

# Mississippi Public Service Commission



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EXECUTIVE SECRETARY  
(601) 961-5400

LYNN CARLISLE  
SENIOR ATTORNEY

JOEL BENNETT, DIR.  
FINANCE & PERSONNEL

MARK MCCARVER, DIR.  
GAS PIPELINE SAFETY

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June 20, 2005

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> St., SW/Room TW-B204  
Washington, DC 20554



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

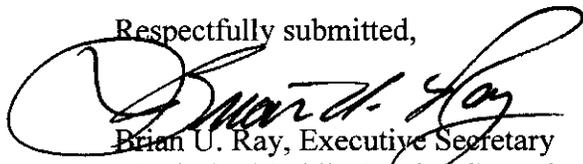
Dear Ms. Dortch:

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

1. Annual Complaint Log from June 1, 2004 through May 31, 2005
2. Report with total complaints by category.

A 3.5 diskette and four copies are enclosed as required. We are pleased to report that 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,

  
Brian U. Ray, Executive Secretary  
Mississippi Public Service Commission

Cc: Dana Jackson, Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> St., SW/Room CY-C417  
Washington, DC 20554

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# Relay MS

RECEIVED & INSPECTED  
 JUN 27 2005  
 FCC - MAILROOM

June 2004 - May 2005

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
<b>SERVICE COMPLAINTS</b>														
#00	Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0
#03	Didn't Follow Cust. Instruct.	0	0	1	0	0	0	0	0	0	0	0	0	1
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0
#05	Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0
#07	Typing Speed/Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0
#09	Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17	Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0
#19	Spanish Service	0	0	0	0	0	0	0	0	0	1	0	0	1
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>		<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>

TECHNICAL COMPLAINTS														
#22	Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	0	0	0	0	0	0	0	0	1	1	0	2
#25	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0
#26	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0
#27	Database Not Available	0	0	0	1	0	0	0	0	0	0	0	0	1
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	0	0	0	0	0	0	0	0	1	1	0	1	3
#57	Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0
#58	Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
#59	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>		0	0	0	1	0	0	0	0	1	2	1	1	6

NON-TECHNICAL COMPLAINTS														
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	1	0	1
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0
#35	Other	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>		0	0	0	0	0	0	0	0	0	0	1	0	1

<b>TOTAL CONTACT</b>	0	0	1	1	0	0	0	0	1	3	2	1	9
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**Complaint Tracking for MS (06/01/2004-05/31/2005). Total Customer Contacts: 9**

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/09/05	Customer has attempted several calls. All numbers given result in fast busy signal "phone company equipment busy now." Started 2/8 continued through 2/9. Wrote up trouble ticket. Trouble ticket number 1002364524. Customer would like contact with result.	02/10/05	The number customer was trying to call is not in service. Tech made test calls and had no problems. Tech called customer and followed up. No further problems noted.
03/09/05	Customer states that she was in the middle of a call when there was an unannounced agent change. The new agent did not speak Spanish and this is a Spanish VCO customer. The supervisor, Isidro, stated that the VCO customer would have to hang up and call back. The supervisor did not even offer to transfer the call to another Spanish speaking agent nor did she offer to find a Spanish speaking agent in the same center. The customer's notes state to speak Spanish only to this customer and even have spoken Spanish to this particular supervisor in the past. Thanked customer for letting us know and that we would forward this on. Customer would like a call back from the supervisor's Center Mgr.	03/09/05	Center Shift Manager spoke with supervisor Isidro, and he had no recollection of this specific incident with this customer. He stated that he always transfers call to the Spanish gate if they come in thru the English line. If that is not possible he gives the customer a reason why, instead of telling them to just hang up and call back. Tried to call back customer several times, but nobody answered the phone.
03/29/05	A MS Voice Customer from phone nbr 601 824 1107 when trying to call thru the relay to phone nbr 409 883 9633 they always get a fast busy signal. If they dial the nbr direct it will go thru fine. Trouble ticket nbr 1002461596 was entered on this problem.	03/29/05	There was an issue with several t-1's that were down in the network. These have been restored to service and calls are able to process normally.
04/12/05	The caller stated that a supervisor by the name of Corey made a COC entry for a long distance calls under Budget. However in the past one month the customer is experiencing recurring problem of either fast busy signals and/or telephone recording indicating that the LD call can not be completed. S/he was assured that this would be resolved however problem persists. Trouble ticket was entered. (TT 100 248 8821) Assured the customer that this information will be passed to appropriate personnel and that he will be followed up on this issue. Customer wishes a follow up.	04/12/05	Assigned to MS AM.  Account Manager followed up with Customer Service to ensure Customer's COC is updated accurately. TT showed no problems on the line.
04/12/05	TTY customer having problem making LD calls through MS Relay using Budget Phone Service. I apologized for the problem and opened TT 1002488932. Follow up required for problem resolution.	04/12/05	Tech gets the same fast busy when dialing the number from his 1fb, office phone, and cell phone. Contacted customer and told him that he needs to contact Budget again and inform them of problems reaching their 866 number.
05/15/05	A VCO customer called to complain that her long distance calls are not going through. Apparently the system is not transmitting her caller ID and her calls are rejected as anonymous by the outbound party. Apologized for inconvenience. Suggested dialing *82 before dialing relay. Opened TT#1002556641. No follow-up requested.	05/15/05	Tech support is not able to find the cause of this problem from within our system. Everything is sent correctly. T&I continue to look into this issue to see where the SS7 portion is affecting calls. As updates are available Tech support will give them to Customer Service.
08/03/04	The TTY user instructed CA to get live person. CA refused and asked TTY user to pick an option. TTY user kept asking for live person. CA still refused to place the call.	08/05/04	Apologized for any inconvenience. There was no option for live person. Customer instructed CA to pick anything; CA followed procedures. Customer got upset and hung up. Reviewed procedure w/ CA. Letter to customer 8/5/04.
09/03/04	VCO cust. had cust. notes earlier today to reflect LD COC (Speedy connect in Gulfport) asked 1st CA to bill calls to that LD COC. CA change occurred to CA 1764. Wasn't informed by cust. or previous ca of LD COC info, and cust. notes do not specify attempted immediate credit, Sprint CA/CA's supervisor said couldn't give credit; person had to call their phone co. provider. Customer wasn't mad at CA, but I also suggested they call cust. svc next day to fix database, etc.	09/04/04	CA demonstrated knowledge of proper procedure for immediate credit. CA stated was not aware of COC request.  Internal Update Performed  Complaint is resolved. Closing contact.
3/28/05	Inability for CapTel user to reach the data toll free number	03/28/05	Reported problem to toll free network provider. Problem resolved the same morning. Customer representative confirmed with customer that they are able to make calls

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