Appendix U: Copies of Order Setting Surcharge

BEFORE THE
MISSISSIPPI PUBLIC SERVICE COMMISSION

90-UA-0156

IN RE: DUAL PARTY RELAY SERVICE
MONTHLY MAINTENANCE
SURCHARGE

AMENDED ORDER

THIS DAY, this cause came on before this Commission, upon its own motion, concerning the monthly maintenance surcharge collected by local exchange companies ("LEC"s) and competitive local exchange companies ("CLECs") from all residential and business local exchange access facilities and transferred to the Dual Party Relay Service Trust Fund ("the Fund") on a monthly basis. The Fund was established and is invested and managed for the exclusive purpose of fulfilling the provisions of Miss. Code Ann., §77-3-501, et seq., as amended ("the Statute"), as same relates to a statewide program to provide telephone access to persons who are speech and hearing impaired.

This Commission is authorized by the Statute, to impose upon all LECs and CLECs operating in Mississippi a monthly surcharge in an amount to be determined by the Commission based upon the amount of funding necessary to fulfill the requirements of the Statute including the provision of Dual Party Relay Service. The Statute further requires LECs and CLECs to collect said surcharge as established by the Commission from its customers and transfer said monies collected to the Fund.

Pursuant to its duty under the Statute, this Commission, by its Order dated January 13, 1998, in Docket Number 90-UA-0156, directed all LECs and CLECs operating in Mississippi to collect a $.07 monthly surcharge on each residential and business local exchange line for which

Appendix U

* Electronic Copy * MS Public Service Commission * 7/27/2007 * MS Public Service Commission * Electronic

the Federal End User Line Charge is applicable, beginning February 1, 1998. The LECs were further directed to transfer the surcharges collected to the Fund on a monthly basis.

This Commission has now been administering the Statute for sixteen (16) years, and following careful study, the Commission has determined that the goals established by the Statute including the provision of Dual Party Relay Service can be adequately met by reducing the monthly maintenance surcharge from $.07 to $.03.

IT IS THEREFORE ORDERED that all LECs and CLECs operating in Mississippi are directed to impose and collect a monthly surcharge on all residential and business local exchange access lines to which the Federal Fund User Line Charge is applicable, in the amount of $.03 each month per access line instead of $.07. The $.03 surcharge shall be imposed effective with all bills rendered on or after June 1, 2007, on a billing cycle basis. All LECs and CLECs in this State are directed to continue to transfer the surcharge funds so collected to the Dual Party Relay Services Trust Fund on a monthly basis.

This Order shall be deemed issued on the day it is served upon the parties herein by the Executive Secretary of this Commission who shall note the service date in the file of this Docket.

Chairman Nielsen Cochran voted Aye; Vice-Chairman Leonard Bentz voted Aye; and Commissioner Bo Robinson voted Aye.

DATED this the 15th day of March, 2007.

Appendix U

* Electronic Copy * MS Public Service Commission * 7/27/2007 * MS Public Service Commission * Electronic

MISSISSIPPI PUBLIC SERVICE COMMISSION

Nielsen Cochran, Chairman

Leonard Bentz, Vice Chairman

Bo Robinson, Commissioner

ATTEST: A True Copy

BRIAN U. RAY
Executive Secretary

Effective this the 15th day of March, 2007.

* Electronic Copy * MS Public Service Commission * 7/27/2007 * MS Public Service Commission * Electronic

Appendix V: Copy of Complaint Log

July 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6584X	07/22/03	4	Asked agent for agent number 3 times before agent gave number to customer.	07/25/03	Supervisor coached CA on proper procedures.

August 2003

Tracking #	Date of Compl.	Cat. # Comp	Nature of Complaint	Date of Resolution	Explanation of Resolution
3059J	08/27/03	29	MS VCO customer received Sprint bills for LD calls the last few months and she is noted as a Bell South customer in the database.	09/11/03	Customer svc sent a letter to the customer asking for a copy of telephone bill. We are waiting for a reply. TT results -An email was sent to CS requesting more information about 3 days ago.
15290	08/26/03	29	Customer is having a problem calling a certain number getting "cannot dial this number using this carrier."	05/25/04	TT results - TI team has identified and corrected the problem with the COC configuration files.

September 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution

October 2003

Tracking #	Date of Compl.	Cat. # Compl	Nature of Complaint	Date of Resolution	Explanation of Resolution
2675	10/06/03	21	Customer states that he has been receiving harrassment calls thru relay and wanted it to stop.	10/06/03	Suggested he contact Sprint customer service as well as provided Sprints AM name and phone number.
6692X	10/06/03	17	Agent's voice was fading in and out. Customer asked agent to repeat what last said and agent ignored customer. Agent was rude.	10/06/03	Agent number not assigned at this time.
2695	10/17/03	17	Agent said rude and said things under his breath.	10/17/03	Apologized to customer and told him thatwithout an agent number no followup could be conducted.
6715X	10/24/03	09	Customer complained that his friend calls him throught the relay, states that messages are not always left on his answering machine.	10/30/03	Tried to reach customer 3-times. A message was left on voice answering machine stating I would put out a refresher to the agents and left my name and number.

November 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution

December 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution

January 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6817X	01/03/04	8	Agent was rude and untimely.	01/06/04	Discussed with agent and coached on proper call processing procedures. Also clarified when its okay to repeat tty text as well as voice tone used with customer.
6817X	01/03/04	17			

February 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution

March 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution

April 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution

May 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution

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 I 002461596 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 I00 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 I002488932. 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#I002556641. 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. srvc 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

86201

ENTERED 11-10-05
MERGED
CLOSED 11-18-05

COMPLAINT

Received by Sarah Date 11-9-05

Complainant's Name Sannie Gleason

Address 1020 Hickory Ridge Dr.

City/State/Zip New Albany, Ms. 38652

Telephone No.'s (1) 662-534-7839 H (2) 662-538-8477 cell

Utility Involved Sprint - relay for hearing impaired

Account Number

COMPLAINT Mr. Gleason is a truck driver, his wife, Sarah, is deaf and they communicate through Sprint - relay. Mr. Gleason has complained that sometimes when he calls his wife there will only be XXX across the screen. Other times when she called him the operator would tell her that his phone was busy, when it was not. Operators would put Sarah on hold for as much 15 minutes -

Complaint Referred To: Ed Fasty Date 11-9-05 -

ACTION TAKEN: 11-10-05 Talked with Randy Lew who advised me to contact Ky Moore with Sprint.

11-10-05 - Emailed Mr Moore & advised him of the complaint & ask that he contact Mr. Gleason.

11-11-05 Followed up with Mr. Gleason who advised that no one had called.

11-14-05 Received reply from Mr Moore who said he would follow up.

11-14-05 Followed up with Mr. Gleason who said no one had contacted him.

11- emailed Mr. Moore again & ask him to contact Mr Gleason

FOLLOW UP BY COMMISSIONER'S OFFICE

Date Referred to Commissioner

Complainant Satisfied ☐ Yes ☐ No

Action(s) Taken by Commissioner's Office:

11-15-05 - Received Email from Mr. Mars who said he had talked to Mr. Glasson, resolved the issue & Mr. Glasson was satisfied.

11-18-05 Followed up with Mr. Glasson who said Mrs Mars was very helpful & he thought it would work out. Mr. Glasson was very pleased with Mr. Mars.

D. Ed Foster

Complaint Tracking for MS (06/01/2005-05/31/2006). Total Customer Contacts: 14

Date of Compliant	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/10/06	Caller getting constant busy signal when calling within Mississippi state. Apologized for the problem and opened TT ID 989077. Follow-up required by Acct. Manager for problem resolution.	03/23/06	Tech said customer still have electrical problems due to the hurricane Katrina. It was beyond our control. Tried reaching customer via phone several times to no avail. Email sent and asked to email back if it continues to be a problem.
02/07/06	Technical - General	03/03/06	Technical problem identified. Resolution believed to be the solution in progress.
02/08/06	Billing - General	02/09/06	Set up preferred long distance company in the system. Confirmed customer able to make long distance captioned calls after this adjustment.
02/19/06	Customer gets a recording saying there is a block in place and she knows there is no block. Apologized. Service ticket 1197294 was opened. Follow up requested.	03/23/06	Technician discovered that customer still have electrical problems due to the hurricane Katrina which is beyond our control. After 3 attempts of making contact with customer failed, AM sent an email to see if there continues a problem. To date, have not heard back from the customer. Closed case. Tech was unable to reproduce. Tried to reach customer via phone 3 times to no avail. Emailed with explanation.
03/14/06	not happy with service keeps having to call and have phone company come out service is ok for a few days then it rains and its static and bad lines again loses internet connection wants a permanent fix not just continuous band aids on the problem	03/14/06	Closed contact. Not a relay issue. Customer referred to correct number.
03/28/06	Customer said that they were trying to reach a person through the relay and agent 6725 used obscene language and sounded drunk. The customer also said they were concerned and thought the agent's language was unprofessional. Apologized to the customer and thanks them for taking time to inform us of their concern. Follow-up requested.	03/28/06	Operator 6725 does not exist in the Jacksonville Center and never has. Redirecting complaint to customer service. Invalid agent ID. Contacted customer and advised.
05/25/06	MS Voice customer complains when using pay phone for 711 she gets disconnected, as she is located bordering MS and TN and her calls to her deaf family never work. Customer had several concerns and suggestions about making relay more user friendly. Thanked her for letting us know the problems and the suggestions, explained variables that can affect the service and referred to the account manager. Customer will contact account manager via email.	06/14/06	Due to lack of customer information, a follow up could not be done.
07/07/05	Spanish Speaking customer: I have had this agent several times and each time I have her she automatically transfers me to customer service. Apologized for inconvenience and noted that we would follow-up with the appropriate agent. Customer wanted follow-up in writing.	07/07/05	Spoke with agent and stressed the importance of following customer instructions. Agent understands the consequences of purposely avoiding calls. Unable to contact customer due to no address given.
07/17/05	Voice customer called to complain that she is being told her call is blocked from her TTY mother's number when she calls from her cell phone. She does not have this problem when calling via her home phone. Apologized for inconvenience. Opened TT#164256. Follow-up requested.	08/03/05	Tech awaited additional customer information. AM called customer's land-line and cell phones to no answer thrice.

07/27/05	MS voice user complains agent hung up on them twice. Apologized for the problem explaining I would inform the agent supervisor for follow up with the agent. Customer does want contact from account manager.	09/07/05	This was a problem with the disconnect issues we were seeing due to AVAYA. Agent was still coached on repercussions of disconnecting calls. AM attempted to call the number and discovered it was no longer in service. AM tried other phone number and another person answered saying it was wrong number. Unable to reach the customer. Case closed
08/18/05	Customer states when she asked agent if there she could get transcripts of the call the agent rudely informed her, "the agent is not part of the conversation" - the agent did this several times very rudely. The customer asked for a supervisor and was told that no supervisor could come to the phone since the customer was on the outbound end of the call. The agent did give the customer service phone number but the customer didn't appreciate the rudeness while handling the call. RCS response: Apologized for the behavior and explained relay policies and how to get any records if they were available. Assured that the complaint would be sent in as stated. No call back requested	08/18/05	This agent called me over on this call. The outbound voice person wanted to know if the inbound was still there. The CA told her that there had been no response but there was no indication that they had hung up. The outbound asked for a supervisor and I told the agent that since the inbound was still on the line I was not able to get on the call. The agent informed the outbound of this and provided the customer service number for her. The CA followed procedure as the call was still in relay mode and the CA was not able to answer questions.
09/13/05	Inability for CapTel unit to reach data toll free #	09/13/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware
11/07/05	Complaint: Caller stated CA hung up on her. Caller stated that during the call CA stopped typing and was unresponsive to caller then the line got disconnected. Apologized for the incident. No follow up requested.	11/07/05	Agent does not remember the call. Reviewed call disconnect procedures with the agent. The agent understands the consequences of not following the disconnect procedures and purposely disconnecting customers.
11/25/05	MX VCO user complains she could not connect with relay for 49 minutes with 711 or toll free # for MS VCO. Apologized, provided dedicated VCO #, suggesting to use it exclusively. Referred to equipment program. Entered TT 777671 No contact wanted.	11/28/05	Tech was unable to duplicate problem as reported reaching vco number, no additional reports from other customer concerning access to vco number using relay service or excessive hold times. Customer didn't want a follow up. Case closed

Complaint Tracking for MS (06/01/2006-05/31/2007). Total Customer Contacts: 4

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
04/17/07	Caller reported that CA yelled at the beginning of the call, "You're the 3rd person I spoke to and I'm trying to get this person some help." The caller is the supervisor at a community college switchboard, so the call was given to her to handle. At the end of the call she requested the CA's name or ID number.	04/17/07	Apologized for the inconvenience and told her the report would be sent to the call center supervisor. Follow up requested. There is no agent by that number at the center. Agent with that number left employment a month ago. Closing ticket. Trainer contacted customer with inquiry results on 4/24/07.
11/21/06	Caller was not happy with agent typing abilities.	11/25/06	Explained why xxx xxx would show up and explained that agents can't back space to correct a word. The caller understood that part. Discussed spelling issues with agent. He stated that he uses the xxx to correct any mistakes as required.
09/07/06	MS Voice user complained he continues to be billed by Sprint when Bell South is selected for his carrier.	09/07/06	Apologized, offered to submit credit request, which customer refused. No contact wanted. Opened Trouble Ticket. The customer did not accept the offer for the credit. The customer did not provide any contact information.
06/28/06	MS TTY user complained agent didn't follow instructions to leave a message for son to call back on second line to a voice #, causing confusion.	06/28/06	Apologized and explained I will be sure to inform the agent supervisor for follow up with the agent on this issue. Customer does not want contact. Met with agent who did not remember the call, but stated she always follows the customer's request. Coached agent on following the customer's request and keeping the customer informed.

Appendix V