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Nanette S. Edwards
Chief Counsel and Director of Legal Services

June 20, 2013

VIA U.S. MAIL

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

Re: Annual Summary of Consumer Complaints Concerning TRS for the State of South Carolina
CG Docket 03-123

Dear Ms. Dortch:

The South Carolina Office of Regulatory Staff, TRS Administrator for South Carolina, and Sprint, TRS provider for South Carolina, have compiled the consumer complaint information requested under CG Docket No. 03-123 for the 12 months ending May 31, 2013. As required, this filing includes one original copy of the required complaint log and is filed in accordance with the FCC ECFS guidelines.

In addition, Sprint will provide the FCC call volume information under seal as stated in the attached June 18, 2013 letter.

Should you have any questions regarding this filing, please contact me at (803)737-0575.

Sincerely,

Nanette S. Edwards

Enclosures



June 18, 2013

Dawn Hipp
Director of Telecom
South Carolina Office of Regulatory Staff
1401 Main Street, Ste. 900
Columbia, SC 29201

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 Ms. Hipp,

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

- An annual Complaint Log which includes complaints received between June 1, 2012 and May 31, 2013 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.



- 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 12th 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 12th Street, SW, Washington DC 20554.

This is due to the FCC on or before Monday, July 1, 2013.

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,

A handwritten signature in black ink that reads "Melissa McManus". The signature is written in a cursive, flowing style.

Melissa McManus
Program Manager
Relay South Carolina

Attachments:
1) Log Sheets



**South Carolina FCC
2012 - 2013
Complaint Log**

Complaint Tracking for SC (06/01/2012-05/31/2013). Total Customer Contacts: 5

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	03/22/13	Customer stated that her sister could not get a hold of a relay service all day yesterday and all day today. Never had problem until yesterday. A local phone company was contacted and verified that her line is good so problem may be with Relay. She tried the 711 number as well as 800 number and couldn't be connected to relay. Apologized for the inconvenience. Customer requested a follow up on this matter.	03/22/13	Trouble ticket entered on this issue. From technician on 3/25: Technician has found a log file indicating the customer has placed calls through relay within the last 24 hours. Whatever the issue was, it apparently cleared on its own.
2	04/25/13	The customer reports that she is experiencing dropped texts and garbling on her calls and it seems to be getting worse. Example of dropped text would be that the word "completed" would be typed and she only saw the word "pleted". This is an issue that needs to be resolved immediately. Apologized for the inconvenience. Trouble ticket created for this issue TT#IM1753238. Customer requested this to be expedited and a follow up made by the state account manager.	04/25/13	From technician on 4/29: Customer should check their phone line and/or the TTY. Station tests fine and no other callers report issues. The log files show that the letters were transmitted. There is nothing further technician can do on his end.
3	07/10/12	South Carolina TTY user complains when they received a wrong number caller, agent relayed callers name as Debbie, rather than David. This was confusing a very confusing call. Apologized and explained I will be sure to let the supervisor know the issue. No contact wanted	07/10/12	Agent stated he typed what he thought he heard. Coached the agent on the importance verifying the name.
4	07/31/12	Customer's helper reported that the CapTel 800 would not ring.	07/31/12	Troubleshooting revealed that the phone line was not turned on. Customer Service Representative advised helper to contact the maintenance department of the facility to ensure an active line.
5	05/24/13	Customer Complaint: The Communication Assistant had a rude tone when voice customer had to keep interrupting to instruct Communication Assistant to speak slower. While reading what the deaf person had typed the Communication Assistant spoke very fast and would not slow down or repeat what was not understood. Voice caller is very familiar with relay service and this had never happened to him before. When he asked the Communication Assistant for Relay Customer Service phone number, the Communication Assistant gave a wrong number that reached another business. Customer Service Response: Apologized and told him the report would be sent to call center supervisor. Follow up requested.	05/29/13	Followed up with customer. Apologized for the inconvenience and thanked him for giving us feedback. Unfortunately the agent number does not match up. Management is unable to follow up with agent.