



STATE OF ALABAMA
PUBLIC SERVICE COMMISSION
P.O. BOX 304260
MONTGOMERY, ALABAMA 36130

Received & Inspected

JUN 30 2017

FCC Mailroom

TWINKLE ANDRESS CAVANAUGH, PRESIDENT

JOHN A. GARNER, EXECUTIVE DIRECTOR

JEREMY H. ODEN, ASSOCIATE COMMISSIONER

June 29, 2017

CHRIS "CHIP" BEEKER, JR., ASSOCIATE COMMISSIONER

DOCKET FILE COPY ORIGINAL

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
9300 East Hampton Drive
Capitol Heights, MD 20743

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 Secretary Dortch:

Please find attached as Appendix "A" a summary of the log of consumer complaints received by the State of Alabama's Telecommunications Relay Services ("TRS") provider, Sprint Accessibility, for the period running from June 1, 2016, through May 31, 2017. As the state entity in Alabama responsible for the provision of TRS service, please note that the Alabama Public Service Commission ("APSC") did not receive any consumer complaints regarding our TRS service for the period of June 1, 2016, through May 31, 2017.

In addition, please find attached as Appendix "B" hereto, the current point of contact for TRS complaints in Alabama. As reflected in Appendix "B", I will continue to be the point of contact for the APSC for dual party inquiries or complaints.

Thank you for your assistance in this matter. Should you have questions, please do not hesitate to contact me at (334)242-5200.

Sincerely



John A. Garner
Executive Director

JAG:eml
Attachments
via FedEx Overnight

No. of Copies rec'd
List ABCDE

0+1

Appendix "A"



Sprint
Accessibility

Alabama FCC Complaint Log

2016 - 2017

Complaint Tracking for Alabama (06/01/2016-05/31/2017). Total Customer Contacts: 2

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	02/14/17	Customer reported inaccurate captions on the CapTel 800.	02/28/17	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with the Call Center management for follow up with the Communications Assistant by the Communications Assistant's supervisor. The Communications Assistant's supervisor provided coaching and increased monitoring frequency for the Communications Assistant to ensure consistent quality performance.
2	02/17/17	Customer states the Communications Assistant did not provide the option to get the balance requested. No follow-up needed.	02/17/17	Apologized to the customer. The Supervisor on duty had gone over to assist the Communications Assistant at the time as they had asked for assistance. The Supervisor was unable to verify that there was no option to get the balance. The customer had left the line too quickly. The Communications Assistant was coached to follow procedures in getting assistance.

Appendix “B”

Contact for TRS Complaints:

John A. Garner, Chairman
Alabama Dual Party Relay Fund and
Executive Director/Chief Administrative Law Judge
Alabama Public Service Commission
100 North Union Street, Suite 802
(Mailing: Post Office Box 304260 36130-4260)
Montgomery, AL 36104
Telephone numbers: (334)242-5200; Fax (334)242-0748
Email: karen.rogers@psc.alabama.gov