



# Public Service Commission of Wisconsin

Lon Roberts, Chairperson  
Mike Huebsch, Commissioner  
Rich Zipperer, Commissioner

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

Public Service Commission of Wisconsin  
RECEIVED: 06/29/2018 11:44:03 AM

June 29, 2018

Marlene Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW., Room TW-A325  
Washington, DC 20554

Re: Administration of the Telecommunications Relay Service Fund

5-RS-2018

Submission of the Wisconsin Complaint Log Summary –  
June 1, 2017 to May 31, 2018 in CG Docket No. 03-123

Dear Ms. Dortch:

The Public Service Commission of Wisconsin respectfully submits the enclosed annual consumer complaint log summary covering the 12 month period from June 1, 2017 through May 31, 2018.

The enclosure includes a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards. All complaints were timely resolved.

Please feel free to contact me at 608-234-4781 or [billy.mauldin@wisconsin.gov](mailto:billy.mauldin@wisconsin.gov) with any questions or concerns.

Sincerely,

Billy Mauldin  
TRS Director

DL:01641560

Enclosure



**Sprint**  
**Accessibility**

## **Wisconsin FCC Complaint Log**

**2017 - 2018**

**Complaint Tracking for WISCONSIN (06/01/2017-05/31/2018). Total Customer Contacts: 2**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	01/19/18	Customer Complaint: The caller reported that the Operator had very poor typing skills and misspelled many words. Customer Service apologized for the inconvenience and told the caller the report would be sent to the Call Center Supervisor. No follow up requested.	04/25/18	A technical upgrade has been completed and garbling has been reduced to address the customer's concerns.
2	02/06/18	Voice person called in to say that when dialing 711 from his cell phone trying to call to his mother's number and he keeps getting Indiana Relay Operator. This is the first time this has ever happened and he has been using the relay for years. He tried several times and keeps getting the same wrong number to Indiana Relay who cannot place his call. Both he and his mother are in Wisconsin by Milwaukee. He said this just started happening. Relay Customer Service Representative apologized for the number and gave him the 711 translation number to Wisconsin. Asked him to call his cell phone provider (Verizon) to let them know the correct number. Also, let him know that a trouble ticket would be set up on the problem. Call back was requested.	02/06/18	Called the customer but there was no answer nor voice mail. Left a message for customer to call back. Talked with the customer and told him that he needs to contact Verizon to give them the correct number.