



RICK SNYDER
GOVERNOR

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

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COMMISSIONER CHAIRMAN COMMISSIONER

June 29, 2012

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 03-123; DA 12-955

Dear Ms. Dortch:

Please accept Michigan's TRS Complaint Log and Resolution Summary, for the period June 1, 2011 to May 31, 2012, as required by the Federal Communications Commission's Public Notice dated June 18, 2012.

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

Sincerely,

Robin P. Ancona, Director
Telecommunications Division

Attachment

Michigan Relay Service
2012 FCC Annual Consumer Complaint Summary Log

June 2011

Nothing to report.

July 2011

Nothing to report.

August 2011

TTY August 3

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

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: 2011, August 3

FCC: Verbatim

September 2011

Nothing to report.

October 2011

Nothing to report.

November 2011

Nothing to report.

December 2011

Nothing to report.

January 2012

Nothing to report.

February 2012

Nothing to report.

March 2012

Nothing to report.

April 2012

Nothing to report.

May 2012

Nothing to report.

MICHIGAN RELAY SERVICES
2011 - 2012 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
 June 1, 2011 through May 31, 2012

Complaint Summary by Category

6/12/2012

	2011							2012					
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
Transparency													0
Confidentiality													0
Verbatim			1										1
Typing Issues													0
In Call Replacement													0
Answer Performance													0
Gender Accommodation													0
Total	0	0	1	0	0	0	0	0	0	0	0	0	1

Complaint Summary by Month

	2011							2012					
Michigan	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE													0
TTY			1										1
TOTAL	0	0	1	0	0	0	0	0	0	0	0	0	1

Michigan CapTel FCC Complaint Log

June 1, 2011 to May 31, 2012

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
271241	6/30/2011	2:15:00 PM	Phone	Service	NA	0800-11030	Accuracy of Captions	Customer casually made a generalized statement regarding a captioned word that was not accurate, and noted this happens on some calls. CSR apologized and noted there should be corrections inserted. CSR suggested customer document the date, time and CA# of any future calls to allow us to take very specific action with the CA captioning the call for further coaching and monitoring. Customer noted she did not have a specific call to report and just wanted to share the generalized feedback.	6/30/2011 2:25:00 PM	within 24 hours	MMo
278129	7/28/2011	2:30:00 PM	CapTel	Technical	NA	0800-28000	Caller ID	Customer reported that they are not getting Caller ID. Further investigation revealed that line 1 on the CapTel phone is going into a life line device. CSR advised customer to obtain a duplex or "y" jack to use in conjunction with another device that shares the same wall jack as the CapTel phone. Confirmed this resolved customer's experience.	8/1/2011 2:35:00 PM	over 48 hours	TJ
	August, 2011							There were no complaints in violation of FCC standards this month.			
	September, 2011							There were no complaints in violation of FCC standards this month.			
	October, 2011							There were no complaints in violation of FCC standards this month.			
	November, 2011							There were no complaints in violation of FCC standards this month.			
	December, 2011							There were no complaints in violation of FCC standards this month.			
NA	January, 2012	NA	NA	NA	NA	NA	Accuracy of Captions	Customer's helper shared feedback regarding captioning technique and incorrect homophones appearing during captioned calls and provided specific call data. CSR thanked customer's helper for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor.	NA	NA	NA
	February, 2012							There were no complaints in violation of FCC standards this month.			
	March, 2012							There were no complaints in violation of FCC standards this month.			

Michigan CapTel FCC Complaint Log

June 1, 2011 to May 31, 2012

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
NA	April, 2012	NA	NA	NA	NA	NA	Customer reported seeing incorrect captions during her calls on the CapTel 200, including a word that was not spoken while her call was ringing.	CSR explained to customer how captions are created using voice recognition technology. Explained that occasionally the software may detect a sound and send out a phantom word that wasn't spoken. CSR apologized for incidence and thanked customer for bringing their experience to our attention. 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.	NA	NA	NA
	May, 2012							There were no complaints in violation of FCC standards this month.			