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Commissioner

John Paul Urban
Executive Director



Greg Abbott
Governor

Public Utility Commission of Texas

July 12, 2019

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th 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, 2018 through May 31, 2019. We apologize for the late filing.

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

Sincerely,

Jay Stone, Program Administrator CTCD, CTPM
Agency Operations





PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

News Media Information 202 / 418-0500
Internet: <http://www.fcc.gov>
TTY: 1-888-835-5322

DA 19-502

Released: May 31, 2019

**REMINDER TO STATES AND INTERSTATE TELECOMMUNICATIONS
RELAY SERVICES PROVIDERS THAT THE ANNUAL SUMMARY OF
CONSUMER COMPLAINTS IS DUE BY JULY 1, 2019**

**REMINDER OF ONGOING OBLIGATION TO REPORT
CONTACT INFORMATION AND SUBSTANTIVE CHANGES IN TRS PROGRAMS**

CG DOCKET NO. 03-123

Obligation to File Annual Summary of Consumer Complaints.

The Federal Communications Commission's Consumer and Governmental Affairs Bureau reminds states and providers of interstate telecommunications relay services (TRS)¹ that they must submit their annual consumer complaint log summaries covering the 12-month period from June 1, 2018 through May 31, 2019, on or before Monday, July 1, 2019.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to collect and maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.² State TRS programs are required to log all complaints made to the state agency, as well as those made to the state's TRS provider. Both state and interstate TRS providers must file summaries of their respective complaint logs with the Commission annually.³ These summaries are intended to provide an indication to the Commission of possible service quality issues. This information also allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints, and to spot national trends that may lend themselves to coordinated solutions. Moreover, the information enables states to learn how other states are resolving complaints.⁴

Complaint log summaries shall pertain to complaints received from June 1, 2018, through May 31, 2019, and include at a minimum, the total number of interstate relay calls by type of TRS (i.e., traditional TRS, speech-to-speech (STS), captioned telephone service (CTS), Internet protocol (IP) CTS, IP relay service

¹ Providers of interstate TRS service include all Internet-based TRS providers.

² See 47 CFR § 64.604(c)(1)(i); see also *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order and Further Notice of Proposed Rulemaking, 15 FCC Rcd 5140, 5144-5145, para. 9 (2000) (*Improved TRS Order*).

³ 47 CFR § 64.604(c)(1)(ii).

⁴ *Improved TRS Order*, 15 FCC Rcd at 5190-5191, para. 122.

(IP Relay), and video relay service (VRS)), the number of complaints alleging a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.⁵

Complaint Log Summary filings must reference CG Docket No. 03-123. Submissions may be filed in one of two ways: (1) by using the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- Electronic Filers: Submissions may be filed electronically using the Internet by accessing the ECFS: <http://apps.fcc.gov/ecfs/>. Filers should follow the instructions provided on the website for submitting comments.
- Paper Filers: Parties who choose to file by paper must file an original and one copy of each filing.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12th Street, SW., Room TW-A325, Washington, DC 20554. The filing hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of *before* entering the building.

- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9050 Junction Drive, Annapolis Junction, MD 20701.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12th Street, SW., Washington DC 20554.

Obligation to Submit Contact Information and Notice of Substantive Changes in TRS Programs.

We also remind certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that they must submit to the Commission the name of a contact person or office, or both, for the receipt of inquiries and complaints from consumers about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service.⁶ The submission must include, at a minimum, the name and address of the state or TRS office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, fax number, e-mail address, and web address for that office; and the physical address to which correspondence should be sent.⁷

The Commission must be notified each time there is a change in any of this required information. Any changes in contact information for certified state TRS programs or interstate TRS providers, or both, should be sent to TRS_POC@fcc.gov.

⁵ See 47 CFR § 64.604(c)(1).

⁶ 47 CFR § 64.604(c)(2).

⁷ *Id.*

We also remind certified state TRS programs that they must notify the Commission of any substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal mandatory minimum standards after implementing the substantive change.⁸ Similarly, providers of VRS and IP Relay certified under section 64.606 of the Commission's rules⁹ must also notify the Commission of any substantive changes in their TRS programs, services, and features within 60 days of when such changes occur, and certify that they continue to meet federal mandatory minimum standards after implementing the substantive change.¹⁰ Notices of substantive changes in TRS Programs must reference **CG Docket No. 03-123**.

Contact information for certified state TRS programs is posted on the Consumer and Governmental Affairs Bureau's website at: <https://www.fcc.gov/general/trs-state-and-territories>; contact information for Internet-based TRS providers is posted at: <https://www.fcc.gov/general/internet-based-trs-providers>.

The full text of this document and copies of any subsequently filed complaint log summary and notices of substantive changes in TRS program documents in this matter will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW., Room CY-A257, Washington, DC 20554. Filings also may be found by searching on the Commission's ECFS at: <http://apps.fcc.gov/ecfs/> (insert **CG Docket No. 03-123** into the Proceeding block).

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an email to: fcc504@fcc.gov or call the Consumer and Governmental Affairs Bureau at: (202) 418-0530 (voice) or (202) 418-0432 (TTY). This *Public Notice* can also be downloaded in Word and Portable Document Format (PDF) at: <https://www.fcc.gov/general/disability-rights-office>.

For further information regarding this *Public Notice*, contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disability Rights Office, (202) 418-2247 (voice) or email: Dana.Wilson@fcc.gov.

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⁸ 47 CFR § 64.606(f)(1).

⁹ 47 CFR § 64.606.

¹⁰ 47 CFR § 64.606(f)(2).



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Texas FCC Complaint Log

2018 - 2019

Complaint Tracking for TEXAS (06/01/2018-05/31/2019). Total Customer Contacts: 5

| Tally | Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|--------------|--------------------------|---|---------------------------|--|
| 1 | 06/27/18 | Customer complained that the Agent did not keep his caller informed during the conversation. Customer Service response: Apologized for the problem and assured that the complaint would be sent in as stated. Email of conversation to be sent to supervisor. Email back requested. | 07/02/18 | The Agent was coached by the Quality Supervisor to keep the customer informed of all call changes and to type everything verbatim. The Agent was also reminded to report any technical issues that may have caused a delay in transmission via a trouble ticket. A follow up email was sent to the customer on July 3, 2018. |
| 2 | 06/29/18 | Customer's daughter reported that there had been inaccurate captions on the CapTel 840. | 06/29/18 | The Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. The Customer Service Representative attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, the Customer Service Representative recommended that the customer take note of the date, time, and Agent ID number of any future calls in which caption inaccuracies are experienced so that we may take specific action with the Agent captioning the call. |
| 3 | 08/17/18 | Customer stated that the Agent disconnected the call. Apologized. No follow-up requested. | 08/22/18 | The Agent does not remember the call; however, a supervisor coached the Agent over the consequences of disconnecting improperly. |
| 4 | 03/06/19 | Agent did not understand the customer's issue. Customer Service Representative apologized. No follow up requested. | 03/06/19 | The Customer Service Agent has not spoken to the customer in months. She does not understand what the issue was regarding. Customer did not request follow up. |
| 5 | 05/16/19 | Agent did not follow customer's notes. Apologized to the customer and assured that the complaint would be sent to the Agent's Supervisor. Customer requested a follow up by email. | 05/21/19 | A supervisor reviewed the customer's concern with the Agent. The Agent was coached to read all notes carefully and to advise the caller that the Agent is doing so. A follow up email was sent to the customer. |