



**WISCONSIN DEPARTMENT OF  
ADMINISTRATION**

**SCOTT WALKER**  
GOVERNOR

**MIKE HUEBSCH**  
SECRETARY

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June 22, 2012

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

RE: TRS Consumer Complaint Log Summaries for June 1, 2011 through May 31, 2012

Dear Ms. Dortch,

The State of Wisconsin, Department of Administration 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 2055 W. Iles Avenue, Suite D, Springfield, IL 62704 is under the contract with State of Wisconsin to provide Telecommunications Relay Service for the period June 1, 2011 to May 31, 2012. The enclosed Sprint's complaint log via Sprint reflects this date.

Per Sprint's response to FCC Public Notice where the FCC requests information concerning the total number of interstate relay calls by type; please see Sprint's cover letter for more information.

Sprint Relay track all complaints and all other customer service activity for the State of Wisconsin. The State of Wisconsin'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
- 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

June 22, 2012

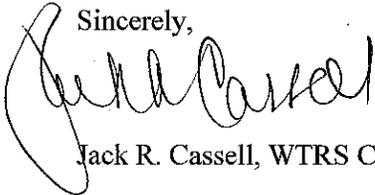
Page 2 of 2

- 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

Sprint Relay process 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 complaints enclosed are resolved.

Please feel free to contact myself at 608-234-4781 or Emma Danielson with Sprint Relay at 217-953-0858 with any questions regarding the above.

Sincerely,



Jack R. Cassell, WTRS Contract Administrator

cc: Mark Stone, FCC Deputy Bureau Chief, Consumer & Governmental Affairs Bureau  
Emma Danielson, Sprint Relay Program Manager

# Sprint Relay

June 20, 2012

Jack Cassell  
101 E. Wilson St. 8th Floor.  
Madison, WI 53707

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. Cassell,

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

- An annual Complaint Log which includes complaints received between June 1, 2011 and May 31, 2012 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.

**State Complaint Log Summary filings must reference CG Docket No. 03-123.** Submissions may be filed in one of two ways: (1) by using the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- Electronic Filers: Submissions may be filed electronically using the Internet by accessing the ECFS: <http://apps.fcc.gov/ecfs/>. Filers should follow the instructions provided on the website for submitting comments.

# Sprint Relay

- Paper Filers: Parties who choose to file by paper must file an original and four copies of each filing.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12<sup>th</sup> St., SW, Room TW-A325, Washington, DC 20554. The filing hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building.

- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12<sup>th</sup> Street, SW, Washington DC 20554.

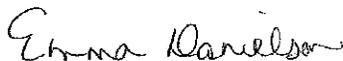
This is due to the FCC on or before Monday, July 2, 2012.

## Obligation to Submit Contact Information and Notice of Substantive Changes in TRS Programs.

The FCC reminds the certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that, pursuant to 47 C.F.R. § 64.604(c)(2), they must submit to the Commission the name of a contact person and/or office for the receipt of inquiries and complaints from consumers about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service. The submission must include the name and address of the state or TRS office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, and fax numbers for that office; the email address; and the physical address to which correspondence should be sent.

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

Sincerely,



Emma Danielson  
Program Manager  
Wisconsin Relay

Attachments:  
1) Log Sheets



**Wisconsin FCC  
2011 - 2012  
Complaint Log**

## Complaint Tracking for WI (06/01/2011-05/31/2012). Total Customer Contacts: 7

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	09/11/11	A TTY customer called in and requested answering machine retrieval and the Operator hung up on him. He did not have the Operator ID but said the call was between 1:54 AM and 1:57 AM. He mentioned he had a hard time finding an Operator that could do an answering machine retrieval and had to call back multiple times to find one and it was frustrating. He wants this concern addressed and would like a follow up call regarding this issue (answering machine retrieval handling). Customer service representative apologized to the customer and that his concerns would be forwarded to the appropriate person. The Customer requested follow up.	09/11/11	At 11:22 AM, a follow up call was attempted and reached an answering machine. A message notifying him that a plan of action is being implemented on the answering machine retrieval call procedure. The Operator handling the call was identified and the Operator was coached on the importance of not disconnecting calls. Also, the Operator was advised of the consequences of doing so.
2	09/14/11	A TTY customer called in and requested an answering machine retrieval and the Operator hung up on him. He did not have the Operator ID but said the call was between 1:50 AM and 1:57 AM. He mentioned he had a very hard time finding an agent that can do the answering machine retrieval. He had to call back multiple times to find one and it was very frustrating. He would like this to be addressed and wants a follow up call regarding this issue (answering machine retrieval handling). An apology was made to the customer and that his concerns would be forwarded to the appropriate person. The Customer requested follow up.	09/14/11	At 11:22 AM on Sept 14th, a follow up call was attempted and reached an answering machine. Customer service representative left a message notifying him that agents will be reminded of the answering machine retrieval call procedures. The Operator remembered the call and he had processed the call with the aid of the assistant supervisor and there was no problem with processing the call. The Operator disconnecting the call was identified and action was taken.
3	09/21/11	Accuracy of captions	09/26/11	A Customer shared feedback regarding the accuracy of captions and provided specific call data. The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. Call detail was shared with Call Center management. Call center management followed up with the Operator and more coaching will be provided.
4	10/11/11	A Caller said an Operator kept typing everything he said to him instead of the person's words he was talking to. Customer service representative apologized for the inconvenience. Follow up not was requested on this issue.	10/11/11	A Supervisor followed up with the Operator and the Operator did remember having trouble processing this call type properly. The supervisor reviewed proper procedure with the Operator and offered refresher training for future call processing.
5	10/25/11	A Customer called to complain that the Operator did not follow an instruction note that read "NO Abbreviations". The call was a court hearing and important to understand. He said he could send a fax or email copy of the conversation. A Customer Service Representative thanked the caller for letting us know and told him the report would be sent to the call center supervisor. He would like follow up via email or phone.	10/25/11	In reviewing the transcript of the call sent by the customer, no abbreviations were used in the call process. However, the Operator did display poor typing skills and spelling. The Operator was coached on accuracy, spelling and pacing. A follow up email was sent to the customer on 11/5/2011.
6	01/04/12	A Wisconsin TTY customer is unable to get through to Wisconsin relay when dialing 711 or the TTY 800 number. Both reached a busy signal. Customer service representative apologized for the inconvenience. A trouble ticket was created. Follow-up was requested by the customer.	01/04/12	A voice message was left on January 4 and 11 but the customer has not called back. Another call was made on March 9 and the customer stated that all has been taken care of.
7	04/19/12	A Customer's helper reported no dial tone.	05/19/12	The Customer Service Representative advised the customer's helper to contact the telephone service provider for further assistance with restoring phone service to their phone lines. The Customer Service Representative confirmed that the customer is able to make and receive successful captioned phone calls.