

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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Received & Inspected

JUL 05 2016

June 27, 2016

FCC Mail Room

Marlene H. Dortch, Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW -B204
Washington, DC 20554

DOCKET FILE COPY ORIGINAL

RE: TRS Consumer Complaint Log Summaries
June 1, 2015 through May 31, 2016
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

No. of Copies rec'd 0
List ABCDE

TRS Consumer Complaint 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 Breech
- 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, 2015 and May 31, 2016, 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 Summaries

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Please feel free to contact me at 304-340-0451 or dhowell@psc.state.wv.us with any questions regarding the above.

Sincerely,

A handwritten signature in cursive script that reads "David Howell".

David Howell, Utilities Analyst
Telecommunications & Cable TV
Utilities Division
Public Service Commission
P.O. Box 812
Charleston, WV 25323

DH:ls

TRS Complaint Summary
June 1, 2015 to May 31, 2016

Public Service Commission of West Virginia

June 2015	No Complaints Received
July 2015	No Complaints Received
August 2015	No Complaints Received
September 2015	No Complaints Received
October 2015	No Complaints Received
November 2015	No Complaints Received
December 2015	No Complaints Received
January 2016	No Complaints Received
February 2016	No Complaints Received
March 2016	No Complaints Received
April 2016	No Complaints Received
May 2016	No Complaints Received