



**WISCONSIN DEPARTMENT OF
ADMINISTRATION**

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Division of Enterprise Technology

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June 20, 2014

Federal Communications Commission
Commission's Secretary
445 12th Street, SW
Room TW-A325
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2013 through May 31, 2014

Dear Commission's Secretary,

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, 2013 to May 31, 2014. The enclosed Sprint's complaint log via Sprint reflects this date.

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
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breach
- Spanish to Spanish Call Handling Problems

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- 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,

A handwritten signature in black ink that reads "Jack R. Cassell". The signature is written in a cursive style with a large, looped initial "J".

Jack R. Cassell, WTRS Contract Administrator

cc: Terry Birk, Wisconsin DOA/DET/Telecommunications Section Chef
Emma Danielson, Sprint Relay Program Manager