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Christopher Rozycki
Director of Telecommunications

July 1, 2014

VIA ELECTRONIC 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, 2014. 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 17, 2014 letter.

Should you have any questions regarding this filing, please contact me at (803)737-0819.

Sincerely,

Christopher Rozycki

Enclosures



June 17, 2014

Christopoher Rozycki
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 Mr. Rozycki,

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, 2013 and May 31, 2014 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 Tuesday, July 1, 2014.

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 "Missy McManus". The signature is written in a cursive, flowing style.

Missy McManus
Program Manager
South Carolina Relay

Attachments:
1) Log Sheet(s)



South Carolina FCC Complaint Log

2013 - 2014

Complaint Tracking for SC (06/01/2013-05/31/2014). Total Customer Contacts: 6

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/27/13	Customer complained that the Agent and others do not follow the instructions in the notes to say "VCO" or "instead of VCO". Customer complained that Agents type too slowly causing too much delay in the conversation on his business calls. Apologized for the inconvenience and thanked him for being so brave. Had him the report would be sent to the call center supervisor. No follow up requested.	06/27/13	After a review it was determined that the Agent misinterpreted the type instruction received from the customer and instruction to change the call type from VCO to TTY. The Agent was coached to clarify notes or ask for supervisor assistance.
2	06/12/13	Voice customer called to complain that the Agent was "very rude" and they had never experienced someone so rude in the 13 years of using the service. The customer also stated that the Agent ultimately disconnected the call. I apologized for the service and assured that information would be given to the Agent's supervisor. Customer did not request follow up.	06/12/13	After speaking with the Agent, she does not remember the call. She does not remember being rude to any customers. She did apologize to me. I made sure the Agent was feeling okay and reminded her to be pleasant.
3	02/06/14	The customer stated that this Agent types slow -- disabled out slow -- and the person switched between TTY to VCO without sending "one moment please" message while switching. This Agent also did not send "talk now" message when ready for VCO. The customer did not know if he could start talking, so he asked "Agent are you there?", and the Agent was slow in responding. The customer wanted this issue to be taken seriously. Apologized for the inconvenience and assured the customer it will be forwarded to the Agent's direct supervisor. No follow up requested.	02/06/14	Agent will do their best to follow customer's detailed instructions and now knows to ask for assistance if needed.
4	02/06/14	Agent asked customer for the name of their preferred long-distance company. Customer's profile notes include the carrier name.	02/06/14	Apologized and assured customer the Agent will be instructed to read notes.
5	02/10/14	Customer stated, "This operator did not follow directions and keep me informed of call progress during my call. I could not get a response from the operator when questioned."	02/10/14	This Agent does remember processing a call with multiple instructions and had requested for supervisor assistance. Agent is unsure which of the instructions were not followed and the caller had disconnected when the supervisor arrived. Agent was coached to continue to ask for clarification or help if necessary.
6	04/23/14	Speech-to-Speech caller was told by a supervisor that he could not use the service if he was not hearing the Agent repeat. Supervisor taking the complaint apologized for the inconvenience. Follow up requested via phone call.	04/23/14	Rebuttal sent out to all Agents and supervisors on all versions of Speech-to-Speech calls. Followed up with customer via phone call as per request. RPH called and spoke with customer and explained that our Agents receive a verbal reminder and will provide a 6 digit reminder printing. Our Agents can call up to an "x" number of frequently called numbers, our Agents can enter in emergency numbers, and dialback etc.