

Received & Inspected

JUN 29 2015

FCC Mail Room

InTRAC

Indiana Telephone Relay Access Corporation
for the Hearing and Speech Impaired

June 23, 2015

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

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 Commission Secretary:

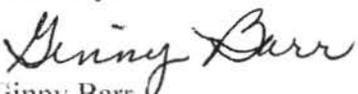
Thank you for the opportunity to provide you with the information on Indiana's consumer complaint logs for June 1, 2014 through May 31, 2015. I have enclosed:

- Sprint Relay Indiana FCC 2014-2015 Complaint Log
- Letter from Relay Provider, Sprint

All of the consumer complaints regarding Relay Indiana Service have been resolved satisfactorily under 180 days. Sprint Customer Service recorded seven (7) complaints and a narrative of resolution accompanies each customer call. No complaints were filed directly with InTRAC. Sprint's attached letter addresses that the number of interstate calls will be filed directly with the FCC as a sealed document.

If you need more information, please contact me at 317-334-1413 or by email, ginny.barr@relayindiana.com

Sincerely,


Ginny Barr
Executive Director

Enc.

No. of Copies rec'd 0+4
List ABCDE

Received & inspected

JUN 29 2015

FCC Mail Room



Indiana FCC Complaint Log 2014-2015

Complaint Tracking for IN (06/01/2014-05/31/2015). Total Customer Contacts: 7

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/04/14	Customer provided some feedback on accuracy of the CapTel 800 in 1-Line mode.	07/06/14	Customer Service Representative apologized to the customer for their experience and investigated on her behalf. Customer Service Representative identified two calls with trouble tickets noting audio difficulties with speaker being too loud, too quiet, breaking up, and voice recognition difficulty. On 7/6/14, Customer Service Representative called the customer to follow up on their more recent experience and reached the Customer's son. Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.
2	06/20/14	Customer reported that on a specific call, part of a statement was not included.	06/20/14	Customer Service Representative apologized for the incidence and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the Operator by the Operator's supervisor. Call center management confirmed that the Operator that captioned the call is a new Operator and will be worked with to improve the Operator's ability to caption according to standards. Operator's supervisor increased monitoring frequency for the Operator to ensure consistent quality performance. Customer Service Representative followed up with the customer. Customer thanked the Customer Service Representative and noted the captions have been satisfactory since the call reported. Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.
3	08/27/14	Customer stated that he asked the Operator to leave a message and typed out a message for the operator. The operator did not reply. The caller repeatedly tried to get operator to reply and confirm that the message was left. The operator did not reply. The caller gave the operator two minutes or more to reply. Apologized for the inconvenience. No follow up requested.	08/27/14	Operator was met and was coached the importance of placing the call and understood the consequence of not expediting the call.
4	10/08/14	The caller reported to Relay Customer Service that inmates at the Marion County Jail could not connect to the Indiana Relay number 800-743-3333. After ringing, a click sound was heard, then the line would disconnect. The trunk line numbers were provided so that a trouble ticket could be entered to resolve the issue. Customer Service thanked the caller for reporting the issue and entered trouble ticket number IM2697162. The caller requested follow up and provided his email address and phone number and asked for the Sprint technician to contact him directly for resolution.	10/08/14	The Sprint Relay Program Manager for Relay Indiana contacted three Marion County Facilities, all are not able to provide information about whether they have deaf, Hard-of-hearing and/or Speech Disabled inmates due to confidentiality. The warden secretary or County Clerk office are not able to find facilities' internal communications provider to check and see if the TTY system within the facility still has or may have had any issues since resolution. The TTY access number is working successfully from outside a facility. No further issues have been reported.
5	01/29/15	Customer stated they asked the Operator to relay everything pressed and typed during a recording while trying to get a live representative on the line. The Operator refused and stated they could not do that. A supervisor apologized for the inconvenience. No follow up requested.	02/01/15	A supervisor coached the Operator about the importance of keeping the customer informed about the status of the call, as requested by the customer.

6	03/13/15	Customer reported that the Operator typed "one moment please" at the beginning of their call. Customer wants to know why they had to wait for the call to be dialed and why there was no ringing macro. Th responding supervisor assured the customer that we will look into this and follow-up via phone, as requested.	03/13/15	A supervisor spoke with the Operator who explained that "one moment please" was transmitted so that the Operator could read the customer's profile notes. The Operator reported there were no problems during the out dial and that the dialing and ringing macros were transmitted. The supervisor contacted the customer by phone. The customer was informed that the Operator needed time to read their instructional note and that the Operator had verified that ringing was sent. The supervisor noted that the customer remarked about garbling. The supervisor explained that perhaps the ringing message was not received. The customer thanked the supervisor.
7	04/08/15	Customer called in to report that the Operator took too long to dial out and was forced to hang up and try again. The customer called back in and reached the same Operator with the same result. A supervisor apologized for the inconvenience. No follow up requested.	04/08/15	Operator was coached by a supervisor to remain responsive and focused to ensure prompt dialing for the customer.

Date Generated: Thu, Jun. 4th, 2015 @ 02:26:07 PM CT



June 19, 2015

Ginny Barr
Executive Director
7702 Woodland Dr.
Suite 130
Indianapolis IN 46278

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 Ms. Barr,

Sprint has provided you the following information to support your filing with the FCC for the State of Indiana:

- An annual Complaint Log which includes complaints received between June 1, 2014 and May 31, 2015 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

State Complaint Log Summary filings must reference CG Docket No. 03-123. Submissions may be filed in one of two ways: (1) by using the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- **Electronic Filers:** Submissions may be filed electronically using the Internet by accessing the ECFS: <http://apps.fcc.gov/ecfs/>. Filers should follow the instructions provided on the website for submitting comments.



- Paper Filers: Parties who choose to file by paper must file an original and four copies of each filing.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12th St., SW, Room TW-A325, Washington, DC 20554. The filing hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building.

- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12th Street, SW, Washington DC 20554.

This is due to the FCC on or before Wednesday, July 1, 2015.

Obligation to Submit Contact Information and Notice of Substantive Changes in TRS Programs.

The FCC reminds the certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that, pursuant to 47 C.F.R. § 64.604(c)(2), they must submit to the Commission the name of a contact person and/or office for the receipt of inquiries and complaints from consumers about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service. The submission must include the name and address of the state or TRS office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, and fax numbers for that office; the email address; and the physical address to which correspondence should be sent.

Should you have any questions concerning this report, please contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Todd Bader", followed by a horizontal line extending to the right.

Todd Bader
Customer Relations Manager
Indiana Relay

Attachments:
1) Log Sheets