



STATE OF ALABAMA
PUBLIC SERVICE COMMISSION
P.O. BOX 304260
MONTGOMERY, ALABAMA 36130

TWINKLE ANDRESS CAVANAUGH, PRESIDENT

JOHN A. GARNER, EXECUTIVE DIRECTOR

JEREMY H. ODEN, ASSOCIATE COMMISSIONER

June 28, 2018

CHRIS "CHIP" BEEKER, JR., ASSOCIATE COMMISSIONER

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

Please find attached as Appendix "A" a summary of the log of consumer complaints received by the State of Alabama's Telecommunications Relay Services ("TRS") provider, Sprint Accessibility, for the period running from June 1, 2017, through May 31, 2018. As the state entity in Alabama responsible for the provision of TRS service, please note that the Alabama Public Service Commission ("APSC") did not receive any consumer complaints regarding our TRS service for the period of June 1, 2017, through May 31, 2018.

In addition, please find attached as Appendix "B" hereto, the current point of contact for TRS complaints in Alabama. As reflected in Appendix "B", I will continue to be the point of contact for the APSC for dual party inquiries or complaints.

Thank you for your assistance in this matter. Should you have questions, please do not hesitate to contact me at (334)242-5200.

Sincerely,

A handwritten signature in blue ink, appearing to read "John A. Garner", is written over a horizontal line.

John A. Garner
Executive Director

JAG:eml
Attachments
via ECFS



Sprint
Accessibility

Alabama FCC Complaint Log

2017 - 2018

Complaint Tracking for ALABAMA

06/01/2017 Thru 05/31/2018

Total Customer Contacts = 2

Tally	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	The customer stated that this Communication Assistant refused to process their calls. Customer stated that the same number was given twice and the Communication Assistant indicated to the customer that the line was busy both times. Customer requested agent for their Communication Assistant ID and the agent refused to provide his/her Communication Assistant ID. Customer decided to disconnect this call and immediately called back into relay. The same number was given and the call was placed and customer was able to have a conversation. Customer felt that the Communication Assistant was not doing their job. Supervisor apologized for the inconvenience and assured the customer that this will be forwarded to appropriate personnel. Customer did not want a follow up.	07/11/2017	Supervisor met with the Communication Assistant and explained to always give the customer their ID and to always process calls. The Communication Assistant stated that the line was busy and Communication Assistant did give their ID number. Agent followed procedure.
2	Customer says that garbling happens all the time now when using the relay service. Customer did not have any relay operator's ID numbers to report. Relay Care Support Response: Apologized for the problem and assured that a trouble ticket would be turned in on the problem. Trouble Ticket submitted.	01/22/18	2/7/2018: According to the comments left by the Information Technicians and Customer Service on the trouble tickets, this is a known issue with several other consumers. Working on a new platform to prevent future garbling. Calls were made to this customer to keep informed on updates. Since the migration was completed, there have been no further issues.

Appendix “B”

Contact for TRS Complaints:

John A. Garner, Chairman
Alabama Dual Party Relay Fund and
Executive Director/Chief Administrative Law Judge
Alabama Public Service Commission
100 North Union Street, Suite 802
(Mailing: Post Office Box 304260 36130-4260)
Montgomery, AL 36104
Telephone numbers: (334)242-5200; Fax (334)242-0748
Email: karen.rogers@psc.alabama.gov