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June 26, 2017

PUCO

08-439-TP-C01

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, 2016 through May 31, 2017.

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@puco.ohio.gov.

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

2016 - 2017

Complaint Tracking for OH (06/01/2016-05/31/2017). Total Customer Contacts: 12

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/13/16	A Voice Carry Over (VCO) user stated that this Communication Assistant did not listen and continued to dial the number which was incorrect. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	06/13/16	Supervisor coached the Communication Assistant to be careful and stay focused while on a call.
2	06/23/16	A Voice Carry Over (VCO) user stated when they had called into the relay and connected to the Communication Assistant the caller had asked the Communication Assistant to hold and when the caller returned with the number the Communication Assistant had disconnected the call. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	06/23/16	Communication Assistant did not remember this call, however the Communication Assistant was coached on the importance of not disconnecting calls. Also, advised the Communication Assistant of the consequences of doing so.
3	06/23/16	A Voice Carry Over (VCO) user says this Communication Assistant was very nasty on the phone. Assistant Supervisor attempted to obtain more details but the caller only repeated that the Communication Assistant was nasty. Assistant Supervisor apologized for the inconvenience. No follow up requested.	06/23/16	The Communication Assistant does not remember the call. Supervisor coached the Communication Assistant to request Supervisor's assistance.
4	07/21/16	Customer reported that the captions lag too far behind the spoken words on the CapTel 840.	08/04/16	Customer Service Representative investigated and identified a call with lag time behind the norm of 3 to 5 seconds. Call detail was sent to the Call Center for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative sent a follow up letter reporting action taken and offered further follow up on any future calls.
5	08/12/16	Communication Assistant sounded depressed and you get the idea that she doesn't want to be here.	08/12/16	Supervisor met with the Communication Assistant, the Communication Assistant was trying to explain that they are not allowed to have conversations during the call. The Communication Assistant was coached to seek Supervisor's assistance when necessary. Follow up with customer via phone call as per request.
6	09/08/16	The customer called and complained that she was unable to get through when trying to call Speech to Speech Relay. She stated that the recording said "You cannot call from your calling area." Though she was informed that this was likely her phone company issue, she asked that I report this while requesting a follow up letter. Supervisor entered a trouble ticket and will forward this contact to appropriate personnel.	09/08/16	Sent a letter to the customer letting her know this is related to her phone carrier and suggested she contact them about this.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7	10/04/16	Customer states that when she calls into relay sometimes her messages are garbled from the Communication Assistants. This has happened on several different calls. Trouble ticket not filed due to call being clear when complaint was filed. However, the customer would like follow up in regards to the issue.	10/04/16	Called the number and get a recording stating that the number has been disconnected. Unable to reach the customer.
8	11/17/16	Customer gave phone number to dial. The Communication Assistant did not respond to the customer for about 3 minutes. The Communication Assistant said the person called hung-up. Customer states that the Communication Assistant did not bother to type anything that was said. Customer felt ignored by the Communication Assistant. Customer Service response: Apologized for the problem and assured that the problem would be sent in as stated. Call-back requested.	11/17/16	Supervisor coached the Communication Assistant to keep the customer informed of all call steps. Multiple attempts were made to follow up with the customer, per request, resulting in leaving a message on an answering machine.
9	12/23/16	Customer states Communication Assistant was very rude when explaining relay. Customer Service response: Apologized for the Communication Assistant being rude when explaining the relay. No follow-up needed.	12/23/16	The Communication Assistant was coached on remaining patient when educating about misdials, as well as maintaining a professional voice tone. Follow up sent via email.
10	04/27/17	Communication Assistant hung up on customer. Did not follow customer's instructions. Customer Service apologized to customer. Follow-up requested.	04/27/17	No Communication Assistant associated with this identification number. Unable to further investigate. Follow up letter sent to customer via email as per request.
11	05/17/17	Communication Assistant did not keep the TTY caller informed. The Communication Assistant was told to reach a live person at local branch and Communication Assistant asked "How would you like your call announced?" Supervisor documenting the concern and apologized for the inconvenience. Follow up requested.	05/17/17	The Communication Assistant was trying to follow the customer's database instructions but was confused on how it was supposed to be handled. Supervisor coached the Communication Assistant to seek clarification from the customer if there are any notes or instructions that are not understood. Follow up letter sent via email as per request.
12	05/22/17	Communication Assistant didn't follow customer notes. Communication Assistant typed options instead of getting a live representative. Customer then told the Communication Assistant to press option which the Communication Assistant did. Assistant Supervisor apologized for the confusion and assured customer complaint was documented. Follow up requested.	05/22/17	The Communication Assistant was trying to follow the customer's database instructions but was confused on how it was supposed to be handled. Supervisor coached the Communication Assistant to seek clarification from the customer if there are any notes or instructions that are not understood. Follow up letter sent via email as per request.