure all was well; customer was satisfied.</p>
3	03/15/16	<p>Past calls have always gone through before but today customer is getting recorded message: "You have reached an ATT operator. If you do not hang up, you will be disconnected." The customer's profile shows ATT as the long-distance carrier. This has happened at 1:00 PM and 5:15 PM. Relay Customer Service response: Apologized and let the customer know that we would turn in a Trouble Ticket on the problem and let customer know the results.</p>	03/15/16	<p>From technician: Verified database configuration. Test calls all completed with no issues. Had Customer Service reach out to the customer and they are no longer having any issues. Closed this issue.</p>