



State of Wyoming
Department of Workforce Services
 DIVISION OF VOCATIONAL REHABILITATION



Matthew H. Mead
 Governor

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John Cox
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CG Docket No. 03-123
 DA 18-630
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Marlene H. Dortch
 Office of the Secretary
 Federal Communications Commission
 445 12th Street, S.W.
 Washington, DC 20554

Reference: Annual Consumer Complaint Log Summary from June 1, 2017, to May 31, 2018

Ladies and Gentlemen:

Pursuant to the Federal Communications Commission’s rules, 47 C.F.R. §64.604(c)(1)(ii), the State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation, Telecommunications Relay Service (TRS) submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2018.

We are happy to report there were only two (2) complaints received for the twelve-month period ending May 31, 2018. The Wyoming Department of Workforce Services, Division of Vocational Rehabilitation, Wyoming Relay program logs all complaints about TRS in the State, whether filed with the TRS provider (Sprint Communications Company, L.P.) or with the State. This log includes the date the complaint was filed, the nature of the complaint, the date of the resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, the monthly totals, and the number of complaints by category. The aforementioned complaint log will be retained until the next application for certification is granted.

Wyoming Relay processes any complaint, regardless of whether it originates via email, fax, telephone, regular mail, outreach events, advisory committee meetings, at workstations, etc.

Both TRS call volume and Captioned Telephone Service (CTS) call volume have continued to decline in Wyoming. For the period of June 1, 2017, through May 31, 2018, the TRS provider completed one thousand, six hundred fourteen (1,614) traditional TRS outbound calls and three (3) speech-to-speech outbound calls on behalf of Wyoming Relay. The TRS provider’s subcontractor (Captioned Telephone, Inc.) also completed a total of ten thousand, five hundred two (10,502) CapTel outbound calls on behalf of Wyoming Relay.

A total of two (2) customer complaints were received. One complaint was from a TTY user who was unable to connect with Wyoming Relay (both 7-1-1 and the toll-free number). The problem was caused by a flex ANI feature being added by the local exchange carrier which blocked access to relay. The customer’s local exchange carrier removed the flex ANI which resolved the problem. The second complaint was from a customer who experienced multiple problems (lost branding, incorrect voice greeting, inaccessibility to a supervisor, and an unrequested transfer of the call to a different Customer Service agent). The resolution was multi-faceted involving a trouble ticket with the carrier’s technicians for the lost branding and unrequested call transfer; agent training and prompts for the incorrect voice greeting; and customer education regarding the availability of a supervisor.



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Wyoming's relay provider (Sprint Communications Company, L.P.) is filing the requested interstate call type data (i.e. traditional TRS, speech-to-speech [STS], captioned telephone service [CTS], Internet protocol [IP] CTS, and IP Relay) under protective seal.

Pursuant to 47 C.F.R. §64.604(c)(2), Wyoming's TRS program submits the following contact information for the receipt of inquiries and complaints from consumers:

Lori Cielinski, TRS Program Consultant
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Division of Vocational Rehabilitation
851 Werner Court, Suite 120
Casper, WY 82601
Voice/TTY: (800) 452-1408
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Fax: (307) 472-5601
Email: lori.cielinski@wyo.gov or dws-wyrelay@wyo.gov
Internet: www.wyomingrelay.com

All the Wyoming TRS program information, including the contact information, as posted on the Consumer and Governmental Affairs Bureau's website at <https://www.fcc.gov/general/trs-state-and-territories> has been reviewed. The information is accurate; however, a fax number was missing. A request was sent to TRS_POC@fcc.gov on July 2, 2018, to add the fax number.

The State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation has not made in the last sixty (60) days—nor plans to make in the next sixty (60) days—any substantive changes in their TRS program. The State of Wyoming certifies that Wyoming's Telecommunications Relay Service program has met—and will continue to meet—federal minimum standards.

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,



Lori Cielinski
TRS Program Consultant

Enclosures: Consumer Complaint Log Summary, 1 page
Wyoming Relay Complaint Tally Sheet, 3 pages

