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June 19, 2009

Federal Communications Commission
Consumer and Governmental Affairs Bureau
445 12th Street, SW
Washington, D.C. 20554

Subject: CG Docket 03-123; Annual Telecommunications Relay Services (TRS)
Complaint Log Summary for the Year Ending May 31, 2009, State of Missouri.

To Whom It May Concern:

Sprint is the Telecommunications Relay Service (TRS) provider in the State of Missouri. As mandated by the Federal Communications Commission (FCC), pursuant to 47 C.F.R. § 64.604(c)(1)(i), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for TRS. Sprint has forwarded to the Staff of the Missouri Public Service Commission this record, which includes the date and the nature of each complaint received, as well as the date and explanation of each corresponding resolution. The time period covered by this log is June 1, 2008 through May 31, 2009.

This complaint log summary is being filed with the FCC pursuant to 47 C.F.R. § 64.604(c)(1)(ii) which requires "states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year."

You will also find enclosed a copy of Sprint's June 16, 2009 letter (without referenced enclosures). Sprint's letter indicates that Sprint is separately providing other information to the FCC.

I am submitting these attachments via the FCC's electronic filing system (ECFS). If you have any questions regarding this submission please contact me by telephone at (573)751-5472 or by email at eric.dearmont@psc.mo.gov.

Sincerely,

/s/ Eric Dearmont

Eric Dearmont
Assistant General Counsel
Missouri Public Service Commission
Missouri Bar No. 60892

Enclosures



**Missouri FCC Complaint Log
2009**

Complaint Tracking for MO (06/01/2008-05/31/2009). Total Customer Contacts: 17

Tally	Date of Complaint.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/05/08	A MO VCO customer lost their branding. The line does not open up for the operators to hear the customer talking. Relay Customer Service has notes stating the customer is a VCO user and their preferences say VCO. When the call came into the agent's computer, it was in TTY mode. The agent had to open the line manually to hear the customer. Customer Service apologized to the customer and created a trouble ticket.. No follow-up is needed.	06/05/08	The technician branded this individual; by-passing the agent stations. This should give a permanent brand on their number. The issue is now resolved and the customer did not request follow-up.
2	07/17/08	A VCO customer is not receiving Caller ID information via Relay MO. The customer's Local Exchange Carrier, Century Tel's, technician called Relay Customer Service reporting the problem for the customer and providing test call results. The issue was also discussed with the VCO customer, who was advised that a complaint and trouble ticket would be entered regarding the problem. The customer requests contact asap.	07/31/08	The Relay Program Manager contacted the Customer Service Representative to clarification on the resolution before attempting to contact the customer. Several calls to the customer and proved productive, as she reported that her caller id capabilities failed "sometimes". She sometimes got caller id notifications, and other times, nothing. She called her phone company for a check on her caller id system, as there are no reported issues related to the relay system. The customer was advised to get new equipment under the Telephone Equipment Distribution Program (TEDP).
3	07/23/08	A TTY customer states that she gives the MO Relay Voice number (800-735-2466) to hearing voice callers, but it has recently been answering with TTY tones rather than by a voice Relay operator. Relay Customer Service Representative apologized and provided an alternate voice number (866-735-2460). Relay Customer Service Representative branded two of the numbers having difficulty reaching Relay via voice. Follow-up is requested.	07/23/08	The Relay Program Manager contacted the customer via e-mail and stated that her phone numbers been branded, gave her the correct Relay Voice number, and mailed a new Relay MO Booklet.
4	07/29/08	Disconnect/Reconnect during calls	07/29/08	E-mailed the customer information explaining the difference between a CapTel phone and a traditional phone; why disconnection/reconnection might be occurring; and tips to reduce their occurrence. As a result, disconnections have not happened since.
5	08/15/08	Accuracy of captions	08/15/08	The customer shared feedback regarding the accuracy of captions. The CapTel Customer Service Representative apologized for the incident and thanked the customer for the feedback. CapTel Customer Service Representative called customer to follow-up after not getting any reply regarding a CA number, time or date of an unsatisfactory call. We discussed caption quality, which he said has gotten better. CapTel Customer Service Representative explained the difference between live captioning and closed-captioning of pre-recorded TV programs and how errors appear and are corrected on CapTel. Advised customer of documenting the date, time and CA number of any calls with poor captions without corrections, and to contact CapTel Customer Service for investigation.
6	08/21/08	Disconnect/Reconnect during calls	08/21/08	CapTel Customer Service Representative sent the customer information explaining the difference between a CapTel phone and a traditional phone. CapTel Customer Service Representative also explained to customer why disconnection/reconnection might be occurring and sent an e-mail with tips to reduce their occurrence.

7	08/30/08	A customer is experiencing calls dropping before she can answer and during conversations, also serious garbling issues. The VCO phone involved was checked by a repairman, who said it is a relay issue. Relay Customer Service Representative was unable to speak with customer to go over items to try to fix the garbling. Relay Customer Service Representative apologized for the issues and the caller is aware that someone will contact her.	08/30/08	Relay Customer Service Representative called customer who said there was now very little garbling. She is satisfied with the issue being fixed.
8	09/05/08	A VCO customer was unable to reach her son via Relay MO due to getting a network recording. She was advised that a trouble ticket would be entered & the Relay MO Program Manager would contact her asap to report the technician's findings regarding the problem. The customer requests contact asap.	01/27/09	The consumer did not know how to leave a message using Relay MO. She kept calling Relay MO back to get to the answering machine. The Account Manager advised her how to leave a message using the relay operator. She was very appreciative and said that there are no other problems or concerns.
9	09/11/08	On 9/11/08 at 8:45 AM, the customer states the Communication Assistant did not follow her instructions. The customer explained she called to a business and had requested a specific individual. The Communication Assistant didn't ask for her party. Relay Customer Service Representative apologized and no follow-up was requested.	09/11/08	The Communications Assistant remembered the call and said that they had to redial several times because the line was busy. When they finally got through, the Communication Assistant forgot to ask for the specific person at first, but did so shortly after the person answered the phone. The Communications Assistant said she would be more careful in the future. No customer follow-up was requested.
10	09/11/08	The customer states the Communications Assistant did not follow her instructions at 2:40 PM on 9/10/08. The customer explained she called a business and asked to request a specific individual. The Communications Assistant did not ask for her party. Relay Customer Service Representative apologized. No follow-up was requested.	09/11/08	The complaint was forwarded to the agent's supervisor for follow-up regarding following customer instructions. The Team Leader spoke with the agent, who remembered the call. The customer asked for a specific person, however there was difficulty getting the call to go through. The agent tried the call 3 times with no success, but on the 4th outdial the call connected. The agent stated that she forgot the instructions and was in the processes of asking for the specific person when the customer started typing. The agent apologized and was coached on following instructions.
11	10/14/08	Disconnect/Reconnect during calls	10/14/08	CapTel Customer Service Representative sent the customer information explaining the difference between a CapTel phone and a traditional phone. CapTel Customer Service Representative explained why disconnection/reconnection might be occurring and sent an e-mail with tips to reduce the occurrence. I also advised contacting the telephone company to have the lines checked.
12	10/16/08	A MO voice customer says he is unable to get through via 711 to reach his hearing impaired friend. His number shows up incorrectly on the computers, and it shows up as a long distance call even though it is local. Relay Customer Service Representative apologized for inconvenience. Follow-up was requested.	10/16/08	The customer's profile has been updated and taken care of. The issue is now solved.
13	12/02/08	A VCO customer is unable to call her sister's cell phone through Relay. They get an error message. Relay Customer Service Representative apologized, No follow-up was requested.	12/02/08	The technician used the Control/Shift/T feature while on the call at a position. They were unable to brand this number as a voice number because it shows invalid. Once it is fixed, it needs to be branded voice. The customer did not request follow-up.
14	01/23/09	Technical - General	01/23/09	Telephone carrier made an adjustment in the way this call processed through their network in order to allow successful captioned calls to the consumer's telephone number.

15	02/10/09	The customer dialed into this agent and the agent was non responsive to customer's request to dial. The customer hung up to get another agent as he didn't want to waste time. The customer called 6 times before getting a responsive agent. The complaint was forwarded to the correct center, no follow-up was requested. The complaint was made 2/9/08, but the customer stated this occurred 2/4/09 at around 10:20 PM.	02/10/09	Discussed this with the agent. A supervisor has known of the issue. The agent was coached by a Team Leader, who discussed the importance of always following customer instructions and proper call procedures, with particular attention to remaining focused while on a call. The agent understands.
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16	03/24/09	Disconnect/Reconnect during calls	03/24/09	Sent the customer information explaining the difference between a CapTel phone and a traditional phone. Explained to the customer why disconnection/reconnection might be occurring and sent an email with tips to reduce the occurrence.
17	04/27/09	Technical - General	04/27/09	Customer experienced an error code message, "Your long distance call has been temporarily discontinued - Please call customer service for assistance when trying to dial a local or long distance call through the Captioning Service." An interim adjustment was made to change routing of calls by technical support. A code correction was completed by the network vendor permanently resolving the matter. Confirmed all is well now.



June 16, 2009

Mr. John Van Eschen, TRS Contract Administrator
Missouri Public Service Commission
200 Madison St., PO Box 360
Jefferson City MO 65102-0360

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 Mr. VanEschen,

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

- An annual Complaint Log which includes complaints received between June 1, 2008 and May 31, 2009 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.



Complaint log summaries should include information pertaining to complaints received between June 1, 2008, and May 31, 2009. The summaries must include, at a minimum, the total number of interstate relay calls by type of TRS (*i.e.*, traditional TRS, Speech-to-Speech (STS), captioned telephone, Internet Protocol Relay (IP Relay), Video Relay Service(VRS)), the number of complaints alleging a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

State Complaint Log Summary filings must reference CG Docket No. 03-123. Submissions may be filed using: (1) 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://www.fcc.gov/cgb/ecfs/>. Filers should follow the instructions provided on the website for submitting comments.
 - For ECFS filers, if multiple docket or rulemaking numbers appear in the caption of this proceeding, filers must transmit one electronic copy of the comments for each docket or rulemaking number referenced in the caption. In completing the transmittal screen, filers should include their full name, U.S. Postal Service mailing address, and the applicable docket or rulemaking number. Parties may also submit an electronic comment by Internet e-mail. To get filing instructions, filers should send an e-mail to ecfs@fcc.gov, and include the following words in the body of the message, "get form." A sample form and directions will be sent in response.
- Paper Filers: Parties who choose to file by paper must file an original and four copies of each filing. If more than one docket or rulemaking number appears in the caption of this proceeding, filers must submit two additional copies for each additional docket or rulemaking number.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

- The Commission's contractor will receive hand-delivered or messenger-delivered paper filings for the Commission's Secretary at 236 Massachusetts Avenue, NE, Suite 110, Washington, DC 20002. The filing hours at this location 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.

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

Sincerely,

A handwritten signature in blue ink that reads "April Mason". The signature is written in a cursive, flowing style.

April Mason
Program Manager
Relay Missouri

Attachments:

- 1) Log Sheets
- 2) CDs