



Sprint[®]
Relay

Texas TRS 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 TRS (06/01/2015-05/31/2016). Total Customer Contacts: 8

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/27/15	The customer stated that the Agent did not follow call procedures to type out the entire answering machine. An assistant supervisor apologized to the customer.	07/31/15	A supervisor coached the Agent on proper call procedures for answering machines. The customer requested a follow up, but did not provide any contact information.
2	07/28/15	This Agent took 30 minutes of my time and then hung up on me. She could not keep up with the conversation and gave information that was not correct. The customer I was calling was therefore not interested in our service and hung up. The Agent seemed not at all concerned. The statements needed to be verbatim to the customer but they were not. This was a terrible experience with this agent and with the relay service. I now have no way to contact the customer back and find this frustrating. Relay Customer Service response: Apologized for the problem and assured that the complaint would be sent in as stated. Contact back requested to email address.	08/2/15	A discussion was held with the Agent. It was determined that the Agent was following protocol of pacing the voice customer. The Agent explained to the voice customer that the system would automatically release the outbound line once the inbound disconnected. A supervisor met with the Agent and coached the importance of getting assistance from a supervisor during difficult calls. A follow up email was sent to the customer as requested.
3	08/11/15	Customer states that the Agent would not disconnect the call after retrieving her answering machine messages. She could tell that the Agent just let the call "hang" for quite a while and this caused her not to be able to continue hanging up the answering machine on her end in order to make another call. She would like this looked into. The Relay Customer Service response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested.	08/11/15	Supervisor is unable to conduct a follow up on the Agent because the Agent ID was not assigned.
4	08/11/15	Customer Complaint: Customer stated the Agent would not disconnect the line even after asking her to. Said she was not able to make any other calls because the Agent had the line tied up. Customer Service Response: Apologized to the customer for the trouble and stated I would report the issue. Customer did not request follow up.	08/11/15	The Quality Supervisor was unable to do any follow up as the Agent is no longer employed with the company.
5	09/22/15	Customer explained they asked the Agent to follow their instructions. The Agent replied "yes I will." The customer waited. Thereafter, the Agent reportedly disconnected the line. Apologized. Supervisor will be notified. Follow up requested.	09/28/15	The Agent was coached by the quality supervisor of the importance of remaining polite and professional. A follow up phone call was attempted on 9/22/2015 at 5:35 PM, 9/22/2015 at 8:27 pm and again at 11:00 AM on 9/23/2015. There was no answer on the first two attempts and rang busy on the third attempt.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
6	01/21/16	Speech to Speech user felt that the Agent wasn't trying to understand what was being said. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	01/21/16	Supervisor met with the Agent. The Agent remembers the call and having a hard time hearing the caller due to background noise. The Agent did request assistance for the call.
7	01/29/16	Caller wanted to complain about an attempted call today and said Agent expected her to know what touch-tone option she wanted without telling her what the options were. She said she then saw "NETWORK TIMEOUT -- YOUR CALL HAS BEEN DISCONNECTED on Friday, January 22. Customer Service received this complaint via email and no follow up is required.	02/01/16	The Agent was coached by the quality supervisor on the importance of keeping the caller informed at all times and to always respond in a timely manner.
8	02/03/16	Customer Complaint: A voice caller reported that she could not stay connected to her friend a Voice Carry Over user of Relay Texas.. The problem began last night and the person's son also is unable to stay connected through Relay Texas. He reported static on the line before the disconnect, then received a fast busy signal. Customer Service response: I placed a test call to the Voice Carry Over number directly using my desk phone and TTY to type, and that call went through and stayed connected fine. But when I placed another test through Relay Texas. It stayed connected 3 minutes 20 seconds, then disconnected. Entered a ticket.	02/23/16	Tech opened a network ticket. Testing was completed. Customer was given on line test support which also included support from a friend. Local Exchange Carrier checked the line and found no problem. It was determined it was a customer device issue and customer is replacing device.