

Public Service Commission  
Of West Virginia

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



Phone: (304) 340-0300  
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June 22, 2018

Received & Indexed

JUL 02 2018

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, 2017 through  
May 31, 2018  
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

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TRS Consumer Complaint Log Summaries

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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  
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 Breach  
Spanish to Spanish Call Handling Problems  
Miscellaneous Service Complaints  
Ringing/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, 2017 and May 31, 2018, Sprint Relay received zero (0) applicable TRS complaints. No complaints were received here at the Public Service Commission of West Virginia during that same time period.

TRS Consumer Complaint Log Summaries

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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

TRS Complaint Summary  
June 1, 2017 to May 31, 2018

Public Service Commission of West Virginia

June 2017	No Complaints Received
July 2017	No Complaints Received
August 2017	No Complaints Received
September 2017	No Complaints Received
October 2017	No Complaints Received
November 2017	No Complaints Received
December 2017	No Complaints Received
January 2018	No Complaints Received
February 2018	No Complaints Received
March 2018	No Complaints Received
April 2018	No Complaints Received
May 2018	No Complaints Received