

Public Service Commission  
Of West Virginia

201 Brooks Street, P. O. Box 812  
Charleston, West Virginia 25323



June 25, 2019

Phone: (304) 340-0300  
FAX: (304) 340-0325

Received & Inspected  
JUL 3 - 2019  
FCC Mailroom

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW -B204  
Washington, DC 20554

DOCKET FILE COPY ORIGINAL

RE: TRS Consumer Complaint Log Summaries for June 1, 2018 through May 31, 2019  
CG DOCKET NO. 03-123  
DA NO. 07-2762

Dear Ms. Dortch:

The Public Service Commission of West Virginia respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Sprint Relay has provided TRS in the State of West Virginia since September 15, 2009.

Sprint tracks all complaints and all other customer service activity for the State of West Virginia. The State of West Virginia's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Improper Use of speed dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues

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List ABCDE

TRS Consumer Complaint Log Summaries

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Improper Use of Call release  
Improper Handling of Three Way Calling  
CallerID Not Working Properly  
Improper Use of Customer Data  
Fraudulent/Harassment Call  
Replaced CA Improperly in Middle of Call  
Didn't follow Emergency Call Handling Procedure  
CA Didn't Follow Policy/Procedure  
Confidentiality Breech  
Spanish to Spanish Call Handling Problems  
Miscellaneous Service Complaints  
Rigning/No Answer  
Speech to Speech Call Handling Problems  
Connect time (TTY-Voice)  
Busy Signal/Blockage  
ASCII/Baudot Break-down  
STS Break-down  
HCO Break-down  
Relay Not Available 24 Hours a Day  
711 Problems  
VCO Break-down  
Miscellaneous Technical Complaints  
Line Disconnected  
Carrier of Choice not Available/Other Equal Access  
CapTel Complaints

Sprint Relay processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Between June 1, 2018 and May 31, 2019, Sprint Relay received two (2) applicable TRS complaints. No complaints were received here at the Public Service Commission of West Virginia during that same time period.

Please feel free to contact me at 304-340-0451 or [dhowell@psc.state.wv.us](mailto:dhowell@psc.state.wv.us) with any questions regarding the above.

Sincerely,



David Howell Utilities Analyst  
Public Service Commission  
P.O. Box 812  
Charleston, WV 25323

DH:ls  
Enclosure



**Sprint**  
Accessibility

**West Virginia FCC Complaint Log**

**2018 - 2019**

Complaint Tracking for WV (06/01/2018-05/31/2019). Total Customer Contacts: 2

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	12/28/18	Customer complained operator improperly disconnected their call. Customer requested follow up.	12/28/18	Spoke with operator. Operator showed knowledge of correct disconnect procedures. E-mail follow up sent to customer.
2	12/31/18	The called to number disconnected suddenly after 20 minutes and the operator ended the call before the customer could advise on what to do.	12/31/18	While the operator does not recall circumstances of this nature, the operator was reminded to report any technical difficulty that may result in disconnects. The operator was reminded of the consequences of a disconnecting a call.  Followed up with customer via email explaining that the appropriate action was taken to ensure that the operator understands procedures.