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

June 19, 2015

JOHN A. GARNER, EXECUTIVE DIRECTOR

TWINKLE ANDRESS CAVANAUGH, PRESIDENT

JEREMY H. ODEN, ASSOCIATE COMMISSIONER

CHRIS "CHIP" BEEKER, JR., ASSOCIATE COMMISSIONER

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street SW, Room 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 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 Relay, for the period running from June 1, 2014, through May 31, 2015. 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, 2014, through May 31, 2015.

In addition, please find attached as Appendix "B" hereto, a revised point of contact for TRS complaints in Alabama. As reflected in Appendix "B", I will 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

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List ABCDE



Alabama FCC Complaint Log

2014 - 2015

Complaint Tracking for AL (06/01/2014-05/31/2015). Total Customer Contacts: 3

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	09/10/14	Customer reported receiving 'account login failure' on the CapTel 800.	9/10/14	Customer Service Representative advised customer we experienced a brief technical difficulty that is now resolved. Customer Service Representative advised the caller to try their call again and the customer confirmed they were able to make a captioned call successfully.
2	01/23/15	Customer stated she informed agent of whose voice mail she wanted to leave a message on but the agent put the call through to the wrong voice mail.	1/23/15	Supervisor coached the agent to remain focused and if necessary, to verify the number to dial.
3	01/23/15	Customer stated two Communications Assistants, on two separate calls to the same number, did not keep her informed of what was going on. The first Communications Assistant did not announce who answered the call, or how it was answered which left the customer confused. The second Communications Assistant left out names of who she was speaking with and the customer could tell that not everything was being relayed to her.	1/28/15	1/23/15 - A supervisor discussed the customer report with agent. (1) The agent recalls that the outbound answered with a long company name which the agent was unable to type as the inbound customer was also speaking. The agent asked the outbound to repeat the greeting that was spoken and the outbound responded only "Hello" and did not repeat. 1/28/15 - A supervisor discussed the customer report with agent. (2) The agent did not recall the specific incident. The agent was reminded of the importance of typing verbatim and to pace fast speakers and to request repeating as needed.

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 800A
(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