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Missouri Public Service Commission

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June 22, 2011

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Rm 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, 2011, 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, 2010 through May 31, 2011.

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 letter dated June 17, 2011. This 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 573-751-6651 or by email at meghan.mcclowry@psc.mo.gov.

Sincerely,

/s/ 

Meghan McClowry
Legal Counsel
Missouri Public Service Commission

Missouri Bar No. 63070

Enclosures



**Missouri FCC
2010 - 2011
Complaint Log**

Complaint Tracking for MO (06/01/2010-05/31/2011). Total Customer Contacts: 16

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/13/10	A customer emailed customer service and stated that during a call to the electric company today between 10 am EST and 10:25 am the communication assistant "abruptly hung up on me right after I asked her to redial the call after it was disconnected." A customer service representative replied to the email and apologized for the inconvenience and told her the report would be sent to the call center supervisor. No follow up was requested.	07/13/10	A supervisor discussed the call with the communication assistant. The communication assistant does not recall having any technical issues and said she would never disconnect a caller. She is aware of the consequences of intentionally disconnecting.
2	07/19/10	The callers had difficulty with disconnect/Reconnect issues during calls.	07/19/10	The customer reported that the audio and captions would cut out on some calls. The customer service representative sent the customer information explaining the difference between a CapTel and a traditional phone. They explained to the customer why a disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence.
3	09/21/10	The phone line does not require "1" when dialing an 800 number.	09/21/10	The called said she could not dial out with captions or without the phone requiring an 8 dialing prefix. The customer service representative conducted incoming captioned test calls and programmed the necessary dialing prefix. After extensive troubleshooting, the customer service representative arranged for the 1 digit to be removed from the outbound Captioning Service access number since customer's line does not require a 1. This resolved the problem previously noted and the customer was subsequently able to call out with captions on phone.
4	09/24/10	A phone representative from another company called to say when her customer calls a private residential number, they are connected to the Relay Missouri center. The customer service representative apologized for inconvenience and tried the number from their desk phone, getting the same result. Follow-up was requested by the customer.	09/24/10	The technician test called the number with his cell phone and the PBX at the center. The technician received a "YCCBCAD" using the PBX, and a fast busy signal using his cell phone. The technician was unable to duplicate the issue and closed the ticket. A Century Link representative called to report that when a customer calls a residential number she reaches a Relay MO communication assistant. The representative used her own cell phone to dial and got the same result. The same result occurs when the Century Link customer calls from their home phone. This was verified by calling from a desk phone at 11:45 AM and got agent 3229F. The Relay Program Manager followed up on 10/6/10.
5	10/04/10	A customer was unable to dial a number via Relay MO due to a fast busy signal heard by the communication assistant. The customer can dial it directly via their cell phone and TTY without any problem. The customer requests follow-up via email.	11/28/10	A technical placed a test call on the test position using the customer's automatic number identification and called the number they were having difficulty with. The call was completed successfully, ringing through and did not have a busy signal. The technician test the call five times and the call completed each time. The technician could not find any trouble logs with the information listed in this ticket. Without the trouble logs the technician is unable to determine what may have occurred the problem when the customer attempted to place the call. The Relay Program Manager followed up with the customer on 10/6/10 and left a message. The customer emailed back stating that she understood and thanked the Relay Program Manager for their time.

6	12/06/10	The customer complaint is as follows: "Communication assistant should be ashamed of herself typing and spelling with words all run together. My daughter called me long distance and I was so frustrated I hung up on this communication assistant." The customer wants a follow-up contact. The supervisor apologized and thanked the customer for taking the time to let us know.	12/06/10	The customer service representative spoke with customer to get the correct communication assistant's id. The customer appreciated the call and said that he does not need to be followed up with again because he is satisfied after talking to the customer service representative.
7	12/07/10	A customer stated that the communication assistant's typing was so bad that they were not able to be read. The customer didn't know if it was communication assistant error or a glitch in the system but suggested that someone monitor this communication assistant's calls for a while. The customer service representative apologized for the problem and assured the customer that the complaint would be turned in as stated. No call back was requested.	12/07/10	The customer service representative spoke with the communication assistant and found out that this issue was due to a garbling/transmission issue. The customer service representative changed this complaint to a technical issue and explained it to the customer.
8	12/20/10	There were general technical issues with the service.	12/21/10	The customer reported that she was unable to place captioned calls and saw "Waiting for CapTel operator". The customer service representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The customer service representative confirmed the customer is now able to make their captioned call successfully without delay.
9	12/20/10	There were general technical issues with the service.	12/21/10	The customer reported that she was unable to place captioned calls and saw "Waiting for CapTel operator". The customer service representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The customer service representative confirmed the customer is now able to make their captioned call successfully without delay.
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11	02/02/11	There were general problems with the service.	02/02/11	A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11, CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
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13	02/03/11	There were general problems with the service.	02/03/11	A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11, CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
14	02/16/11	There is a dialing Issue, the phone line does not require a 1 when dialing an 800 number	02/17/11	The customer reported being unable to dial out with captions. The Customer Service Representative found that the customer does not need a 1 when dialing 800 numbers. The Customer Service Representative sent over the wire update to adjust the customer's dialing settings. The Customer Service Representative confirmed this resolved the customer's experience.

15	03/22/11	A Missouri VCO customer dialing the relay operator via 711 or the toll free number received an error message stating "ERROR - LATA OF CALLING PARTY NUMBER AND CALL CENTER ARE SAME, REGIONAL 800 CALL IS NOT ALLOWED". The call was placed at approximately 3pm CT on 3/22/11.	03/22/11	The site tech is aware of the issue. The agents have been instructed to continue filling out trouble tickets until the technical error is resolved.
16	05/27/11	A customer phone's line was disconnected during a call. The call took place this morning at approximately 10:45 AM CT. The Customer Service Representative apologized and no follow up was requested.	05/27/11	A complaint was made due to a line disconnection during a call. The Relay Program Manager apologized to the caller. No follow up is needed on this complaint.

Date Generated: Thu, Jun 9th, 2011 @ 10:32:26 AM CT



June 17, 2011

Mr. John Van Eschen
Missouri Relay
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. 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, 2010 and May 31, 2011 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 Friday, July 1, 2011. 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,

C. Jeff Prail
Program Manager
Missouri Relay

Attachments:
1) Log Sheets