



Public Service Commission of Wisconsin

Rebecca Cameron Valcq, Chairperson
Ellen Nowak, Commissioner
Mike Huebsch, Commissioner

4822 Madison Yards Way
P.O. Box 7854
Madison, WI 53707-7854

June 19, 2019

Received & Inspected

JUL 12 2019

FCC Mailroom

Ms. Marlene H. Dortch, Office of the Secretary
Federal Communications Commission
445 12th Street, SW., Room TW-A325
Washington, DC 20554

Re: Administration of the Telecommunications Relay
Service Fund

5-RS-2019

Submission of the Wisconsin Telecommunications Relay
Services Annual Consumer Complaint Log Summary –
June 1, 2018 to May 31, 2019 in CG Docket No. 03-123

Dear Ms. Dortch:

Pursuant to Code of Federal Regulations, title 47, section 64.604, paragraph (c)(1), the Public Service Commission of Wisconsin respectfully submits the enclosed Wisconsin Telecommunications Relay Services (WTRS) Annual Consumer Complaint Log Summary covering the 12 month period from June 1st, 2017 through May 31st, 2018.

The enclosure includes a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards. All complaints were timely resolved.

Please feel free to contact me at 608-234-4781 or billy.mauldin@wisconsin.gov with any questions or concerns.

Sincerely,

Billy Mauldin

Billy Mauldin, Director
Telecommunications Relay Service & TEPP
Division of Digital Access, Consumer and Environmental Affairs

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Enclosure



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Wisconsin FCC Complaint Log

2018 - 2019

Complaint Tracking for WI (06/01/2018-05/31/2019). Total Customer Contacts: 8

| Tally | Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------|-------------------|--|--------------------|---|
| 1 | 08/10/18 | The caller reported that the Operator used abbreviations during his call when his instruction notes say "No Abbreviations". Customer Service apologized to the customer and told him the report would be sent to the call center Supervisor. Follow up is requested. | 08/10/18 | The Supervisor coached the Operator to always maintain 100% focus on all customer notes to ensure quality of service. A follow up email was sent as requested. |
| 2 | 11/01/18 | Operator did not block caller ID as requested. Supervisor apologized to customer. No Follow up is necessary. | 11/01/18 | The supervisor looked into this and came to find there is no Operator under that ID. No follow up was requested. |
| 3 | 12/27/18 | Garbled call. Apologized to customer. No follow-up requested. | 12/28/18 | Customer did not request follow up. |
| 4 | 12/28/18 | Customer said Operator didn't follow his notes. | 12/31/18 | Coached Operator on the importance of following customer's notes. |
| 5 | 04/21/19 | The Operator took control of the call by pressing options to connect to a TTY without informing and asking the customer if they wanted a live person first. The Assistant Supervisor apologized for the inconvenience. No follow up requested. | 04/26/19 | The Supervisor spoke with the Operator and while the Operator does not recall the described report, keeping the caller informed and caller control were reviewed. The Operator fully understands. |
| 6 | 05/08/19 | Operator did not follow customer's notes of "Do not type abbreviations". Apologized to customer and assured the complaint would be sent in to Operator's Supervisor. Customer requested follow up by email. | 05/08/19 | Operator was met with and doesn't remember what may have happened since there isn't a lot of details in the complaint. The Operator's Supervisor coached the Operator to be careful and follow notes. Customer was followed up via email as requested. |
| 7 | 05/10/19 | Customer called in to complain that Operator did not follow database instructions. Customer service apologized and stated the complaint would be sent as stated. No follow-up needed. | 05/10/19 | The Operator was met with and due to not having enough details of the call, Operator wasn't able to provide information. The Supervisor still coached the Operator to follow all customer's instructions from notes and typed information. |
| 8 | 05/29/19 | Customer states Operator typed abbreviations. Customer's notes requests no abbreviations. Customer Service apologized and assured that the complaint would be sent in as stated. Customer requested follow-up. | 05/31/19 | A Supervisor met with the Operator. It was determined that the Operator did follow customer's instructions to not use abbreviations when typing the conversation messages however some automatic system messages transmitted the abbreviation identified by the customer. A follow up message was sent to the customer. |