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Public Service Commission

June 30, 2016

VIA ELECTRONIC FILING

The Honorable Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: CG Docket No. 03-123, Florida TRS Complaint Summary

Dear Ms. Dortch:

In accordance with Order FCC 00-56, issued March 6, 2000, enclosed is a copy of Florida's relay complaint summary for the period of June 1, 2015, through May 31, 2016. Florida received nine complaints about the various types of services including CapTel. If you have any questions, please contact Curtis Williams at (850) 413-6924 or cjwillia@psc.state.fl.us.

Sincerely,

/s/Pamela H. Page
Pamela H. Page
Senior Attorney

PHP/nah

cc: Alison Kutler, FCC Consumer & Governmental Affairs Bureau
Office of Telecommunications (Salak, Fogleman, Williams)

**Florida FCC
2015 – 2016
Complaint Log**

Complaints Made To Sprint

Complaint Tracking for FL (6/1/15 - 5/31/16). Total Customer Contacts: 8

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	9/29/15	TTY customer experienced a long hold time with Operator waiting for a live person. Operator disconnected to redial and customer remained on hold. No follow-up requested.	9/29/15	Supervisor coached the Operator on making sure to relay any information heard to keep the caller informed during long hold times.
2	11/10/15	Customer reported that Florida Relay 711 did not answer TTY. Technical ticket was opened. Follow-up requested.	11/18/15	Problem fixed on 11/18/15. Email sent to customer to let her know and to do a test-call. Customer replied that her call went directly to TTY.
3	12/18/15	Customer reported to his local telephone company (Bright House) that he was unable to connect to Florida Relay when dialing 711 or the toll free number. Customer reached a fast busy signal.	12/18/15	Sprint contends that the caller did not connect for a legitimate relay call requiring relay service support. Sprint also states that the caller is nonresponsive, abusive, and harmful. Sprint further states that the customer has made over 400 calls.
4	01/04/16	Customer reported an inaccurate number captioned on a call.	01/08/16	Call detail was shared with Call Center management for follow-up with the Operator by the supervisor. The supervisor brought the incident to the attention of the Operator and discussed the importance of accuracy and correct techniques for optimal performance.
5	01/16/16	Customer reported seeing a message on the CapTel 840 screen stating the call would be disconnected due to a technical difficulty.	01/16/16	Investigation revealed the call experienced a technical problem at the Operator's station resulting in disconnection of the call. Sprint followed-up with a call to the customer to explain that this was an isolated incident. Customer thanked Sprint for the follow-up.
6	02/24/16	Caller was trying to ask the Operator questions but the Operator was rude when informing the caller that the device user was typing. No follow-up requested.	02/24/16	Supervisor coached the Operator to be more patient and listen to the caller before responding.

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7	05/10/16	Customer complained that the Operator did not understand Spanish call instructions to call the number to see if someone answers and if answering machine answers to hang-up and dial again. Customer asked for Spanish supervisor but got a English only Supervisor. No follow-up requested.	05/10/16	Supervisor coached the Operator on the importance of asking for clarification if the initial instruction from the customer is not clear.
8	05/24/16	Customer's assistant reported inaccurate captions on the CapTel 840i. Customer's assistant was unable to provide any call details.	06/06/16	Advised customer to document the date, time, and Operator number of future calls.

Complaints Made To Florida Public Service Commission

Complaint Tracking for FL (6/1/15 - 5/31/16). Total Customer Contacts: 1

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/30/15	Customer complained about a TTY relay service garbled issue at two Florida prisons experienced through Securus Technology, the telecommunications service provider for the two prisons.	08/24/15	Complaint Resolved. Based on recommendations from Sprint, Securus Technology made changes to its TTY settings to resolve the issue.