Mississippi Public Service Commission

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BRANDON PRESLEY, Chairman
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KATHERINE COLLIER
EXECUTIVE DIRECTOR
601-961-5400

SHAWN S. SHURDEN
GENERAL COUNSEL
JOEL BENNETT, DIR.
FINANCE & PERSONNEL
RICKEY L. COTTON, DIR.
GAS PIPELINE SAFETY

June 29, 2016

Office of the Secretary
Federal Communications Commission
445 12th St., SW/Room TW-A325
Washington, DC 20554

DOCKET FILE COPY ORIGINAL

Re: TRS 55-02
Mississippi Complaint Log Summary
CG Docket 03-123

Dear Secretary:

Pursuant to FCC rules regarding Telecommunications Relay Service, please find for review the following:

1. Annual Complaint Log from June 1, 2015 through May 31, 2016
2. Report with total complaints by category.

We are pleased to report the Mississippi Public Service Commission did not directly receive any complaints regarding relay service in Mississippi this past year. Should you need additional information, please let me know.

Respectfully submitted,

Katherine Collier, Executive Secretary
Mississippi Public Service Commission

Cc: Cheryl King, Federal Communications Commission
445 12th St., SW
Washington, DC 20554

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501 N. WEST STREET, SUITE 201-A, JACKSON, MISSISSIPPI 39201
P.O. BOX 1174 JACKSON, MISSISSIPPI 39215-1174
FAX (601) 961-5469

Sprint Relay

Mississippi FCC Complaint Log

2015 - 2016

Complaint Tracking for MS (06/01/2015 - 05/31/2016). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/28/15	Speech to Speech customer says the 24-hour message rule is ludicrous! People with speech problems having to repeat over and over is ridiculous. Communication Assistants have ALWAYS saved messages before when it was supposed to be for a live person not voice mail. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow-up requested via phone call. Internal Update Performed	07/28/15	Called customer to assist and to explain about STS service. Was unable to make contact because the customer hung-up on me several times. Referred the Customer Contact to the Handling Center to follow-up.

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Mississippi Public Service Commission

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