



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
PUBLIC SERVICE COMMISSION

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RACHAEL EUBANKS
COMMISSIONER

June 29, 2017

VIA: Electronic Submission

Marlene Dortch
Commission Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

RE: Telecommunications Relay Services and Speech-to-Speech Services for Individuals
with Hearing and Speech Disabilities -- CG Docket No. 03-123

Dear Ms. Dortch:

Please accept Michigan's TRS Complaint Log and Resolution Summary for the period June 1, 2016 to May 31, 2017, as required by the Federal Communications Commission.

If you have questions, please do not hesitate to contact me at 517-284-8190.

Sincerely,

A handwritten signature in black ink that reads "Robin P. Ancona".

Robin P. Ancona, Director
Telecommunications Division

Attachment

MICHIGAN RELAY SERVICES
2016 - 2017 ANNUAL SUMMARY OF CONSUMER COMPLAINTS

Category	Sub Category	# of Incidents
External Complaints	Miscellaneous	7
External Complaints Total		7
Service Complaints	CA Misdialed Number	2
Service Complaints	CA Did not Keep User Informed	1
Service Complaints Totals		3
Technical Complaints	Long Distance/Billing Issues	5
Technical Complaints	Miscellaneous	2
Technical Complaints	Busy Signal/Blockage	1
Technical Complaints	Long Hold Time/Disconnect	2
Technical Complaints	Tech Issues 7-1-1 Problem	2
Technical Complaints Totals		12
Total		22

Call Type to CC	# of Incidents
Email	3
TTY	4
VCO	11
Voice	4
Total	22

MI Relay 2016 - 2017 FCC TRS Complaint Report

June 2016 - May 2017

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
160615-000002	06/15/2016 09:04 AM		Carey	Carey	Customer stated that they are unable to reach the Relay through 7-1-1. Customer declined to provide the name of their telephone service provider.	06/15/2016 09:04 AM	Customer Care referred the customer to their local telephone provider or the telephone technician in their office. Customer stated they would check with the IT department at their company and have them reach out to their telephone service provider. Customer stated they would call back into Customer Care if they require further assistance. There has been no further contact from this customer.	External Complaints	Miscellaneous
160801-000059	08/01/2016 01:30 PM		Dan	Dan	Customer stated they have been receiving a bill from AT&T when they have telephone service through Charter.	08/01/2016 02:00 PM	Customer Care determined the issue was with the customer's profile; however, the customer was receiving too much garble for verification or proper communication. Customer Care called the customer back and spoke to the customer's spouse regarding the issue. Spouse stated customer's device was having issues and disconnected before the issue could be resolved.	Technical Complaints	Long Distance/Billing Issues
160803-000014	08/03/2016 10:41 AM		Jenn	Jenn	A prison facility in Michigan stated when someone calls the Michigan Relay Service using their TTY, they are able to reach the Relay; however, when they dial out they reach an AT&T recording. Customer did not provide specific information regarding what the recording says.	08/03/2016 10:41 AM	Customer Care attempted to provide assistance; however, the customer did not have any details regarding what is occurring. Customer stated they would call back at a later time with more information. There has been no further contact from this customer.	External Complaints	Miscellaneous
160810-000072	08/10/2016 09:15 PM	1228	Dan	Dan	Customer stated the CA dialed the incorrect number.	08/12/2016 09:58 AM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	CA Misdialed Number
160817-000099	08/17/2016 05:18 PM		Gabrielle	Erica	Customer stated the CA dialed the incorrect number.	08/22/2016 08:20 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	CA Misdialed Number

160827-000017	08/27/2016 03:28 PM		Tyna	Tyna	Customer stated their long distance calls through Relay are being billed to AT&T which is no longer their long distance provider. Their telephone service is now Charter.	08/27/2016 03:28 PM	Customer Care verified the customer and was able to determine AT&T was listed as the long distance provider. Customer Care updated the customer profile to reflect correct long distance provider. Customer had questions regarding payment of the long distance charges. Customer Care provided the customer with the mailing address to send a copy of their AT&T bill for possible reimbursement. Customer was satisfied.	Technical Complaints	Long Distance/Billing Issues
160912-000058	09/12/2016 02:53 PM		Dan	Dan	Customer stated they are sometimes not receiving voicemails until the day after they are left. Customer inquired if this is something Relay can correct.	09/12/2016 03:16 PM	Customer Care advised this is not an issue with Relay and referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
160926-000119	09/26/2016 05:27 PM		Erica	Erica	Family member on behalf of a customer stated the customer is unable to access Relay from a restricted prison line. Family member requested the Michigan Relay address in order to send a request to lift the restriction.	09/26/2016 05:27 PM	Customer Care referred the customer to the prison facility regarding any restrictions they may have set up on their lines and informed the family member that a representative from the prison would have to contact Relay with a written request to assess any restrictions that may be put in place for Relay calls. Customer Care offered to contact the prison directly to relay the procedure but the family member did not provide any location or contact information. Family member understood.	External Complaints	Miscellaneous
161003-000008	10/03/2016 10:21 AM		Tyna	Tyna	Customer stated there was an issue with their return order to Consumer Cellular and inquired about the status.	10/03/2016 10:21 AM	Customer Care referred customer to Consumer Cellular for further assistance regarding their issue. Customer was satisfied.	External Complaints	Miscellaneous
161018-000091	10/18/2016 03:54 PM		Dan	Dan	Customer stated they received a bill from Sprint, but have telephone service through Time Warner.	10/18/2016 03:55 PM	Customer Care apologized to the customer and provided contact information for the customer to submit a copy of their telephone bill for possible reimbursement. Customer was satisfied. As of 5/31/2017 Relay has not received a copy of the telephone bill.	Technical Complaints	Long Distance/Billing Issues
161030-000000	10/30/2016 10:11 AM		Celeste	Erica	Customer stated they are unable to make outgoing and receive incoming calls with Relay.	11/04/2016 01:08 PM	Customer Care provided basic troubleshooting; which did not resolve the issue. Customer Care made multiple attempts to reach the customer; which were unsuccessful. Customer Care forwarded information to technical which was unable to locate any calls received from customer. There has been no further contact from the customer.	Technical Complaints	Tech Issues 7-1-1 Problem

161112-000031	11/12/2016 06:57 PM		Dan	Dan	Customer stated when their daughter tried to contact them through Relay, they were not receiving any type.	11/30/2016 08:48 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which did not discover any technical issues on the part of Relay. Customer Care was able to successfully conduct a test call to the customer to discuss technical findings and provide further troubleshooting tips.	Technical Complaints	Miscellaneous
170104-000034	01/04/2017 01:14 PM		Dan	Dan	Customer stated their calls are not automatically connecting in VCO and requested to have their profile checked.	01/04/2017 01:18 PM	Customer Care verified the customer and confirmed both profiles are set to connect in VCO. Customer Care requested call details; however, customer was unable to provide specific information. Customer stated they will call back if the problem persists and was satisfied.	Technical Complaints	Miscellaneous
170109-000065	01/09/2017 02:49 PM		Jenn	Jenn	Customer stated they were getting prank calls and requested to have the phone numbers blocked.	01/09/2017 02:50 PM	Customer Care referred the customer to their telephone service provider for information on how to block unwanted calls. Customer understood.	External Complaints	Miscellaneous
170127-000030	01/26/2017 10:53 PM		Gabrielle	Dan	Customer indicated they are unable to reach 711 when calling from their cell phone and not through Relay.	01/27/2017 02:03 PM	Customer Care referred the customer to their service provider for further assistance. Customer understood.	External Complaints	Miscellaneous
170127-000001	01/27/2017 08:40 AM		Jenn	Jenn	Customer stated they have experienced long hold times/delays when connecting to the Relay.	01/27/2017 08:40 AM	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 97% within 10 seconds for the month.	Technical Complaints	Long Hold Time/Disconnect
170131-000075	01/31/2017 09:47 PM		Erica	Erica	Customer stated when they dial 7-1-1 they receive no response from the CAs.	02/01/2017 04:56 PM	Customer Care apologized and forwarded information to the technical department. A profile was implemented which resolved the issue. Customer was notified.	Technical Complaints	Tech Issues 7-1-1 Problem
170228-000048	02/28/2017 02:46 PM		Kacie	Kacie	Customer stated they have been receiving a bill from the wrong company when placing calls through Relay.	03/31/2017 02:47 PM	Customer Care apologized to the customer and provided contact information for the customer to submit a copy of their telephone bill for possible reimbursement. Customer was satisfied. As of 5/31/2017 Relay has not received a copy of the telephone bill.	Technical Complaints	Long Distance/Billing Issues
170313-000013	03/13/2017 11:12 AM		Jenn	Jenn	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	03/13/2017 11:12 AM	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 83.3% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
170331-000054	03/31/2017 03:37 PM		Mary	Mary	Customer stated they received bills from Sprint and AT&T, but have telephone service through Time Warner.	03/31/2017 05:31 PM	Customer Care apologized to the customer and provided contact information for the customer to submit a copy of their telephone bill for possible reimbursement. Customer was satisfied. As of 5/31/2017 Relay has not received a copy of the telephone bill.	Technical Complaints	Long Distance/Billing Issues

170403-000010	04/03/2017 10:10 AM		Mary	Mary	Customer stated they are receiving no answer when they dial into Relay.	04/28/2017 05:33 PM	Customer Care apologized and stated information would be forwarded to the technical department; which found the calls in question had not arrived at the Relay. Customer Care informed the customer of this and suggested they speak with their phone administrator. Customer understood.	Technical Complaints	Busy Signal/Blockage
170516-000068	5/16/2017 21:20	9408	Erica	Erica	Customer stated the CA did not keep them informed while processing the call.	5/16/2017 21:22	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	CA Did not Keep User Informed

Michigan CapTel FCC Complaint Report 6/1/2016 to 5/31/2017

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Completed	Rep. Initials
757062	02/02/2017 04:18pm	Mail	Service	N/A	Customer shared general feedback on the accuracy on the CapTel 840 on a follow up feedback form.	CSR followed up with the customer by phone. CSR apologized for their experience and thanked customer for bringing their experience to our attention. As customer had no examples to provide, CSR recommended customer review conversations and document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Upon follow-up, customer confirmed he did not find any examples and did not wish to address the matter further at this time and he would follow-up with customer service should he identify an example to report.	02/08/2017 03:19pm	Over 48 hours	ES