

FILE



Public Utilities Commission

Asim Z. Haque, Chairman

Commissioners

Lynn Slaby  
M. Beth Trombold  
Thomas W. Johnson  
Vacant

4

08-439-TP-C01

June 28, 2016

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12th Street, SW  
Room TW-A325  
Washington, D.C. 20554

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. Dortch:

As required by CG Docket No. 03-123, please find enclosed the Annual Complaint Log and Summary Report for the State of Ohio's Telecommunications Relay Service from June 1, 2015 through May 31, 2016.

The Service Monitoring and Enforcement Department of the Public Utilities Commission of Ohio (PUCO) did not receive any complaints regarding the quality of service of the Ohio Relay during that timeframe.

If you have any questions or need any further information, please contact me at (614) 466-4054 (Voice) or by e-mail at [Beth.Blackmer@puc.state.oh.us](mailto:Beth.Blackmer@puc.state.oh.us).

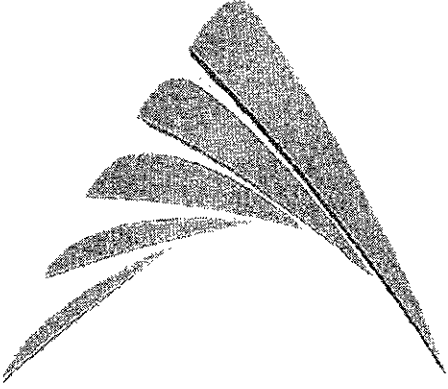
Sincerely,

Elizabeth L. Blackmer  
Public Utilities Administrator  
Service Monitoring and Enforcement Department

Enclosure  
cc: PUCO Docketing Division

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# **Ohio FCC Complaint Log**

**2015 - 2016**

**Complaint Tracking for Ohio (06/01/2015-05/31/2016). Total Customer Contacts: 10**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/27/15	A Voice Carry Over (VCO) customer stated the Communication Assistant did not follow the customer's notes that states do not relay answering machine messages. The Communication Assistant relayed the answering machine message. Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	06/27/15	The Communication Assistant was met with and coached to always follow customer notes and any other instructions when processing each call.
2	07/07/15	The caller said the Communication Assistant did not follow his instruction to get a live representative. He said that instead, the Communication Assistant asked him to choose, (announce or explain relay). Customer Service apologized for the issue and let the caller know a complaint would be sent. Follow up is not required on this issue.	07/07/15	The Communication Assistant followed the recording procedures and on this recording there was no option for a live person. It was only automated and the Communication Assistant relayed that options were available.
3	07/28/15	A Voice Carry Over (VCO) user stated that the Communication Assistant did not follow the verbal instruction or customer database note that states that the customer would like to leave a message on the first dial out if an answering machine was reached. The Voice Carry Over customer also stated that there were other instructions that were not followed and the answering machine retrieval was not done correctly. Assistant Supervisor documented the concern and apologized for the inconvenience. Customer would like to receive a follow up via the postal service.	07/28/15	Supervisor met with and coached the Communication Assistant on how to modify a procedure when requested. Follow up letter sent via postal service.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
4	09/05/15	The customer made a complaint that the Communication Assistant did not follow the customer note that said "will leave message the first time and to only type ans mach" (answering machine).. The Communication Assistant instead started typing the answering machine message. The Assistant Supervisor thanked the customer for bringing this to our attention and informed them that the information will be passed on to the Communication Assistant's supervisor. The customer would like written follow up to the address provided.	09/05/15	The Quality Supervisor had a discussion with the Communication Assistant. The Communication Assistant does remember the call and knew that she had made the mistake right away. The Communication Assistant was coached by the Quality Supervisor on the importance of following customer notes and preferences. A follow up letter was sent on 9/8/2015.
5	10/29/15	A voice customer receiving a Speech to Speech call said that they had to continually ask the Communication Assistant to speak up making the call complicated and frustrating. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	10/29/15	Supervisor met with the Communication Assistant to review the complaint. The Communication Assistant remembers the call and had turned up the microphone volume to the maximum, brought the microphone of the headset as close as possible, and spoke as loud as possible without disrupting the floor. Supervisor coached the Communication Assistant to request assistance and documentation if needed.
6	11/16/15	A Voice Carry Over (VCO) user said the Communication Assistant did not have knowledge of how to block the caller ID. Assistant Supervisor documented the concern and apologized for the inconvenience. Follow up letter requested to be sent by postal service.	11/16/15	Communication Assistant does not recall talking to customer about Caller ID blocking. Communication Assistant is aware of how to block Caller ID. Followed up by postal mail as requested by the customer. Apologized for any inconvenience.
7	12/02/15	Customer stated that he specifically typed to the Communication Assistant that he wanted to ask for a specific person and let them know that he was calling to clearly identify who was answering the call. The Communication Assistant did not follow instructions but typed, "Hello" go ahead. Relay Customer Service response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. Also suggested that the call notes be changed to let the Communication Assistant know specifically what was being requested. He agreed and this was done.	12/02/15	Center Manager made multiple attempts to follow up with customer, as per request, resulting in no answer. Supervisor coached the Communication Assistant to confirm or clarify the customer's request by typing in parenthesis "back to the caller".