



# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

M. Beth Trombold  
Lawrence K. Friedeman  
Dennis P. Deters  
Daniel R. Conway

June 30, 2021

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12<sup>th</sup> Street, SW  
Room TW-A325  
Washington, D.C. 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 Ms. Dortch:

As required by CG Docket No. 03-123, please find enclosed T-Mobile Accessibility's Annual Complaint Log and Summary Report for the State of Ohio's Telecommunications Relay Service from June 1, 2020 through May 31, 2021.

The Service Monitoring and Enforcement Department of the Public Utilities Commission of Ohio (PUCO) received two complaints during the aforementioned time. One complaint was an inquiry into obtaining the equipment for the Ohio Relay service. The second complaint was seeking assistance in obtaining information about services for those with a hearing impairment. (copy enclosed)

If you have any questions or need any further information, please contact Michelle Green or Jason Well.

E-mail: [Michelle.Green@puco.ohio.gov](mailto:Michelle.Green@puco.ohio.gov) (614) 644-7977 (Office)  
E-mail: [Jason.Well@puco.ohio.gov](mailto:Jason.Well@puco.ohio.gov) (614) 644-8032 (Office)

Sincerely,

Marianne Townsend  
Chief, Regulatory Utility Services  
Rates and Analysis, Dept.  
Public Utilities Commission of Ohio

CC: JW, MG, DR  
Enclosures



# Ohio FCC Complaint Log

**2020 - 2021**

**Complaint Tracking for OH (06/01/2020-05/31/2021). Total Customer Contacts: 6**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/08/20	Communications Assistant disconnected customer. Call transcript reflects Communications Assistant dialed out, phone was ringing and Communications Assistant disconnected customer. Apologized to customer. No-follow up requested.	06/13/20	Communications Assistant was met with and Communications Assistant stated that they do not remember this call. The Communications Assistant remembers having several calls come in and hang up, but he did not disconnect any customers. There is not enough information to determine if the Communications Assistant disconnected this customer. Supervisor did explain to the Communications Assistant that disconnecting calls is prohibited.
2	08/27/20	Supervisor was rude when customer complained about being disconnected by Communications Assistant on previous call. Supervisor did not get full ID number and lied to customer. Apologized to customer. Follow-up requested	08/27/20	Communications Assistant was met with and it was determined that the Communications Assistant followed correct protocols. Center Manager attempted to follow up with customer on three different occasions with no success. A message was left on the customer's voice mail twice.
3	09/04/20	Communications Assistant did not follow customer instructions. Customer Service Representative apologized for the problem. No follow-up requested.	09/04/20	Communications Assistant was met with and doesn't recall any calls having indications that customer instructions weren't being followed. Communications Assistant always looks at notes first and follow through. Communications Assistant was still coached to follow all customer instructions and to request assistance when needed.
4	10/30/20	Communications Assistant would not answer my questions.	10/30/20	Coached the Communications Assistant on the importance of keeping the customer informed  Followed up with customer via email explaining that the appropriate action was taken to ensure that the Communications Assistant understands procedures.
5	02/19/21	The customer said the Communications Assistant explained relay, and when the outbound customer hung up, they asked the Communications Assistant to redial and explain the relay. The Communications Assistant redialed and the outbound hung up again. The customer feels like the Communications Assistant did not explain specifically enough. No follow-up requested.	02/19/21	A Supervisor was assisting on the call and observed the explanation. The Supervisor stated there was nothing that indicated a more extensive explanation was necessary.
6	03/20/21	Customer stated that the Communications Assistant did not use the "GA" (go ahead) throughout the call. Customer service apologized and said they would report the issue as stated. Customer would like follow-up.	03/12/21	A Supervisor met with the Communications Assistant. The Communications Assistant confirmed the use of go ahead (GA) was used throughout the call. The Communications Assistant did need to request numbers to dial when the customer attempted personal communication. Follow up was completed.



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# Ohio PUCO Complaint Log 2020 - 2021

**Complaints received by the PUCO (6/1/2020-5/31/2021). Total Customer Contacts: 2**

<b>Tally</b>	<b>Date of Complaint</b>	<b>Nature of Complaint</b>	<b>Date of Resolution</b>	<b>Explanation of Resolution</b>
1	8/28/2020	Customer inquiring to obtain TRS equipment	8/28/2020	Customer aware of TRS service but in need of CapTel equipment and unable to reach local provider to get service started. PUCO staff transferred customer to their local provider to get TRS service started.
2	4/16/2021	Customer inquiring to obtain TRS service and equipment	4/30/2021	PUCO contacted customer's local provider for assistance. Local provider contacted customer the same day and provided requested information. PUCO sent letter to customer stating the steps taken to resolve the inquiry.