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Public Service Commission

July 1, 2013

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, 2012, through May 31, 2013. Florida received 52 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 /

Cindy B. Miller
Senior Attorney

CBM:tf

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

The Honorable Marlene H. Dortch, Secretary
Annual Florida Relay Consumer Complaint Log
July 1, 2013

Florida FCC 2012 – 2013 Complaint Log

Complaints Made To AT&T

Complaint Tracking for FL (6/1/2012-5/31/13). Total Customer Contacts: 52

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	6/8/12	Customer complained that the Communications Assistant (CA) did not provide I.D.	6/8/12	Assured the customer the CA's manager would follow-up.
2	6/17/12	Customer complained that he/she has issues with Voice Carry Over (VCO) connecting.	6/17/12	Referred the information to AT&T technical team.
3	6/20/12	The customer complained about difficulty reaching a Relay Operator.	6/27/12	Referred the information to the technical team.
4	6/22/12	Customer complained he/she did not like Upfront Automation.	6/29/12	Explained Upfront Automation.
5	7/10/12	The customer complained that his/her calls to Spanish Relay were being dropped.	7/10/12	Assured the customer the CA's manager would follow-up.
6	7/10/12	The customer complained about quality of service when using Spanish operators.	7/10/12	Assured the customer the CA's manager would follow-up.
7	7/10/12	The customer complained that his/her Spanish calls were being answered by English speaking CAs.	7/10/12	Referred the information to AT&T technical team.
8	7/16/12	The customer was unable to place calls using his/her Carrier of Choice.	7/16/12	Referred the information to AT&T technical team.
9	7/16/12	The customer complained about the typing speed and efficiency of Florida Spanish Relay.	7/16/12	Referred the information to AT&T technical team.
10	7/17/12	Customer complained that CA was rude.	7/17/12	The CA was counseled by their Manager on appropriate procedures, and coached on appropriate manner for interacting with customers.
11	7/17/12	Customer complained that CA was rude.	7/17/12	The CA was counseled by their Manager on appropriate procedures, and coached on appropriate manner for interacting with customers.
12	7/27/12	Customer complained they were unable to reach the Relay service by dialing 711.	8/2/12	Referred the information to AT&T technical team.
13	7/30/12	The customer was unable to place calls using his/her Carrier of Choice.	7/30/12	Referred the information to AT&T technical team.

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14	8/15/12	Customer complained CA hung-up on him/her.	8/15/12	Assured the customer the CA manager would follow-up.
15	8/16/12	Customer complained that the CA did not follow instructions.	8/16/12	Assured the customer the CA manager would follow-up.
16	8/26/12	Customer complained about the quality of service provided by the CA.	8/30/12	Assured the customer the CA manager would follow-up.
17	9/1/12	Customer complained that the CA told him/her the line was busy.	9/1/12	Apologized
18	9/5/12	Customer complained about quality of service.	9/5/12	The customer disconnected before providing further details.
19	9/6/12	The customer was unable to place calls using his/her Carrier of Choice.	9/6/12	Referred the information to AT&T technical team.
20	9/11/12	Customer complained about the typing speed of AT&T's Communications Assistants.	9/13/12	AT&T apologized for the customer inconvenience.
21	9/13/12	Customer complained that the CAs were not following his/her instructions.	9/13/12	Advised the customer to provide CA numbers when/if this happens in the future.
22	9/19/12	The customer complained that the CA did not advise that Voice Carry Over (VCO) was on.	9/19/12	Customer did not have CA numbers.
23	9/25/12	Customer stated that CA did not provide ID.	9/25/12	Customer was not able to provide date and time of call.
24	10/14/12	The customer complained about technical difficulties on Relay calls.	10/14/12	AT&T apologized for any inconvenience.
25	10/23/13	Customer was unable to reach the Relay service by dialing 711.	10/25/12	AT&T referred the information to its technical team.
26	11/15/12	Customer complained about typing speed of the CAs and AT&T's inability to process Voice Carry Over (VCO) calls properly.	11/16/12	Assured the customer the Communications Assistant's manager would follow-up.
27	11/15/12	Customer complained about typing speed of the Communications Assistant and AT&T's inability to process Voice Carry Over (VCO) calls properly.	11/16/12	Assured the customer the Communications Assistant's manager would follow-up.

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28	11/24/12	The customer complained that the Communications Assistant did not properly process request.	11/26/12	Apologized for the inconvenience, and assured the customer the Communications Assistant's manager would follow-up.
29	11/26/12	Customer complained of inability to place calls using Carrier of Choice.	11/26/12	AT&T explained Carrier of Choice through Relay to the customer.
30	12/6/12	Customer complained that CA hung up before call was completed.	12/6/12	Apologized for the inconvenience, and assured the customer the Communications Assistant's manager would follow-up.
31	12/24/12	Customer complained of inability to place calls using Carrier of Choice.	1/2013	Account Manager contacted Carrier to inform them about connecting to AT&T Relay Carrier of Choice platform.
32	12/26/12	The customer complained that the CA spoke softly with no inflection in his/her voice.	12/26/12	Assured the customer the Communications Assistant's manager would follow-up.
33	1/8/13	The customer's husband reported that they waited 30 minutes to get captions on the CapTel800.	1/2013	Customer had service through a digital cable provider. CapTel800 is not designed for digital cable. Advised of option to use CapTel840i.
34	1/11/13	Customer complained that the CA hung-up before the call was completed.	1/11/13	Assured the customer the Communications Assistant's manager would follow-up.
35	1/15/13	The customer complained that some CAs are rude. The customer did not have specific CA numbers or date and time of calls.	1/15/13	Apologized
36	1/30/13	The customer stated that the CA did not provide ID.	1/30/13	Assured the customer the Communications Assistant's manager would follow-up.
37	1/31/13	Customer complained that he/she did not like the CA verifying his/her telephone number before placing call.	1/31/13	Explained Relay procedures to the customer.
38	2/24/13	The customer complained the CA's typing was not efficient.	2/24/13	Assured the customer the Communications Assistant's manager would follow-up.
39	2/26/13	Customer complained that the CA hung-up before the call was completed.	2/26/13	Assured the customer the Communications Assistant's manager would follow-up.

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40	3/8/13	The customer complained that the CA did not leave his/her message on an answering machine.	3/8/13	Assured the customer the Communications Assistant's manager would follow-up.
41	3/8/13	Customer complained that his/her friend was unable to reach the Relay service by dialing 711.	3/8/13	AT&T referred the information to its technical team.
42	3/12/13	The customer complained about Relay methods and procedures.	3/12/13	Explained Relay methods and procedures.
43	3/20/13	The customer complained that he/she did not like that the CA verified spelling on his/her Relay call.	3/20/13	Explained Relay methods and procedures.
44	3/20/13	Customer complained that the CA hung-up before the call was completed.	3/20/13	Assured the customer the Communications Assistant's manager would follow-up accordingly.
45	4/1/13	The customer complained that the CA did not follow instructions.	4/1/13	Assured the customer the Communications Assistant's manager would follow-up.
46	4/13/13	The customer complained that the CA did not speak with proper intonation.	4/13/13	Assured the customer the Communications Assistant's manager would follow-up.
47	5/8/13	The customer complained that the CA typed in Spanish when he/she is an English speaking customer.	5/8/13	Assured the customer the Communications Assistant's manager would follow-up.
48	5/16/13	Customer complained of inability to place calls using Carrier of Choice.	5/16/13	Explained Carrier of Choice through Relay.
49	5/26/13	The customer complained that there was a delay in reaching a CA.	5/26/13	Explained Up-Front Automation and referred to technical team.

Complaints Made To Florida Public Service Commission

50	6/29/12	Customer complained about having to pay for long distance. Carrier of Choice billing issue.	3/12/13	Explained Carrier of Choice through Relay to the customer. Customer directed to contact Mediacomm billing department to issue refunds/credits.
51	10/2/12	Customer complained she could not call long distance because no access code was given to her.	10/24/12	Customer didn't want to pay for long distance service, and subsequently cancelled service.
52	5/29/13	Two inmates complained about not being able to make Relay calls from prison.	6/11/13	The numbers the inmates were trying to call do not accept collect calls. All prison facilities only allow collect calls.