



**Public Utilities
Commission**

Mike DeWine, Governor
Sam Randazzo, Chairman

Commissioners

M. Beth Trombold
Lawrence K. Friedeman
Dennis P. Deters
Daniel R. Conway

June 28, 2019

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

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. Dortch:

As required by CG Docket No. 03-123, please find enclosed Sprint's Annual Complaint Log and Summary Report for the State of Ohio's Telecommunications Relay Service from June 1, 2018 through May 31, 2019.

The Service Monitoring and Enforcement Department of the Public Utilities Commission of Ohio (PUCO) received one complaint regarding the quality of service of the Ohio Relay during that timeframe. (copy enclosed)

If you have any questions or need any further information, please contact me at (614) 466-4054 (Voice) or by e-mail at Beth.Blackmer@puco.ohio.gov.

Sincerely,

Elizabeth L. Blackmer
Public Utilities Administrator
Service Monitoring and Enforcement Department

Enclosures



Sprint
Accessibility

Ohio FCC Complaint Log

2018 - 2019

Complaint Tracking for OH (06/01/2018-05/31/2019). Total Customer Contacts: 5

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/28/18	The call was very confusing. Apologized. No follow-up requested.	06/28/18	Supervisor met with Communications Assistant and the Communications Assistant was unable to give feedback of what happened on this call since the customer did not give detailed information. No follow up requested.
2	09/10/18	Customer called in to say that she cannot get through to the Speech to Speech Operator. She said this has been happening all week and when she dialed today it went right through. For the last week (since last Tuesday) it has been ringing one time and then she doesn't hear anything and it finally disconnects. She has the Speech to Speech number programmed into her phone and uses it all the time. Customer Service apologized for the problem and assured that the complaint would be sent in as stated. She would like contact back when the problem is fixed.	09/10/18	The technicians did test calls into Ohio Speech to Speech and all of the calls completed with no issues. They sent an email stating this. Called the customer and she said that the problem was no longer happening. Asked her to call us if there were any other issues and we would be glad to help.
3	10/31/18	Customer claims the Communications Assistant disconnected intentionally without typing an outbound recording. Apologized to the customer and would inform the Supervisor as requested. Customer does not want follow up.	10/31/18	The customer's concern was discussed with the Communications Assistant. The Communications Assistant did request assistance and followed appropriate disconnection procedures.
4	11/14/18	After asking the Communications Assistant a question about the number that was dialed, the Communications Assistant did not answer. The Communications Assistant kept repeating the message "message garbled" and "number to dial." The responding in-charge apologized and thanked the customer for their comments. The customer requested follow-up.	11/15/18	A Supervisor coached the Communications Assistant how to alternately handle garbled messages. The Communications Assistant was coached to ask for assistance if there are call difficulties. Follow up with the customer was completed via email contact.
5	05/18/19	Customer stated they told the Communications Assistant to dial a toll free number and select option for support. The Communications Assistant said the option changed, but did not verify it with the customer. The Supervisor said to change the number per policy, but would not verify the number. The Center Manager apologized for the inconvenience. Customer requested a follow-up via email.	05/18/19	The Communications Assistant and Assistant Supervisor were both met with and it was determined that they both followed the correct procedure. The customer was followed up with via email as requested.



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Ohio PUCO Complaint Log

2018-2019

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Columbus, Ohio 43215-3793

(614) 466-3016
www.PUCO.ohio.gov

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Complaints received by the PUCO (06/01/2018-05/31/2019). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	7/28/2018	Customer said that he requests a male CA when making calls but the Ohio Relay does not always have one available.	8/10/2018	Sprint Customer Relations Manager called the customer to explain that there were currently more female CAs than male CAs at their call centers, but that they do hire males if they apply and are qualified for the job. She will share his concerns with their Operations Team and they will do what they can to hire more male CAs.