|  |  |  |
| --- | --- | --- |
| Commissioners:  Art Graham, Chairman  Julie I. Brown  Donald J. Polmann  Gary F. Clark  Andrew Giles Fay | State of Florida  pscSEAL | Capital Circle Office Center  2540 Shumard Oak Boulevard  Tallahassee, FL 32399-0850 |
| Public Service Commission | | |

July 2, 2018

**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 Public Notice (DA 18-630) released on June 15, 2018, enclosed is Florida’s relay complaint summary for the period June 1, 2017, through May 31, 2018. Florida received a total of 19 consumer complaints.

If you have any questions, please contact me at (850) 413-6924 or [cjwillia@psc.state.fl.us](mailto:cjwillia@psc.state.fl.us).

Sincerely,

/s/

Curtis J. Williams

Public Utility Analyst

Attachment

CW/jb

cc: Patrick Webre, Chief, Consumer and Governmental Affairs Bureau

Office of Industry Development and Market Analysis (Hinton, Fogleman)

Office of General Counsel (Page)

**Florida FCC**

**2017 – 2018**

**Complaint Log**

**Complaints Made To Sprint**

Complaint Tracking for FL (6/1/17 - 5/31/18). Customer Complaints: 18

| **No.** | **Date of Complaint** | **Nature of Complaint** | **Date of Resolution** | **Explanation of Resolution** |
| --- | --- | --- | --- | --- |
| 1 | 08/7/17 | Customer reported inaccurate captions on the CapTel 840. | 08/14/17 | Investigated call detail provided and found the Operator documented a trouble ticket noting audio distortion that caused issues with the captions on call reported. Shared the information with the customer and advised customer to document any future calls for further investigation. |
| 2 | 08/23/17 | Customer stated that when dialing to Speech to Speech he has to hold for a long time. This includes calls to 711 and the Florida Speech to Speech number. Customer stated that he tried the number for over five days with no answer. Customer also stated that he has turned in this complaint several times and no one is doing anything about it. | 08/23/17 | Between 7/6/17 and 8/25/17 multiple attempts to reach the customer by phone were attempted. On 8/28/17, an email was sent to the customer for follow up. Customer Relations Manager emailed customer on 8/29/17 and customer retuned call. Suggested the customer try Video Speech to Speech and submitted information to him. Also addressed the music queue. Provided customer with direct contact information and the customer was satisfied with the response. |
| 3 | 08/28/17 | Speech to Speech user called Customer Service two times and waited 30 minutes each time and then the line disconnected. Customer requested to talk to person in charge of Speech to Speech about the need for more operators. | 08/28/17 | Customer Relations Manager communicated with the customer and explained that there was a high call volume at the time of his call. Customer thanked him for the explanation. |
| 4 | 09/26/17 | Customer reported that the Operator was rude and did not respond to request for the Operator’s ID Number. Request that Sprint trace the call. | 10/11/17 | Sprint was able to trace the call and identify the Operator. The Operator was coached on the correct way to handle a call and Sprint took other corrective action. |
| 5 | 10/23/17 | Customer call was disconnected while on hold with music on the CapTel 840. | 10/23/17 | Investigation revealed that there was difficulty with the connection of the call through the Call Center. Sprint Customer Service Representative confirmed with the customer that the problem was resolved. |
| 6 | 11/28/17 | Customer stated that he cannot always connect when dialing 711. Customer requested follow up via email. | 11/28/17 | Responded to customer via email on 12/12/17 requesting reply if still having problems. Sprint IT investigated and conducted test. |
| 7 | 01/23/1**8** | Voice Carry Over Customer stated that there was garbling on the call and the Operator typed for 5 minutes before she came back to the customer. Customer said the Operator could not be reached when she tried to both type and talk to the Operator. When she asked for a supervisor, the supervisor just stated that the Operator was fast at typing. | 01/23/18 | Sprint made multiple attempts to contact the customer but did not receive a response. |
| 8 | 02/14/18 | A Voice Carry Over user stated that Operator hangs up and is very rude. Assistant Supervisor apologized for the inconvenience. Customer requested a follow up via email | 02/14/18 | Supervisor met with Operator and coached Operator on being polite and courteous at all times and to never disconnect a customer. Supervisor followed up with customer via email as requested on 2/27/18. |
| 9 | 02/20/18 | Customer stated either garbling is occurring or the Operator is typing poorly. Customer stated this is unacceptable and relay is not providing equal access. The responding person in-charge confirmed that the Operator's typing was clear. | 02/20/18 | The Session Initiation Protocol solution and the network upgrades were performed and resolved the issue. |
| 10 | 02/28/18 | Customer reported a call with a misspelled word that the customer did not recognize and asked that Sprint follow up with the Operator on the call. | 03/08/18 | Customer Service Representative  gathered details about the call with the inaccurate caption. Customer Service Representative sent call details to the appropriate supervisory staff for further follow-up with the Operator who assisted with the call. The Operator's supervisor increased monitoring and coaching to optimize the Operator's captioning performance. |
| 11 | 03/23/18 | Customer unable to call out, receiving busy signals via relay. | 03/23/18 | Sprint IT team upgraded the network to resolve the problem. Asked the customer to please do a test call and let them know if busy signal is cleared. Customer responded that he was able to make a relay call without a fast busy. |
| 12 | 03/30/18 | Customer communicated that captions stopped towards the end of the phone call. | 04/04/18 | Customer Service Representative sent call details to the Call Center for  investigation. Investigation found captions were generated throughout the call and the call ended at the Call Center with customer hanging up. Call Center personnel reported no issue was found that would have contributed to the customer's experience. |
| 13 | 04/07/18 | The customer stated they waited for the system to connect and said the Operator disconnected on them. | 04/07/18 | Supervisor met with Operator and Operator stated the system hung up or could have hung up. The Operator said they did not disconnect. |
| 14 | 04/07/18 | The customer stated they waited for the system to connect and said the Operator  disconnected on them. | 04/07/18 | Supervisor met with Operator and Operator stated they didn't disconnect the call, but that the customer disconnect the call. |
| 15 | 04/16/18 | Profile information now showing to relay Operator. | 04/16/18 | The identification number identified by the customer is unassigned, however engineering completed test calls which confirmed the customer's profile displays correctly when calls connect to the relay position. |
| 16 | 05/01/18 | A TTY user stated they were calling from a restricted number and Operator hung up on them. | 05/01/18 | Supervisor met with Operator and Operator stated they never hang up on calls unless they're doing the disconnect procedure. Operator doesn't remember if they had a call with the restricted "29" code. |
| 17 | 05/01/18 | Customer had garbling issues on her TTY. Both Turbo code and Auto ID are turned off. | 05/01/18 | Sprint upgraded its network to resolve the garbling issue. However, customer still had problem. Sprint recommended the customer contact her Local Exchange Carrier provider to open a ticket and explain to them  that she uses a TTY device. Provided contact information to customer for follow up for further assistance. |
| 18 | 05/24/18 | Customer stated that the Operator would not redial the number once the call had ended. | 06/05/18 | Sprint communicated that the customer did not provide an identification number that would allow for further investigation into the reported incident. |

**Complaints Made To Florida Public Service Commission**

Complaint Tracking for FL (6/1/17 - 5/31/18). Customer Complaints: 1

| **No.** | **Date of Complaint** | **Nature of Complaint** | **Date of Resolution** | **Explanation of Resolution** |
| --- | --- | --- | --- | --- |
| 1 | 03/06/18 | Equal Access problem when using 711. | 04/27/18 | Forwarded to Sprint and requested resolution. Sprint Operations and IT Team investigated issue to correct the problem. Also sent customer a new TTY. Customer communicated that the issue has been resolved. |