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Public Service Commission

June 26, 2015

VIA ELECTRONIC FILING

The Honorable Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
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, 2014, through May 31, 2015. Florida received 21 complaints about the various types of services including CapTel. If you have any questions, please contact Curtis Williams at (850) 413-6924 or cjwillia@psc.state.fl.us.

Sincerely,

/ s /

Pamela H. Page
Senior Attorney

PHP:tf

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

**Florida FCC
2014 – 2015
Complaint Log**

Complaints Made To AT&T

Complaint Tracking for FL (6/1/2014 - 2/28/15). Total Customer Contacts: 11

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	8/12/14	Customer complained that Relay call would not go through.	8/12/14	Advised that AT&T would forward to the technical team.
2	8/15/14	Customer reported that she is unable to receive calls from a particular caller.	9/4/14	AT&T placed test call. Customer confirmed call was successful. Further discussion revealed customer may have provided call with incorrect caption service.
3	8/18/14	Customer reported receiving no captions on a previous call.	8/19/14	AT&T sent call information to call center for review. Center found there was a technical issue during the time of the call, which has since been fixed.
4	8/18/14	Customer was unable to communicate with 911.	8/19/14	AT&T sent customer a letter explaining that when calling 911 from a CapTel 840 in 1-line mode, phone will convert to VCO.
5	8/19/14	Customer complained he/she was unable to place call through Florida Relay.	8/19/14	Advised that AT&T would forward to the technical team.
6	8/22/14	Customer reported not being able to call CapTel phone.	8/22/14	Call detail was shared with Call Center management to follow-up.
7	9/10/14	Customer reported difficulty using the CapTel phone.	9/10/14	AT&T advised customer AT&T experienced a brief technical difficulty that has since been resolved.
8	9/15/14	Customer reported experiencing inaccurate captions during a call.	10/2/14	Call detail was shared with Call Center management to follow-up and discuss with the CA.
9	10/9/14	Customer reported seeing words similar to what had been spoken appear in captions.	10/15/14	AT&T advised the customer that the captionist uses voice recognition technology to generate captions.
10	10/25/14	Customer reported no captions when captioning a voice mail message.	11/4/14	Call detail was shared with Call Center management for discussion with CA.
11	12/4/14	Customer's neighbor reported that the customer saw "waiting for CapTel Operator."	12/4/14	AT&T advised that the customer should remain on the line to be connected with the next available captionist.

Complaints Made To Sprint

Complaint Tracking for FL (3/1/15 - 5/31/15). Total Customer Contacts: 6

1	3/23/15	Customer's daughter reported the customer has been receiving inaccurate captions on some calls.	3/30/15	Additional quality checking measures were established with the CA in question to ensure future accuracy.
2	3/27/15	Business manager explained a new office rep received her first Relay call. The agent was impatient and sarcastic. Follow-up requested.	3/27/15	Supervisor coached the agent on remaining professional and courteous at all times and to request supervisor assistance if needed. Follow-up letter sent per request.
3	4/10/15	Customer reported that the operator did not keep her informed during a 20 minute hold time. After no response customer became frustrated and disconnected the call.	4/10/15	A supervisor coached the agent to remain focused and alert to customer messages. The supervisor contacted the customer to explain action taken. Customer was satisfied with response.
4	5/3/15	Customer called to report that he asked to be transferred to customer service and the call was disconnected. Customer did not request a follow-up.	5/3/15	A supervisor provided the appropriate contact phone number for customer service and transferred the call. Also investigated the CA's procedural knowledge and found the CA knowledgeable.
5	5/20/15	Customer reported inaccurate captions on a previous call but wasn't able to identify the call or provide specific examples.	5/21/15	Suggested customer document the date, time, and CA number of future calls. Followed up and the customer reported that all subsequent captioned calls have been accurate.
6	5/22/15	Customer reported voice mail retrieval did not work. CA gets a recording saying the call cannot be completed as dialed. Customer confident the voice mail access number he is providing is correct. Follow-up requested.	5/29/15	Conducted test calls via the Relay service to the voicemail access number provided by the customer. Test calls were successfully completed. Attempted to follow-up with customer several times and voice mailed message left with the customer.

Complaints Made To Florida Public Service Commission

Complaint Tracking for FL (6/1/14 - 5/31/15). Total Customer Contacts: 4

1	9/4/14	Customer complained that to get Relay equipment, you must provide your birth date and social security number.	9/12/14	Informed customer that FTRI is required to obtain the information to track equipment out on loan. Explained that the information is kept confidential.
2	9/23/14	Customer's FTRI equipment was not working properly.	9/26/14	Customer received a new phone.
3	12/1/14	Customer billed for Relay long distance by AT&T. CapTel phone not working.	12/2/14	Explained carrier of choice system. Contacted FTRI on customer's behalf to replace CapTel phone.
4	3/26/15	Customer complained about not getting good enough Internet service to run his VRS.	5/13/15	Contacted CenturyLink to investigate the issue. CenturyLink investigated and provided follow-up that issue was resolved.