

COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



GENERAL COUNSEL  
S. CURTIS KISER  
(850) 413-6199

## Public Service Commission

June 21, 2012

### VIA ELECTRONIC FILING

The Honorable Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12<sup>th</sup> 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, 2011, through May 31, 2012. Florida received 36 complaints about the various types of services including CapTel. Each of the complaints were resolved within the FCC's time requirements. If you have any questions, please contact Bob Casey at (850) 413-6974 or at [bcasey@psc.state.fl.us](mailto:bcasey@psc.state.fl.us).

Sincerely,

/ s /

Cindy B. Miller  
Senior Attorney

CBM:tf

cc: Mark Stone, FCC Consumer & Governmental Affairs Bureau  
Division of Regulatory Analysis (Salak, Casey, Williams)

The Honorable Marlene H. Dortch, Secretary  
Annual Florida Relay Consumer Complaint Log  
June 21, 2012

# **Florida FCC 2011 - 2012 Complaint Log**

## Complaints made to Sprint Relay

Complaint Tracking for FL (06/01/2011-05/31/2012). Total Customer Contacts: 35

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/24/11	A Customer was upset that the supervisor who responded to a call with this Relay Operator called him/her a bad name and hung up so fast that he/she could not apologize for the behavior displayed toward the operator. The operators number listed the numbers 666 and this made the customer nervous causing them to call the operator things like "hell lake of fire", "Satan", and "Lucifer". The Customer felt bad for calling the operator these names and wanted a chance to apologize. An apology was made for the inconvenience and the customer was assured that this information would be forwarded to the appropriate manager. A phone number was provided for follow up. The customers name was not provided.	06/24/11	A complaint was made toward the Supervisor on duty, not the operator. Further investigation by Communications Manager indicated the caller was complaining about someone named "Sherry." There is no Supervisor at this center by that name. Three attempts to reach the caller were made, but there was no answer.
2	06/28/11	A Customer made 3 calls to Customer Service and each call was garbled. Finally after the customer could be read, the Relay Operator typed while she was typing, gave wrong facts to her and had no professionalism. Her original concern was a call regarding her phone number not being blocked or given to a company she called on Sunday. She had dialed *67 then 711. When the customer got her order, her phone number was on the order. Her main concern was how the Relay Operator treated her.	06/28/11	An attempt to contact the customer was made to get more specific information and there was no answer. We finally spoke with the customer and apologized for the incident. The Customer was educated about Caller ID blocks and she said she appreciated the information.
3	06/28/11	The Relay Operator kept typing "Message garbled." It seemed like the Communication Assistant wasn't trying to help me place a call or willing to get a supervisor to come on the line to assist.	06/28/11	The Relay Operator followed proper procedure. Along with sending the macro "your message is garbled" the Relay Operator disabled turbo code and reduced the typing speed. The message continued to come across garbled and the Relay Operator was unable to read the customers messages.
4	07/07/11	A customer call and a Spanish operator was requested and the operator would not connect the customer. The operator said only that they could not do that and that they would disconnect. An apology was given to the customer and they were assured that the Relay Operator will be followed up with. The customer was offered a transfer to a Spanish operator. The customer did not request a follow up.	07/07/11	In following up with the Relay Operator, proper procedure was reviewed and the Relay Operator is now aware of how to transfer to a Spanish Operator.
5	07/11/11	A Customer called and got a Spanish operator that kept saying that the message was garbled. The Customer typed the same thing nine times before hanging up. The Customer stated that before the operator number she received "ICMY" and then the operator number. An apologized was made to the customer and the customer was thanked for the feedback. Follow up was offered and the customer provided a mailing address for follow up by mail. A Supervisor clarified with the customer about the "ICMY" before the operator number and the caller stated that it was typed by the operator in the initial greeting.	07/11/11	This is a Technical Complaint. Program Managers/Account Managers are responsible for Technical Complaints. An email was sent to Operations to clarify "ICMY" and if a Trouble Ticket was issued. A letter was composed and mailed it to this customer using the explanation already provided by the supervisor to the customer. Clarification: Did not use the supervisor's comment in the letter since it was not a resolution. The technician stated that "engineering is aware of the garbling issue with regards to "ICMY" among other letters appearing before the operator number and worked on it". The Customer has not called our Customer Service department back to mention this issue.
6	08/18/11	The Customer stated that they have a right to ask for another Relay Operator even if they are in the middle of a call. The Supervisor was discriminating against the customer in every call.	08/18/11	A call was set up with the Supervisor and the customer on the Outbound line and information was relayed Inbound as required. The Customer of was informed of relay protocol. A letter was sent to the customer via email per the follow up request.
7	10/01/11	Technical - General	10/11/11	The Customer reported that several callers received a busy signal when trying to reach her. The Customer Service Representative was able to place several successful captioned calls to the CapTel user. The Customer Service Representative shared the customers experience with technical support for further investigation which showed a temporary routing issue in the phone network that resolved itself. We confirmed that the customer is now able to reach this number successfully with captions.
8	10/09/11	A TTY Customer placed a call and asked the relay Relay Operator to describe all voice emotions and tones, which the Relay Operator did not do. At the end of call when the customer asked for voice tones, the Relay Operator replied that they "can't identify a voice emotion". The Customer was very unhappy because they had always had voice tones typed out for them until this time. The Customer Service Representative apologized for the call and promised to take down a complaint against the Relay Operator. The Customer requested a follow up email regarding this complaint.	10/09/11	The Relay Operator was coached on the importance of following the customers instructions and relaying voice descriptions. Customer service is a top priority and relaying background info and voice descriptions are a must.

The Honorable Marlene H. Dortch, Secretary  
 Annual Florida Relay Consumer Complaint Log  
 June 21, 2012

9	10/17/11	TTY customer states that the Relay Operator did not follow her instructions to redial 10 times. The Relay Operator said he can only redial once and then she would have to ask again to redial and continue this way until they had redialed 10 times. The customer was apologized to and requested follow up via email.	10/17/11	The Relay Operator was coached on honoring all redial requests/instructions from customers. The Relay Operator stated he now fully understands how to properly handle this type of request in the future. A follow up email was sent to the customer per her request.
10	10/20/11	"The Relay Operator hung up on me."	10/20/11	A Supervisor met with the Relay Operator in regards to this complaint. The Relay Operator remembered specifically that he had a call at this time that froze up and disconnected the caller. A Trouble ticket was entered and closed as a one-time technical issue with the station.
11	10/31/11	Accuracy of captions	10/31/11	A Customer shared feedback regarding the accuracy of captions and stated that sometimes he experienced incorrect words. The Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. The Customer Service Representative suggested that the customer document the date, time, and Communication Assistant number of any future calls to allow us to take specific action with the Communications Assistant captioning the call.
12	11/04/11	The Customer complained, that the caller reported, that the Communication Assistant didn't type "your welcome" or "have a nice day" after she closed her call by typing "thank you". Customer Service responded, apologized and told her the report would be sent to the call center supervisor. The Customer requested follow up.	11/04/11	The Relay Operator was coached on the importance of demonstrating a warm and friendly demeanor when speaking with the customer. E-mail follow up made as requested.
13	11/15/11	Technical - General	11/30/11	A call to a CapTel customer would not connect. A test call from the Customer Service Representative did connect correctly. The Customer Service Representative shared the customer's experience with technical support for further investigation which showed a temporary routing issue in the phone network that resolved itself. We confirmed that the customer is now able to reach this number successfully with captions.
14	11/30/11	Technical - General	12/09/11	A Customers nephew reported getting a busy signal only when calling from his land line phone to his aunt's CapTel. Technical support provided the customer with a remedy by re-routing the callers calls through a different carrier. The Customer Service Representative confirmed that this adjustment resolved the customers experience.
15	12/03/11	Technical - General	12/08/11	A Customer reported seeing a Long Distance message on his screen. Further research showed that a local call was being routed as a long distance call. Technical Support made an adjustment in the system so that the call data shows the call as being local instead of long distance. The Customer Service Representative confirmed this adjustment resolved the customers experience.
16	12/09/11	Technical - General	12/09/11	A Customers nephew reported not being able to connect with the CapTel 800 through the captioning service. Telephone Relay Service network carriers identified a configuration issue and re-routed calls temporarily through a different carrier until the original carrier was able to permanently resolve the issue. The nephew confirmed that he is now able to connect with his aunt's CapTel phone through the captioning service.
17	12/13/11	A Customer complaining about garbling only when numbers were coming out. The Customer said this always happens with Florida relay and all Relay Operators intentionally garble their messages. The Customer said he will be taking this to higher authorities and hung up after cursing at the supervisor. The Supervisor had no opportunity to respond to the customers complaint.	12/13/11	In observing the screen, the supervisor could see that the message was not garbled on the Relay Operators end of the conversation. A trouble ticket for garbling was submitted. A trouble ticket was opened but we were unable to follow up with customer to inform them of the action taken on the technical complaint.
18	12/17/11	Technical - General	12/17/11	A Caller to a CapTel user reported her inability to reach one specific number through the captioning service. One of the Telephone Relay Service network carriers identified a configuration issue and re-routed calls temporarily through a different carrier until the original carrier was able to permanently resolve the issue. The Customer Service Representative confirmed the issue has been permanently resolved by the original carrier and customer is able to reach this number successfully.
19	01/07/12	The Customer said that the Relay Operator was being rude because the Relay Operator would start to type again after she had already given the go ahead. The Relay Operator kept typing over the customer. An apology was made to the customer and he was informed that the Relay Operator would be coached. The Customer is satisfied and does not want a follow up call.	01/07/12	The Operator was coached about caller control and the proper phrasing to use to inform the voice person when the TTY user is trying to interrupt.

The Honorable Marlene H. Dortch, Secretary  
 Annual Florida Relay Consumer Complaint Log  
 June 21, 2012

20	01/11/12	The Relay Operator did not do a good job on my relay call. My sister told me he would not type everything. The Supervisor asked if the caller had any examples of missed conversation and the caller said the Relay Operator was just not typing in general. An apology was made for the inconvenience and a follow up was offered on this complaint. The customer requests that a supervisor will follow up with his sister via voice and appropriate contact information was provided.	01/11/12	A supervisor followed up with the Relay Operator and reviewed the proper procedure for relaying calls. The Relay Operator did not remember the call and feels that this would not have been done intentionally, but will be more aware of typing verbatim in the future. The Supervisor followed up with the customer and the customer was pleased with the result of the coaching of the Relay Operator and thanked us for our follow up.
21	02/07/12	A Florida TTY user complained that the Relay Operator did not inform them that static could occurred after their caller hung up. The Relay Operator apologized for the problem and explained that the Relay Operator supervisor would be made aware of the issue. Follow up contact was not wanted.	02/07/12	The Relay Operator claims that the customer connected on an outbound line with a lot of static. The Relay Operator relayed everything they could understand and offered to redial, but the caller said no, with profanity, and disconnected. The Relay Operator was coached on the importance of keeping the caller informed
22	02/13/12	A Customer said that the Relay Operator couldn't hear him. Although his notes said VCO caller, the Relay Operator didn't put the call on VCO. An apology was made to the customer they were informed that the Relay Operator would be coached. The Customer was satisfied and did not request any follow up.	02/13/12	The Relay Operator was coached on following customer notes and to notify bridge personnel for questions. The Relay Operator understood.
23	02/17/12	There was a dialing Issue with the customer being unable to dial a regional 800 number.	02/20/12	A Customer reported that she was attempting to reach an 800 number but got a department that could not transfer the call to the division she wished to reach. The Customer Service Representative advised the customer that an adjustment was made to how this regional 800 # would be routed to allow the call to reach the general number successfully.
24	02/20/12	Technical - General	03/06/12	A Customer reported that she is having difficulty calling her electric company on the CapTel 800. The Customer indicated that she can call her electric company's phone number without captions on the CapTel 800 but not with captions. Similarly the customer reported having the same experience when calling a different phone number for her electric company. Technical support did an adjustment in the system to allow the customer's phone calls to go through successfully. The Customer Service Representative confirmed that the customer is able to call both numbers for her electric company from the CapTel 800 successfully.
25	02/28/12	The customer stated, "First of all the Relay Operator said she announced the call but I didn't hear the TTY tones. Second she said that she couldn't complete the call because it was a 800 #. I have been calling this number for many years. My mother is the TTY user. Your Relay Operator argued with me about this." The Relay Operator called over the Supervisor and said they tried to connect the call but it would not. The Supervisor dialed the number and connected the call which was an 800 # and connected to a TTY. The caller wanted to make sure that someone spoke to her about her attitude and the caller was apologized to.	02/28/12	The Relay Operator said she and a Supervisor kept getting an error message when trying to out dial, but it finally went through on its own. They submitted a trouble ticket. The Relay Operator was coached on following customer instructions and keeping the customer informed of call changes.
26	02/28/12	The Customer stated, "She likes to play games and say she can't read me or can't set the machine. It is coming across perfect to me on this end. She kept saying it's garbled. Please talk to your Relay Operator about how to work her machine." An apology was made for the inconvenience and we let the customer know it has been documented.	02/28/12	The supervisor met with the Relay Operator and reviewed the proper procedure when dealing with a call that is garbling. The Relay Operator was aware of this call and did try to correct the issue but was unable to. A trouble ticket was not filled out for this garbling issue and the supervisor did coach the Relay Operator on the importance of trouble tickets so that our technicians can attempt to find a resolution to any technical issues that may arise
27	02/29/12	A Customer complained that the Relay Operator was using an inappropriate tone of voice. The Customer asked the voice caller why they were impatient or annoyed, and the voice caller hung up after saying that they were not impatient or annoyed. The Customer is mad that the operator misunderstood the tone of voice of the voice caller. A Supervisor was not able to speak with the customer since the customer hung up before more information was gathered.	02/29/12	A Supervisor was not able to speak with the customer since the customer hung up before more information was gathered.
28	03/30/12	A Florida TTY user called to complain that they were getting an error when trying to access the internet website www.sprintrelayonline.com. Customer Service apologized for the inconvenience and opened a Trouble Ticket. The Customer did not request follow up.	03/30/12	This has been resolved and the Customer did not request follow up.

The Honorable Marlene H. Dortch, Secretary  
 Annual Florida Relay Consumer Complaint Log  
 June 21, 2012

29	04/07/12	A TTY user stated that the Relay Operator stopped responding twice during a call. The Relay Operator never sent the dialing out macro. The Relay Operator started typing the recording but then abruptly stopped typing and the TTY user typed "hello q hello q hello q." The Relay Operator never responded. After waiting for a little over a minute the TTY user decided to hang up. A Customer service representative apologized to the customer and stated that the information would be passed along to the appropriate parties. The Customer requested follow up via email.	04/07/12	The Relay Operator was coached on correct call procedures. A follow up email was sent to the customer.
30	04/21/12	A Customer's daughter reported both CapTel phones were not working.	04/26/12	A Customer Service Representative also confirmed that a regular phone did not get a dial tone at either phone jack and referred the caller to the phone service provider for further assistance. This resolved the customer's experience.
31	04/24/12	A Customer's daughter reported that no phones in the home have a dial tone.	04/24/12	A Customer Service Representative advised contacting the telephone service provider for assistance.
32	05/01/12	Internal Update Performed	06/13/12	A Supervisor spoke with the Relay Operator. He could not remember any specifics of this call. The Relay Operator is aware of the consequences of disconnecting a call or the need to report any technical issues. The customer was called back at the contact number given to get more details of what occurred. The Supervisor spoke to three different people in the household; all stated they could not remember placing any complaints. The ticket was closed out.
33	05/02/12	A Customer reported that the outgoing calls they made today rang four times and then there was no audio however the call still connected and the call was captioned.	05/03/12	The Relay Operator on the call logged a trouble ticket noting the same experience as the customer. Further investigation identified a work station issue which was corrected. The Customer has since made successful captioned calls.
34	05/03/12	A Customer was having difficulty reaching a particular number using her CapTel phone.	05/16/12	Technical support made an adjustment to how the customer's captioned calls routed and this resolved the experience. A Customer Service Representative confirmed that the customer is now able to make captioned calls to the number in question.
35	05/07/12	Customer's helper reported that upon set up at a new location the CapTel does not reach a dial tone.	05/07/12	Customer Service Representative advised contacting the telephone service provider to ensure that the service has been switched to the customer's new location.

**Complaints made to Florida Public Service Commission**

36	06-06/11	An inmate of a Florida Civil Commitment Center alleged he was being discriminated against because he was only allowed to make collect relay calls.	06-20/11	The investigation showed that both hearing and non-hearing inmates making outgoing calls are required to make collect calls. No discrimination found.
----	----------	--	----------	---