

Public Service Commission
Of West Virginia

DOCKET FILE COPY ORIGINAL

201 Brooks Street, P. O. Box 812
Charleston, West Virginia 25323



June 24, 2014

Phone: (304) 340-0300
FAX: (304) 340-0325
Received & Inspected

JUN 30 2014

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, 2013 through
May 31, 2014
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

No. of Copies rec'd
List ABCDE

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TRS Consumer Complaint Log Summaries for June 1, 2013 through May 31, 2014
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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
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 Breech
Spanish to Spanish Call Handling Problems
Miscellaneous Service Complaints
Rigning/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, 2013 and May 31, 2014, Sprint Relay received one (1) applicable TRS complaints. No complaints were received here at the Public Service Commission of West Virginia during that same time period.

TRS Consumer Complaint Log Summaries for June 1, 2013 through May 31, 2014
June 24, 2014

Please feel free to contact me at 304-340-0451 or dhowell@psc.state.wv.us with any questions regarding the above.

Sincerely,

A handwritten signature in black ink that reads "David Howell". The signature is written in a cursive style with a large, looped "D" and "H".

David Howell, Utilities Analyst
Public Service Commission
P.O. Box 812
Charleston, WV 25323

DH/dh

TRS Complaint Summary
June 1, 2013 to May 31, 2014

Public Service Commission of West Virginia

June 2013	No Complaints Received
July 2013	No Complaints Received
August 2013	No Complaints Received
September 2013	No Complaints Received
October 2013	No Complaints Received
November 2013	No Complaints Received
December 2013	No Complaints Received
January 2014	No Complaints Received
February 2014	No Complaints Received
March 2014	

Complaint filed March 19, 2014

Customer reported seeing CA's number at beginning of call but no captions followed

Complaint resolved April 2, 2014

Customer Service Representative apologized. Confirmed that no characters were captioned on brief call that was terminated by customer 30 seconds after connecting. Call Center followed up to ensure no ongoing quality concerns. Customer Service Representative followed up with customer to share details.

April 2014	No Complaints Received
May 2014	No Complaints Received