



Sprint[®]
Relay

Texas CapTel FCC Complaint Log

2015 - 2016



June 21, 2016

Jay Stone
Program Administrator
Public Utilities Commission of Texas
Budget & Fiscal Oversight
1701 N. Congress Avenue
PO Box 13326
Austin, TX 78711-3326

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 Mr. Stone,

Sprint has provided you the following information to support your filing with the FCC for the State of Texas:

- An annual Complaint Log which includes complaints received between June 1, 2015 and May 31, 2016 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

State 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 St., 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 9300 East Hampton Drive, Capitol Heights, MD 20743.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12th Street, SW, Washington DC 20554.

This is due to the FCC on or before Friday, July 1, 2016.

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

The FCC reminds 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. 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.

Should you have any questions concerning this report, please contact me.

Sincerely,

A handwritten signature in black ink that reads "Olivia V. Dominguez".

Olivia Dominguez
Customer Relations Manager
Texas Relay

Attachments:

- 1) Log Sheets
- 2) FCC Public Notice

Complaint Tracking for Texas CapTel (06/01/2015-05/31/2016). Total Customer Contacts: 2

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	01/12/16	Customer reported delayed captions behind the spoken words on the CapTel 800.	01/12/16	Customer Service Representative apologized for the incident and thanked customer for the feedback. The relevant call information was sent to the call center management. As a result, the Agent's supervisor provided additional training and coaching on call flow handling and increased monitoring of the Agent in question to assist with overall improvement with captioning quality.
2	05/13/16	Customer reported being unable to reach a certain number from the CapTel 800.	05/19/16	Customer Service Representative's investigation revealed that the customer was able to reach the number successfully when dialing without captions. Customer Service Representative forwarded the customer's experience to Engineering for further review at which point it was identified as a possible routing concern. Engineering support staff subsequently advised that a routing change had been implemented and that it's now advisable for the customer to try the call again. Customer Service Representative subsequently confirmed that the customer reached the number successfully.