Mississippi Public Service Commission

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November 13, 2015

Received & Inspected

NOV 16 2015

FCC Mail Room

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

Re: TRS 55-02
Mississippi Complaint Log Summary
CG Docket 03-123

Dear Secretary:

Pursuant to FCC rules regarding Telecommunications Relay Service, please find for review the following:

1. Annual Complaint Log from June 1, 2014 through May 31, 2015
2. Report with total complaints by category.

We are pleased to report the Mississippi Public Service Commission did not directly receive any complaints regarding relay service in Mississippi this past year. Should you need additional information, please let me know.

Respectfully submitted,

Katherine Collier, Executive Secretary
Mississippi Public Service Commission

Cc: Cheryl King, Federal Communications Commission
445 12th St., SW
Washington, DC 20554

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Sprint Relay

Mississippi FCC Complaint Log

2014 - 2015

Complaint Tracking for MS (06/01/2014-05/31/2015). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	04/04/15	Customer's daughter reported that customer is experiencing some delays in captions behind the spoken words on the CapTel phone.	04/17/15	Customer Service Representative investigated and identified two calls with delays outside the norm of 4-6 seconds. Call detail was sent to the Call Center for follow-up with the Communication Assistant by the supervisor. Communication Assistant's supervisors increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative sent a follow-up email to the customer reporting action taken and offered further follow-up on any future calls.