

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 26, 2012

Received & Inspected

JUL 01 2013

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, 2012 through May 31, 2013
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 has provided TRS in the State of West Virginia since September 15, 2009.

Sprint tracks 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
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure

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List ABCDE

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
CallerID 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

Sprint Relay processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Between June 1, 2011 and May 31, 2012, Sprint Relay received two (2) applicable TRS complaints. No complaints were received here at the Public Service Commission of West Virginia during that same time period.

Complaint Tracking for West Virginia (06/01/2012-03/31/2013). Total Customer Contacts: 2

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	08/15/12	The customer's daughter reported that her mother is no longer able to dial to her home number with captions but can call her cell phone.	09/06/12	After an extensive investigation, a trouble ticket was filed with the carrier routing the call. Technical support and the telephone carrier worked together to resolve the customer's difficulty. The customer is now able to reach the number in question with captions.
2	03/07/13	The West Virginia Relay customer explained that the tone of the operator was unacceptable as it negatively impacted the call. The agent apologized. The center supervisor will be notified. Follow up requested.	03/07/13	The supervisor met with the operator. The operator said she remembered the call. It was a call she took over and was not aware of what had transpired previously. The voice person was upset that she had to pace to type verbatim. After the inbound customer hung up, the operator apologized and explained that it was important to get everything verbatim and sometimes they had to pace to do that. The voice person was upset. A follow up email was sent.