



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
PUBLIC SERVICE COMMISSION
GREG R. WHITE JOHN D. QUACKENBUSH SALLY A. TALBERG
COMMISSIONER CHAIRMAN COMMISSIONER

STEVE ARWOOD
DIRECTOR

June 18, 2014

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,
2013 to May 31, 2014, as required by the Federal Communications Commission.

If you have questions regarding Michigan's TRS system, please do not hesitate to contact me at
(517) 241-6200.

Sincerely,

A handwritten signature in cursive script that reads "Robin P. Ancona".

Robin P. Ancona, Director
Telecommunications Division

Attachment

MICHIGAN RELAY SERVICES
2013 - 2014 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
 June 1, 2013 through May 31, 2014

	2013												2014				
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL				
Michigan VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0				
TTY	0	0	0	0	0	0	0	0	0	1	0	0	1				
TOTAL	0	0	0	0	0	0	0	0	0	1	0	0	1				

Michigan
Complaint Summary by Category

Complaint Category	2013												2014				
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL				
Transparency										1			1				
Confidentiality													0				
Verbatim													0				
Typing Issues													0				
In Call Replacement													0				
Answer Performance													0				
Gender Accommodation													0				
TOTAL	0	0	0	0	0	0	0	0	0	1	0	0	1				

MICHIGAN RELAY SERVICES
2013-14 FCC Annual Consumer Summary Log

June 2013

Nothing to report.

July 2013

Nothing to report.

August 2013

Nothing to report.

September 2013

Nothing to report.

October 2013

Nothing to report.

November 2013

Nothing to report.

December 2013

Nothing to report.

January, 2014

Nothing to report.

February 2014

Nothing to report.

MICHIGAN RELAY SERVICES
2013-14 FCC Annual Consumer Summary Log

March 2014

TTY 2014, March 25

The customer complained the CA was rude and interjected impolite comments on the call.

Category: Attitude and Manner

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: 2014, March 25

FCC: Transparency

April 2014

Nothing to report.

May 2014

Nothing to report.

MICHIGAN RELAY SERVICES – CAPTEL SERVICE
2013-14 FCC Annual Consumer Summary Log

June 2013	Nothing to report.
July 2013	Nothing to report.
August 2013	Nothing to report.
September 2013	Nothing to report.
October 2013	<p>2013, October 7 The customer reported seeing repeating question marks, filling the screen. Category: Typing issues</p> <p>Resolution: Apologized and thanked customer for feedback. Call data was shared with supervisor who discussed with CA. They found a stuck key and the CA was advised on proper protocol for handling. CA shared feedback with customer.</p> <p>Contact Closed: 2013, October 15</p> <p>-----</p> <p>2013, October 8 Customer reported extra long distance billing when using the CapTel phone in 1-Line mode. Category: Billing</p> <p>Resolution: After receiving a copy of the bill, further investigation revealed that customer was registered with a different long distance PIC code for the same long distance company when using the phone in 1-Line mode before later changing to 2-Line mode. After confirming customer’s long distance carrier information with long distance carrier, CSR updated customer’s long distance information accordingly. CSR also spent an extensive amount of time on behalf of the customer in contacting the long distance company to attempt to get a credit on the bill received, but was unsuccessful in bring about that outcome as a third-party.</p> <p>Contact Closed: 2013, November 5</p>

MICHIGAN RELAY SERVICES – CAPTEL SERVICE
2013-14 FCC Annual Consumer Summary Log

<p>November 2013</p>	<p>2013, November 5 Customer shared feedback regarding a random word in the captions in between the rings at the start of the call and provided specific call data.</p> <p>Category: Verbatim</p> <p>Resolution: CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA’s supervisor. CA supervisor increased coaching for the CA to ensure consistent quality performance.</p> <p>Contact closed: 2013, November 12</p> <p>-----</p> <p>2013, November 29 Customer’s daughter reported misspellings in the captions on the CapTel 840.</p> <p>Category: Typing</p> <p>Resolution : CSR contacted customer to try to get further details. Customer shared specific examples of inaccurate captions but was unable to provide the date, time or CA#. CSR apologized for the incidence and thanked customer for the feedback. Feedback as received was passed on to Call Center Management. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.</p> <p>Contact closed: 2013, December 4</p>
<p>December 2013</p>	<p>Nothing to report.</p>
<p>January 2014</p>	<p>Nothing to report.</p>
<p>February 2014</p>	<p>Nothing to report.</p>
<p>March 2014</p>	<p>Nothing to report.</p>

MICHIGAN RELAY SERVICES – CAPTEL SERVICE
2013-14 FCC Annual Consumer Summary Log

April 2014	Nothing to report.
May 2014	Nothing to report.