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Missouri Public Service Commission

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Secretary/General Counsel

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Chief Staff Counsel

June 21, 2010

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, D.C. 20554

Mark Stone, Deputy Bureau Chief
Consumer and Governmental Affairs Bureau
Federal Communications Commission
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, 2010, State of Missouri.**

To Whom It May Concern:

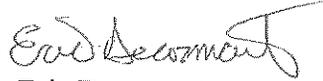
Sprint is the Telecommunications Relay Service (TRS) provider in the State of Missouri. As mandated by the Federal Communications Commission (FCC), pursuant to 47 C.F.R. § 64.604(c)(1)(i), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards 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, 2009 through May 31, 2010.

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 [to] 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 18, 2010 letter. 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,

A handwritten signature in black ink, appearing to read "Eric Dearmont". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Eric Dearmont
Assistant General Counsel

Enclosures



**Missouri FCC Complaint Log
2009 - 2010**

Complaint Tracking for MO (06/01/2009-05/31/2010). Total Customer Contacts: 9

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/06/09	The Communication Assistant hung up on call with the customer's husband. The customer would not have said bye GA and the husband didn't know whether his wife was on the call or not. The customer wants to know why the operator disconnected the call and would like a follow up. The Customer Service Representative thanked the customer for taking the time to let us know.	06/11/09	The Communication Assistant's Supervisor discussed the call with him. The Communication Assistant vaguely remembers the call and insists the VCO user hung up while they were talking. The Supervisor stressed the importance of never hanging up on a call and the Communication Assistant says he never has and never will.
2	07/06/09	The customer was verbally abusive and making threatening statements regarding the Communication Assistant taking control on their own to disconnect the call. The Customer Service Representative apologized and assured customer that the complaint would be forwarded to appropriate person. The customer would like follow up via email.	07/14/09	The Communication Assistant didn't remember the specific call, but said if he disconnected someone it was because he was following the approved disconnect procedure for no response. The Communication Assistant was coached on the importance of not hanging up on any customer and the consequences of doing so. The supervisor sent a follow up email, as requested, to the customer on 7/14.
3	07/27/09	A MO VCO customer has not been able to make long distance calls through relay, though she has not had trouble in the past. The Customer Service Representative apologized for inconvenience. They checked her long distance information and call type, and it was all correct. The Customer Service Representative opened a trouble ticket. Follow-up has been requested.	07/27/09	The Customer Service Representative changed the customer to sprint on all and placed three long distance test calls from 816 area code to 315 and they all worked. The Customer Service Representative notified the customer that calls are working and the customer was happy.
4	08/07/09	A MO VCO customer has been unable to make LD calls since July 27th, even though her long distance preference has been selected and is visible in customer notes. The Customer Service Representative apologized for the inconvenience and opened a trouble ticket. Follow-up has been requested.	08/07/09	A Customer Service Representative has been waiting to hear back from the customer. They left a voice mail on their answering machine at 3:19 pm on 8/10,. The Communication Assistant changed all her notes, branding, etc. to point to AT&T. The Communication Assistant called the customer again to verify with the customer, but still no word from the customer. The Communication Assistant made test calls here using her number. The Communication Assistant got a recording from AT&T asking us to dial 800-645-0005. When the Communication Assistant put her ani in, AT&T said that her account has been restricted - she needs to make a payment. The customer is going to have to work this out with AT&T.
5	08/11/09	Accuracy of captions	08/11/09	The customer shared feedback regarding the accuracy of the captions and provided specific call data. The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. The call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's supervisor.
6	08/13/09	MO VCO customer has AT&T as their long distance carrier of choice. The customer tried to dial a long distance number through relay and continues to get a recording that says " Your access to this long distance provider is not verified call 1 800 645 0005". This has been going on for a few weeks now. The customer said she contacted AT&T and they referred her back to us. The Customer Service Representative tried to make the call for the customer and reached that recording as well. A trouble ticket was opened and no follow up is needed.	08/13/09	The technician was unable to duplicate issue with numbers provided. However, the representative was able to test call and the call was completed successfully using AT&T as Carrier of Choice. The customer did not request follow ups.
7	10/16/09	Technical - General	10/16/09	The customer called regarding a call around 2:15 pm in which the captions abruptly stopped. She ended her call and tried again and was able to then complete her call without any interruptions. Investigation identified a technical difficulty at the Communication Assistant workstation that was quickly resolved. The Customer Service Representative confirmed that since the one incident the customer is getting captions successfully. The Customer Service Representative apologized for the inconvenience this may have caused.

8	11/11/09	MO VCO customer complains that she can not reach her book club for the past few days via MO RS. The Customer Service Representative apologized for the problem, tested the number and opened a trouble ticket. The customer wants contact with resolution.	11/11/09	The Relay Program Manager sent an email to the technician to confirm the solution to the problem indicated in the ticket status. The Customer Service Representative attempted to contact the customer three times. However, the customer spoke to the Customer Service Representative on Monday, 11/16/09 and did not address any problems so far. The Relay Program Manager also received confirmation from the technician that the problem was cleared while investigating. The case is now closed.
9	12/17/09	A Voice customer complains that the Communication Assistant was very rude. She told the caller that she was not allowed to interrupt her. The Communication Assistant was impatient and when the caller tried to spell a word, the agent snapped, "I know how to spell that!" The Customer Service Representative apologized for the rudeness. Follow up has been requested.	12/17/09	The Communication Assistant was coached on following proper procedures/skills. The Customer Service Representative followed up with the customer and explained what actions were taken and apologized for the situation. The customer was satisfied with the follow up.



Sprint Nextel
411 Huger Street
Columbia, SC 29201
(803) 951-1660 TTY
(803) 403-9763 Voice
(803) 403-8354 Fax

Missy McManus
Relay Program Manager
Email: melissa.mcmanus@sprint.com

June 18, 2010

Mr. John Van Eschen
Manager, Telecomm Dept
Missouri PSC
200 Madison Street, Ste 500
Jefferson City, MO 65101

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. Van Eschen,

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

- An annual Complaint Log which includes complaints received between June 1, 2009 and May 31, 2010 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.

Please note that for your state you must either (1) send an original and four copies of the printed report to the FCC or (2) file the report electronically at <http://www.fcc.gov/cgb/ecfs/>. If you file electronically, you will select "Submit a Filing" on the FCC's web page. If you file paper copies, they should be sent to the Commission's Secretary (via US Postal Service, First Class Mail, Express Mail or Priority Mail):

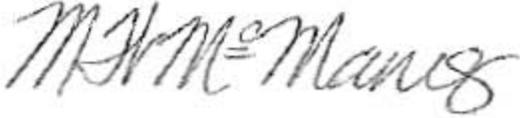
Marlene H. Dortch,
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

The report must be filed on or before Thursday, July 1, 2010. Please also note that your state is also encouraged to send an additional printed copy on or before July 1, to the Consumer & Governmental Affairs Bureau of the FCC to:

ATTN: Mark Stone, Deputy Bureau Chief
Consumer and Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

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

Sincerely,

A handwritten signature in cursive script that reads "Missy McManus". The signature is written in dark ink and is positioned below the word "Sincerely,".

Missy McManus (for Dennis Selznick)
Relay Program Manager

Attachment:

1) Log Sheets