

Mississippi Public Service Commission



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GAS PIPELINE SAFETY

June 29, 2010

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

Re: TRS 55-02
Mississippi Complaint Log Summary

Dear Ms. Dortch:

Pursuant to FCC rules, more specifically CG Docket No. 03-123 regarding Telecommunications Relay Service, please find for review the following:

- Annual Complaint Log from June 1, 2009 to May 31, 2010

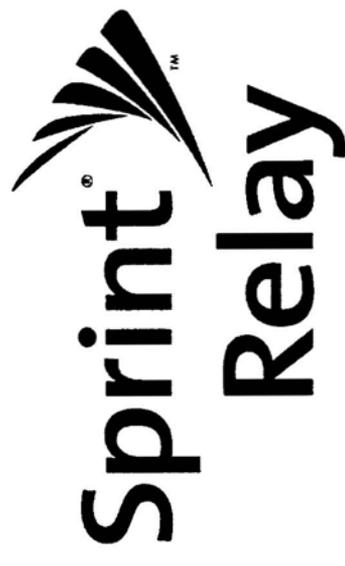
Should you need additional information please let me know.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Brian U. Ray", is written over a printed name and title.

Brian U. Ray, Executive Secretary
Mississippi Public Service Commission

Cc: Mark Stone
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th St., SW
Washington, DC 20544



Mississippi FCC Complaint Log 2009-2010

Complaint Tracking for MS (06/01/2009-05/31/2010). Total Customer Contacts: 5

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	02/03/10	A customer said that the Communication Assistant hung up on them, and did not dial the outbound. The Supervisor apologized, and no follow up was requested.	02/03/10	The Communication Assistant that was noted in this complaint was not scheduled to work on this day.
2	02/08/10	Dial Tone - Not heard	02/08/10	A customer reported no dial tone on their CapTel. A Customer Service Representative advised the customer to perform a physical reset. This resolved the customer's experience.
3	02/23/10	Dial Tone - Not heard	02/23/10	A customer called and said that their CapTel was frozen, and there was no dial tone. A Customer Service Representative advised the customer to perform a physical reset. This resolved the customer's experience.
4	07/20/09	Unable to make captioned calls	07/20/09	A customer reported that a failure notice appeared on their CapTel phone while making an outbound Federal CapTel call. Technical support made an adjustment to remedy this problem, and this resolved the matter. A Customer Service Representative verified that the customer can make and receive calls.
5	11/29/09	A customer said that the Communication Assistant had an attitude, and hung up on them. Apologized, and said that this information would be forwarded to the appropriate person. The customer would like a follow up letter.	11/30/09	The Communication Assistant said they do not recall the call, but would never do that to a customer. The Customer Assistant has been coached to always have a cheerful disposition, and to be polite to the customer. The Communication Assistant understood.

Date Generated: Thu, Jun. 17th, 2010 @ 09:21:58 AM CT