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Public Service Commission

June 25, 2014

VIA ELECTRONIC FILING

The Honorable Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

Re: CG Docket No. 03-123, Florida TRS Complaint Summary

Dear Ms. Dortch:

In accordance with Order FCC 00-56, issued March 6, 2000, enclosed is a copy of Florida's relay complaint summary for the period of June 1, 2013, through May 31, 2014. Florida received 13 complaints about the various types of services including CapTel. If you have any questions, please contact Curtis Williams at (850) 413-6924 or at cjwillia@psc.state.fl.us.

Sincerely,

/ s /

Pamela H. Page
Senior Attorney

PHP:tf

cc: Kris Monteith, FCC Consumer & Governmental Affairs Bureau
Office of Telecommunications (Salak, Casey, Williams)

Florida FCC 2013 – 2014 Complaint Log

Complaints Made To AT&T

Complaint Tracking for FL (6/1/2013-5/31/14). Total Customer Contacts: 13

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	6/1/13	Customer complained that he/she had to wait a long time to reach a Communications Assistant (CA).	6/1/13	Apologized and advised that AT&T would forward to the technical team.
2	6/2/13	Customer complained the captionists are spelling her name incorrectly.	6/2/13	Apologized and explained how captions are created, and suggested the customer spell the name during the call so the captionist will use the correct spelling.
3	6/8/13	Customer complained there was silence at the beginning of 1-line captioned calls.	6/8/13	Apologized and educated customer that it will be normal to experience a brief muted time while CapTel is establishing the connection.
4	10/10/13	Customer complained that he/she had to wait a long time to reach a Communications Assistant (CA).	10/10/13	Apologized for the customer's inconvenience.
5	11/26/13	Customer complained the CA was not transparent.	11/26/13	Apologized for the inconvenience and assured the customer the CA's manager would follow up accordingly.
6	2/10/14	Customer reported the CA was not captioning the correct words and there were accuracy issues.	2/20/14	Apologized and arranged for a call back from a supervisor. Supervisor also coached CA and is performing additional monitoring.
7	3/17/14	The customer reported inaccurate captions during calls.	3/17/14	Apologized and thanked customer for bringing matter to AT&T's attention. Customer did not have any specifics about the call; AT&T suggested she document the date, time, and CA# if the problem occurs again.
8	4/26/14	The customer reported sometimes names and medicine names are misspelled.	4/26/14	Apologized and thanked customer for bringing matter to AT&T's attention. Customer did not have any specifics about the call; suggested that if the problem occurs again, she document the date, time, and CA#.

9	4/27/14	Customer reported that captions of a phone number came up incorrect.	4/27/14	Apologized and thanked customer for bringing matter to AT&T's attention. Customer did not have any specifics about the call; suggested that if the problem occurs again, she document the date, time, and CA#.
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Complaints Made To Florida Public Service Commission

10	6/10/13	Customer's i711 account was deactivated for inactivity.	6/25/13	Contacted Purple Communications on customer's behalf. Complaint was resolved to the customer's satisfaction.
11	11/8/13	Customer originally wanted CapTel phone, but changed his mind.	11/12/13	Customer decided to keep his existing phone provided by FTRI after learning the options the phone had.
12	12/8/13	Requested contact information for Florida Relay Service be updated.	12/18/13	Sent e-mail back to Mr. Wilson updating the Florida Relay contact information.
13	4/10/14	Customer concerned about relay service and the IP transition, mainly the cost of her local service with AT&T.	4/15/14	Explained that the FCC is working on relay service and IP transition. Told her the PSC does not regulate retail rates of AT&T.