



JENNIFER M. GRANHOLM
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH
PUBLIC SERVICE COMMISSION

STANLEY "SKIP" PRUSS
DIRECTOR

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COMMISSIONER CHAIRMAN COMMISSIONER

July 1, 2009

VIA: Electronic Submission

Marlene Dortch
Commission Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

RE: Telecommunications Relay Services and Speech-to-Speech Services for
Individuals with Hearing and Speech Disabilities -- CG Docket 03-123;
DA 09-1318

Dear Ms. Dortch:

Please accept Michigan's TRS Complaint Log and Resolution Summary, for the period June 1, 2008 to May 31, 2009, as required by the Federal Communications Commission's Public Notice dated June 12, 2009.

If you have questions regarding Michigan's TRS system, please do not hesitate to contact me at (517) 241-6200.

Sincerely,

Robin P. Ancona, Director
Telecommunications Division

Attachment

DELEG is an equal opportunity employer/program.
Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.

TRS COMPLAINT LOG
PREPARED BY ATT FOR THE MICHIGAN RELAY CENTER
JUNE 1, 2008 - MAY 31, 2009

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
7/10/2008	The customer stated that when she called completed her call with her hearing parties today, and said goodbye, the CAs hung up without asking if she wanted to place another call. The customer provided the manager with a list of CA's she had issues with.	7/10/2008	The manager reviewed the complaint with the CA's. The manager also reviewed the procedure with the CA's. They were all familiar with the appropriate procedure regarding ask the customer if he/she wished to place another call.
8/4/2008	The customer was dissatisfied with the service she received from a number of CA's. She stated the CA's were rude, impatient, and did not want to speak to her.	8/4/2008	The manager apologized to the customer for her experience. In order to investigate further, the manager needed more information regarding the calls such as the date and time the calls were made. The customer was unable to provide the manager with dates and times of the incidents. The manager encouraged the customer to keep a note of such information, which will better assist the manager in investigating the incident. The customer said ok. The complaint was reviewed with the CA's listed. The CA's had no recollection of the apparent incident.
10/28/2008	The VCO customer stated that she was not able to get through to the relay center's 800 number to place a relay call. She mentioned that when she called, the message on her VCO phone said, "rings sending ID". The customer also stated that she felt her calls were being "controlled" or "watched". She felt that her phone was being tapped.	11/3/2008	The Supervisor apologized for the inconvenience and recommended that she try dialing 711 and letting the office know if it worked or not. Regarding her phone being "controlled" or "watched", the supervisor recommended that the customer call her local phone company and/or police department for that issue, as the MRC is unable to resolve such problems for her. After disconnecting with the customer, the office never received a follow up from the customer.
11/4/2008	The TTY customer asked the CA to dial a number which included letters. The CA responded to the customer by stating that his message was garbled and to repeat the message. The customer then retyped the number to dial, and received the same response from the CA. According to the customer, the CA then told the customer that there must be a bad connection, and then	11/4/2008	The manager apologized to the customer and sent the customer an apology card. The manager also reviewed this complaint with the CA. The complaint was documented and filed.

TRS COMPLAINT LOG
PREPARED BY ATT FOR THE MICHIGAN RELAY CENTER
JUNE 1, 2008 - MAY 31, 2009

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
4/8/2009	<p>disconnected the call. The customer called MRC again and received another CA who was able to connect his call with no problems.</p> <p>The voice customer stated this is the second time someone has attempted to defraud him of funds using the relay center. The customer stated the relay caller asked him to place charges on a credit card, then wait until they come, then they will pay him back. The customer wanted MRC to start tracking this call.</p>	4/8/2009	<p>The manager apologized to the customer for his frustrations and explained that we have no way of tracking or tracing calls. The manager explained the history and purpose of relay to help the voice customer understand why MRC was unable to track these calls. The manager suggested to the customer that he contact his phone company as well as the police department of this incident.</p>
5/23/2009	<p>The VCO customer stated that she receives one particular CA, the CA hangs up on her. She stated this CA is the only CA who seems to do this to her. She also stated that the CA accuses her of bad typing, yet her screen is always clear on her end.</p>	5/23/2009	<p>The Supervisor asked the customer to make a number of test calls so that the supervisor can see what the issue was. The first test call went smoothly. During the second test call the Supervisor witnessed garbled messages coming from the customer. The Supervisor discovered that the customer switches over from VCO to TTY and sometimes would type to the CA without the CA knowing. The Supervisor explained to the customer that it is better to make sure that the CA knows that she will switch over and type. This will eliminate confusion and frustrations. The Supervisor also explained the proper procedure for using VCO. The customer understood how to process the call better after the Supervisor assisted her.</p>