



RICK SNYDER
GOVERNOR

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

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June 28, 2018

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, 2017 through May 31, 2018, 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 cursive script that reads "Robin P. Ancona".

Robin P. Ancona, Director
Telecommunications Division

Attachment

MICHIGAN RELAY SERVICE
2017-2018 ANNUAL SUMMARY OF CONSUMER COMPLAINTS

Category	Sub Category	# of Incidents
External Complaints	Miscellaneous	18
External Complaints Total		18
Service Complaints	Suspicious/Harassment Call	1
Service Complaints	CA Misdialed Number	1
Service Complaints	CA Accuracy/Spelling/Verbatim	1
Service Complaints Total		3
Technical Complaints	Garbling	2
Technical Complaints	Tech Issues 7-1-1 Problem	2
Technical Complaints Total		4
Total		25

Call Type to CC	# of Incidents
Email	2
TTY	5
VCO	3
Voice	15
Total	25

Michigan Relay 2017 - 2018 FCC TRS Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/O pr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170710-000055	7/10/2017		TTY	Jenn	Jenn	Customer stated they were receiving a lot of garble during the call.	7/10/2017	Customer Care provided basic tips to assist the customer to clear the garbling; which was unsuccessful. Customer disconnected.	Technical Complaints	Garbling
170725-000091	7/25/2017		TTY	Dan	Dan	Customer stated they are not reaching Relay when dialing 7-1-1.	7/26/2017	Customer Care apologized and referred the customer to their telephone service provider for assistance regarding call routing. Customer understood and was satisfied.	External Complaints	Miscellaneous
170731-000035	7/31/2017		Voice	Tyna	Tyna	Customer stated they are reaching Relay when attempting to access their personal voicemail.	7/31/2017	Customer Care apologized and referred the customer to their telephone service provider for assistance with their call routing. Customer understood.	External Complaints	Miscellaneous
170807-000081	8/7/2017		VCO	Dan	Dan	Customer stated an incorrect toll-free number for Relay was listed in their phone book.	8/7/2017	Customer Care referred the customer to their telephone service provider. Customer understood.	External Complaints	Miscellaneous
170822-000054	8/22/2017		TTY	Erica	Erica	Customer stated they have been billed incorrectly by AT&T.	8/22/2017	Customer Care apologized and attempted to obtain information to provide further assistance. Customer refused and disconnected.	External Complaints	Miscellaneous
170918-000016	9/18/2017		Email	Jenn	Jenn	Customer stated someone illegally used their information to make telephone calls.	9/18/2017	Customer Care apologized and advised the customer of the Relay's confidentiality. Customer Care referred the customer to their telephone service provider. Customer was satisfied.	External Complaints	Miscellaneous
170920-000025	9/20/2017		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	9/20/2017	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous

Michigan Relay 2017 - 2018 FCC TRS Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/O pr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170924-000001	9/23/2017		Voice	Celeste	Mary	Customer stated they have been receiving suspicious telephone calls through the relay.	9/24/2017	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints	Suspicious/ Harassment Call
171009-000062	10/9/2017		Voice	Dan	Dan	Customer stated when dialing 7-1-1, they are being routed to Customer Care.	10/9/2017	Customer Care apologized and advised the customer to contact their telephone service provider for assistance. Customer understood.	External Complaints	Miscellaneous
171031-000005	10/31/2017		Voice	Tyna	Tyna	Customer stated when dialing 7-1-1 they are reaching an operator generated recording.	10/31/2017	Customer Care apologized and referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
171031-000010	10/31/2017		Voice	Jenn	Jenn	Customer stated their cell phone is unable to dial 7-1-1.	10/31/2017	Customer Care apologized and referred the customer to their wireless provider for further assistance. Customer disconnected.	External Complaints	Miscellaneous
171031-000054	10/31/2017		TTY	Jenn	Jenn	Customer stated they were receiving a lot of garble during the call.	10/31/2017	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling
171103-000082	11/3/2017		TTY	Tyna	Tyna	A prison inmate stated when attempting to make a collect call through Relay it will not work with their exchange access number.	11/3/2017	Customer Care apologized and referred the customer to their facilities telephone administrator for assistance. Customer was satisfied.	External Complaints	Miscellaneous

Michigan Relay 2017 - 2018 FCC TRS Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/O pr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
171113-000189	11/13/2017		Voice	Erica	Erica	Customer stated when they dial 7-1-1, they are connected to Relay Customer Care.	11/13/2017	Customer Care apologized and referred the customer to their telephone service provider. Customer was satisfied.	External Complaints	Miscellaneous
171121-000103	11/16/2017		Email	Erica	Erica	Customer stated when dialing 7-1-1, they are routed to Michigan Relay Customer Care.	11/16/2017	Customer Care provided the toll-free Hamilton Relay number for testing; which was successful. Customer Care referred the Customer to their telephone service provider for possible routing issue. Customer was satisfied.	Technical Complaints	Tech Issues 7-1-1 Problem
180103-000097	1/3/2018		Voice	Dan	Dan	Customer stated they were being routed to Customer Care when dialing 711.	1/3/2018	Customer Care referred the customer to their telephone service provider for further assistance. Customer understood.	External Complaints	Miscellaneous
180105-000089	1/5/2018	9242	VCO	Ryan	Erica	Customer stated the CA dialed the incorrect number.	1/8/2018	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; which determined the CA followed proper procedure. The CA did not receive refresher training in regards to this issue.	Service Complaints	CA Misdialed Number
180114-000007	1/14/2018		Voice	Dan	Dan	Customer stated they are reaching Customer Care when dialing 7-1-1.	1/14/2018	Customer Care referred the customer to their telephone service provider for further assistance. Customer understood.	External Complaints	Miscellaneous
180116-000060	1/16/2018		VCO	Jenn	Jenn	Customer stated that their caller id was not working properly.	1/16/2018	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous

Michigan Relay 2017 - 2018 FCC TRS Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/O pr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180216-000066	2/16/2018		Voice	Erica	Erica	Customer stated that the CA spelled a word incorrectly.	2/16/2018	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. Customer understood.	Service Complaints	CA Accuracy/Spelling/Verbatim
180222-000003	2/22/2018		Voice	Tyna	Tyna	Customer stated when dialing 7-1-1 they reach Relay recording then are routed to Customer Care.	2/27/2018	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management; but without call details no information could be located in regards to the call the customer was referring to.	Technical Complaints	Tech Issues 7-1-1 Problem
180321-000011	3/21/2018		Voice	Tyna	Tyna	Customer stated unable to dial 7-1-1 from their office phone or mobile device.	3/21/2018	Customer Care apologized and referred the customer to their telephone service provider for assistance. Customer was satisfied.	External Complaints	Miscellaneous
180508-000072	5/8/2018		Voice	Dan	Dan	Customer stated when dialing 7-1-1 they reach Relay recording then are routed to Customer Care.	5/8/2018	Customer Care referred the customer to their telephone service provider for further assistance. Customer understood.	External Complaints	Miscellaneous
180514-000036	5/14/2018		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	5/14/2018	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous

Michigan Relay 2017 - 2018 FCC TRS Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/O pr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180521-000024	5/21/2018		Voice	Jenn	Jenn	Customer stated they are unable to dial 3 digit numbers when using their TTY.	5/21/2018	Customer Care acquired call detail information; which verified there were no issues with the Relay. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous

Michigan CapTel FCC Complaint Report 6/1/2017 to 5/31/2018

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
797466	06/15/2017 09:51am	CapTel	Service	N/A	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 840 in 1-Line mode.	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	06/16/2017 10:00am	Within 48 Hours	BMc
895457	04/19/2018 11:01am	CapTel	Service	6082	Customer reported inaccurate captions during a conversation on the CapTel 840.	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor scheduled increased monitoring and coaching to optimize the CA's captioning performance.	04/19/2018 03:46pm	Within 24 Hours	KG