

Douglas A. Ducey  
Governor

Sherri L. Collins  
Executive Director



## Arizona Commission

for the deaf and the hard of hearing

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acdhh.org

June 22, 2018

Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2017 through May 31, 2018  
CG DOCKET NO. 03-123

Attn: Office of the Secretary,

The Arizona Commission of the Deaf and the Hard of Hearing respectfully submits the enclosed complaint log in connections with the provisioning of telecommunication Relay Services pursuant to Section 64.604( c) (ii) of the FCC's rules. Our complaint log summaries will show data for TRS services provided by Sprint Relay from June 1, 2017 through May 31, 2018.

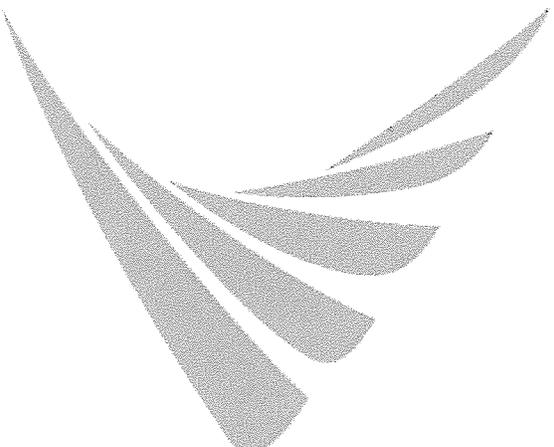
Sprint Relay tracked all complaints and all other customer services activity for the State of Arizona. They processed any complaint, which originates vial email, fax, telephone, regular mail, outreach events, at the workstations, etc. Those complaints and resolutions are reflected in these reports, and normally provide a resolution to all complaints within 72 hours. The complaint enclosed has been resolved.

Arizona Commission for the Deaf and the Hard of Hearing certifies that there were no pending complaints in connections with the provisioning of Telecommunications Relay Services pursuant to Section 64.604( c) (ii) of the FCC's rules for the period of June 1, 2017 through May 31, 2018.

Please free to contact me at 602-542-3383, or Ken Arcia with Sprint at 520-277-7278 V/VP, with any questions regarding the above.

Sincerely,

Sherri Collins,  
Executive Director



**Sprint**

**Accessibility**

**Arizona FCC Complaint Log**

**2017 - 2018**

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

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	01/05/18	Customer's son reported Account Login Failed displayed on the CapTel 800 in 1-Line Mode.	01/11/18	After further investigation, the Customer Service Representative customer's area code/dialing prefix combination was not being as a valid number. The Customer Service Representative arranged code/prefix combination to be added to the system database a successfully complete a captioned call through the CapTel Service Representative confirmed that the CapTel was able to outbound call.
2	01/30/18	Voice Carry-Over with garbling on all calls when dialing 711 or 800 842 2088 and 800 842 9818. Equipment is one year old. Apologized to the caller and would place a trouble ticket. The Customer wants follow up.	02/07/18	Voice Carry Over and 711 Toll Free numbers for Arizona were Sprint (from West). Garbling issue is resolved..for now. Customer the customer and informed her that Sprint completed an upgrade reduce/eliminate the garbling appearing in some text communication was very pleased to have this update.