

*Public Service Commission
Of West Virginia*

201 Brooks Street, P. O. Box 812
Charleston, West Virginia 25323



Phone: (304) 340-0300
FAX: (304) 340-0325

June 28, 2011

Received & Inspected

JUN 30 2011

FCC Mail Room

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

RE: TRS Consumer Complaint Log Summaries for June 1, 2010 through
May 31, 2011
CG DOCKET NO. 03-123
DA NO. 07-2762

Dear Ms. Dortch,

The Public Service Commission of West Virginia respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Sprint Relay, with corporate offices located at 12524 Sunrise Valley Drive, Reston, Virginia 20196, provided Telecommunications Relay Service under contract with the State of West Virginia.

The company tracked all complaints and all other customer service activity for the State of West Virginia. The State of West Virginia's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information

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TRS Consumer Complaint Log Summaries for June 1, 2010 through May 31, 2011
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- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly
- Improper Use of Customer Data
- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breach
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- *CapTel* Complaints

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The company processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. The company normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

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Please feel free to contact me at 304-340-0451 or dhowell@psc.state.wv.us with any questions regarding the above.

Sincerely,

A handwritten signature in blue ink that reads "David Howell". The signature is written in a cursive style with a large, looped "H" and "W".

David Howell Utilities Analyst
Public Service Commission
P.O. Box 812
Charleston, WV 25323

DH/dh

TRS Complaint Summary
June 1, 2010 to May 31, 2011

Public Service Commission of West Virginia

Service Complaints

June 2010

West Virginia voice and TTY lines were not accessible. A customer received error messages that both numbers have been disconnected. Customer Service Representative apologized for the problem and opened a trouble ticket. Relay Program Manager followed up with the customer to be sure the lines for West Virginia are working.

July 2010

A West Virginia voice customer was unable to reach West Virginia Relay via 711 or the relay number. Customer received a recording saying "we're sorry, your call cannot be completed as dialed". Customer Service Representative apologized for the inconvenience. Customer Service Representative checked the number and got same result. Technician determined that problem was a configuration issue on the Avaya switch Fix which has been corrected.

August 2010

No complaints.

September 2010

No complaints.

October 2010

No complaints

November 2010

No complaints.

December 2010

No complaints

January 2011

No complaints

February 2011

No complaints.

March 2011

No complaints.

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TRS Complaint Summary
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April 2011
No complaints.

May 2011
No complaints.

CapTel Complaints

June 2010
No complaints.

July 2010
No complaints.

August 2010
No complaints.

September 2010
No complaints.

October 2010
No complaints.

November 2010
No complaints.

December 2010
No complaints.

January 2011
No complaints.

February 2011
No complaints.

TRS Complaint Summary
June 1, 2010 to May 31, 2011

Public Service Commission of West Virginia

March 2011
No complaints.

April 2011
No complaints.

May 2011
No complaints.