



Scott R. Freiermuth
Counsel – Government Affairs
scott.r.freiermuth@sprint.com

Sprint Corporation
6450 Sprint Parkway
Overland Park, KS 66251
(913) 315-8521

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VIA ELECTRONIC FILING

Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

Re: *In the Matters of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket No. 03-123

Dear Ms. Dortch:

Sprint Corporation (“Sprint”) recently conducted an internal audit of our state relay customer contact process. The audit revealed that a coding error by Sprint’s vendor resulted in an unrecognized or unassigned value in Sprint’s Customer Contact Online Database (CCOD). The coding error affected only analog -- not iTRS based calls. This coding error led Sprint to under-report the number of overall customer contacts/complaints to the State Relay programs. The coding error was fixed on November 14, 2014.

Importantly, this coding error did not affect Sprint’s handling of the customer contacts. Indeed, all these customer contacts were resolved or closed.

All told, this error impacted 16 states and resulted in a total of 49 unreported contacts/complaints for the reporting years 2013 and 2014. Sprint has notified each of the impacted State TRS programs and provided the states with corrected information/complaint logs for their files.

The purpose of this letter, therefore, is to notify the Commission of this matter and to correct the annual reports filed by the states in 2013 and 2014. Per direction from the Consumer and Governmental Affairs Bureau, Sprint is re-submitting the complaint logs on behalf of the states.

Sprint has attached two separate files – one for the reporting year 2012-2013 and one for the reporting year 2013-2014. For the previously unreported contacts, Sprint has included a note in

the column entitled “Explanation of Resolution” that states, “Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified” or similar phrasing.¹

Please contact me with any questions or concerns about this matter.

Respectfully submitted,

/s/ Scott R. Freiermuth

cc: Gregory Hlibok

¹ As directed by the State of Oregon, Sprint removed the “Change to complaint category #07 ...” language from the Oregon-related files. For Oregon, Sprint under-reported one (1) such customer contact/complaint in 2012-2013, and four (4) for 2013-2104.