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## *Public Utility Commission of Texas*

July 1, 2021

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

RE: Telecommunication Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket 03-123

Dear Ms. Dortch

The Public Utility Commission of Texas respectfully submits the enclosed complaint log in response to the above referenced docket. This report is for the time frame from June 1, 2020 through May 31, 2021.

If you have any questions or concerns, please contact me at (512) 936-7425 or via e-mail at [jay.stone@puc.texas.gov](mailto:jay.stone@puc.texas.gov).

Sincerely,

**Jay Stone**

Digitally signed by: Jay Stone  
DN: CN = Jay Stone email = jay.  
stone@puc.texas.gov C = AD O  
= Public Utility Commission of  
Texas OU = Financial Resources  
Date: 2021.06.30 07:16:02 -06'00'

Jay Stone, Program Administrator CTCD, CTPM  
Agency Operations





## **Texas FCC Complaint Log**

**2020 - 2021**

**Complaint Tracking for TEXAS (06/01/2020-05/31/2021). Total Customer Contacts: 10**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	08/20/20	The customer states that she tried to call 787 for using Speech to Speech and it was busy for 2 hours. She called at about 5 to 7am this morning and she could not get through. She finally got through on 787 around 4 to 5pm this afternoon. She did not try using 711 at that time. She did not have the state's 866 number. Customer Service response: Apologized for the problem and assured the Customer that the complaint would be sent in as stated. Customer Service also gave her the 866 number for the state and added it to her frequently dialed list. Call Back requested.	08/20/20	I called this morning at 9:30 AM. The customer said she has no issue after contacting Customer Service. All is good on her end. I will be closing this case.
2	10/08/20	The customer reported seeing a message during a recent captioned call advising that their Agent was no longer able to continue captioning and that they must re-establish their connection with the Captioning Service.	10/08/20	The Customer Service Representative apologized for the occurrence and explained that social distancing measures taken to protect the captions during the current national health crisis connections with the Captioning Service might need to be re-established. The customer Service Representative advised the caller that upon seeing this message, they should hang up on their current call and place a new call to their party or hang up so that their party may call the Customer back via the appropriate Captioning Service Voice Number. The Customer Service Representative confirmed that the Customer could successfully receive captions at this time.
3	10/23/20	Agent disconnected the call. Apologized and follow-up requested.	10/23/20	While the Agent does not recall circumstances of this nature, the Agent was reminded to report any technical difficulty resulting in disconnects. The Agent was reminded of the consequences of disconnecting a call. Followed up completed with Customer via email. Explained that the appropriate action was taken to ensure that situations of this nature will not occur in the future
4	12/02/20	The customer's daughter reported experiencing longer wait times to connect to captions on the CapTel 840.	12/02/20	The customer Service Representative apologized to the Customer's daughter for the additional wait time to connect with an Agent. Customer Service Representative advised the Customer's daughter to continue to hold for the next available Agent. The Customer Service Representative noted that the added answer time was a result of a higher call volume at the time of the call. Customer Service Representative confirmed that the Customer is now able to connect to captioned calls successfully.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5	12/07/20	The Customer recommended additional training for the Agent because they could not understand the Customer. The Assistant Supervisor thanked the Customer for their feedback and assured them that this would be passed along to the appropriate person. No follow-up was requested.	12/10/20	The Supervisor met with the Agent and reminded them of the importance to seek additional help when having a difficult time understanding the Customer's speech.
6	01/25/21	I have been having Agents hang up on me and not process my calls. They say they cannot hear me.	01/25/21	While the Agent does not recall circumstances of this nature, the Agent was reminded to report any technical difficulty that may result in disconnects. The Agent was reminded of the consequences of a disconnecting a call.
7	03/10/21	I want to complain about a potential personal intentional error. The Agent did not type the greeting. The answering machine is supposed to have more options than was typed out. This happens a lot. I test it out with my other phone. Caller requested follow-up.	03/10/21	The Agent experienced technical difficulties at the terminal, which caused the difficulties with typing the information to the caller. The trouble was reported immediately to the bridge personnel and a trouble ticket was created. Followed up with Customer via email explaining that the appropriate action was taken.
8	04/09/21	The customer reported frequently seeing "unable to continue your call" on the CapTel 800 and then the calls disconnect.	04/14/21	The Customer Service Representative apologized and thanked the Customer for bringing their experience to our attention. The Customer Service Representative gathered details, which were relayed to the appropriate call center staff for investigation. Call center personnel advised that the call had to be disconnected as the Agent was unable to continue captioning. The Customer Service Representative advised that upon seeing the message, the Agent cannot continue the call and the Customer should end the call and dial again. The Customer Service Representative confirmed that the Customer is successfully making and receiving captions at this time.
9	04/29/21	The customer reported a call being disconnected after CA had to end a call on the CapTel 840 in 1-Line Mode.	04/29/21	The Customer Service Representative apologized and thanked the Customer for bringing their experience to our attention. The Customer Service Representative gathered details, which were relayed to the appropriate call center staff for investigation. The Call center personnel advised that the call had to be disconnected as the Agent was unable to continue captioning. The Customer Service Representative advised that upon seeing the message, the Agent cannot continue the call. The Customer should end the call and dial again. The Customer Service Representative confirmed that the Customer is successfully making and receiving captions at this time.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10	05/14/21	The customer reported seeing a message during a recent captioned call advising that their CA was no longer able to continue captioning and that they must re-establish their connection with the Captioning Service on their 1-Line Captel 840.	05/18/21	The Customer Service Representative apologized and thanked the Customer for bringing their experience to our attention. The Customer Service Representative gathered details, which were relayed to the appropriate call center staff for investigation. The call center personnel advised that the call had to be disconnected as the Agent was unable to continue captioning. The Customer Service Representative advised that upon seeing the message, the Agent cannot continue the call. The Customer should end the call and dial again. The Customer Service Representative confirmed that the Customer is successfully making and receiving captions at this time.