



GRETCHEN WHITMER  
GOVERNOR

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

ORLENE HAWKS  
DIRECTOR

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CHAIR

KATHERINE PERETICK  
COMMISSIONER

June 21, 2022

Via Electronic Submission

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
Room TW-A325  
445 12<sup>th</sup> 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, 2021 to May 31, 2022, 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 "Ryan P. McAnany".

Ryan McAnany, Director  
Telecommunications Division

Michigan CapTel FCC Complaints 6/1/2021 to 5/31/2022

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
1195762	06/06/2021 08:14pm	CapTel	Service	N/A	Customer reported seeing message "CA is no longer able to continue" on the CapTel 840 in 1-line mode.	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details which were relayed to the appropriate call center staff for investigation. Call center personnel advised the call had to be disconnected as the CA was unable to continue captioning. CSR advised that, upon seeing the message the CA cannot continue the call, the customer should end the call and dial again. CSR confirmed that the customer is successfully making and receiving captions at this time.	06/06/2021 09:11pm	Within 24 Hours	KD
1198881	06/20/2021 08:12pm	CapTel	Service	2735	Customer reported seeing a message during a recent captioned call advising that their CA was no longer able to continue captioning and that they must re-establish their connection with the Captioning Service.	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details which were relayed to the appropriate call center staff for investigation. Call center personnel advised the call had to be disconnected as the CA was unable to continue captioning. CSR advised that, upon seeing the message the CA cannot continue the call, the customer should end the call and dial again. CSR confirmed that the customer is successfully making and receiving captions at this time. CSR shared that a technical solution is being deployed shortly to remedy this incidence on future calls.	06/22/2021 10:57am	Within 48 Hours	KD
1248388	02/27/2022 06:47pm	CapTel	Service	N/A	Customer reported seeing "Waiting for a CapTel Operator" on the CapTel 840 in 1-Line mode.	CSR apologized to the customer for the additional wait time to connect with a CA. After confirming information regarding the calls in question, CSR advised the customer that, should they experience a delay when connecting to a CA in the future, it is best to continue holding on the line until a CA becomes available. CSR subsequently confirmed that a CA was assigned to the call the customer referenced within the FCC's current guidelines and that the customer is able to successfully receive captions.	02/27/2022 06:52pm	Within 24 Hours	MG

Michigan CapTel FCC Complaints June 1, 2021 to May 31, 2022

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
1169904	02/13/2021 12:56pm	Phone	Setup	N/A	While assisting with another matter, CSR found the customer was using wireless home phone service with the CapTel 840 in 1-Line mode.	CSR advised customer that the CapTel 840 is not designed for wireless home telephone use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	02/13/2021 01:38pm	Within 24 Hours	BMc
1170187	02/15/2021 01:04pm	CapTel	Setup	N/A	Customer's daughter reported difficulties connecting to captions on the CapTel 840.	CSR's investigation revealed that the customer is using the CapTel 840 on digital cable phone lines. CSR advised the customer's daughter that the CapTel 840 was not designed for use with this type of line and advised on the option of using an IP model CapTel phone.	02/15/2021 01:16pm	Within 24 Hours	SAB
1193026	05/23/2021 11:22am	Phone	Setup	N/A	Customer's son reported that they were unable to make phone calls out on their CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer's son that the CapTel 840 is not designed for VOIP use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	05/23/2021 11:31am	Within 24 Hours	CC
1193432	05/25/2021 07:42am	CapTel	Setup	N/A	CSR found the CapTel 840 is attempting to connect to a VoIP telephone service.	CSR explained that the CapTel 840 is not designed for VoIP use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	05/25/2021 10:06am	Within 24 Hours	JLS
1199257	06/22/2021 08:48am	Phone	Setup	N/A	Customer's assistant reported having difficulties with captions connecting on outbound calls on the CapTel 840 in 1-Line Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using fiber optic telephone service. CSR advised customer that the CapTel 840 is not designed for fiber optic use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	06/22/2021 08:54am	Within 24 Hours	BP
1213093	08/27/2021 10:31am	Phone	Setup	N/A	Customer's technician reported the CapTel 840 in 1-Line mode is not able to make outbound calls with captions.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions. Customer decided to proceed with obtaining an IP unit and return the analog model phone.	08/27/2021 10:47am	Within 24 Hours	BCS
1213346	08/28/2021 01:45pm	Phone	Setup	N/A	Customer's son reported the getting dropped calls and captions on the CapTel 840 in 1-Line Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	08/28/2021 02:03pm	Within 24 Hours	FB
1213591	08/30/2021 12:18pm	CapTel	Setup	N/A	Customer's assistant reported that the customer is attempting to connect to captions using digital cable telephone service.	CSR advised customer's assistant that the CapTel 840 is not designed for digital cable telephone service use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	08/30/2021 12:26pm	Within 24 Hours	CVF

Michigan CapTel FCC Complaints June 1, 2021 to May 31, 2022

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
1214105	09/01/2021 12:11pm	CapTel	Setup	N/A	Customer's daughter reported having difficulty making and receiving calls on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable telephone service use and recommended obtaining an internet model CapTel that would use the internet to support the captions.	09/01/2021 12:21pm	Within 24 Hours	CJB
1219587	09/29/2021 09:01am	CapTel	Setup	N/A	Customer's wife requested assistance ensuring the CapTel 840 answering machine in 1-Line Mode is functioning properly.	While troubleshooting, CSR found the CapTel's answering machine was functioning properly but the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	09/29/2021 09:23am	Within 24 Hours	JLS
1231605	11/26/2021 04:55pm	Phone	Setup	N/A	Customer inquired about using CapTel 840 with their cellular telephone service.	CSR found that the customer had switched to cellular home telephone service after a recent move. CSR advised customer that the CapTel 840 is not designed for use with cellular telephone service and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	11/27/2021 10:16am	Within 24 Hours	RS
1232782	12/03/2021 07:44am	Phone	Setup	N/A	Customer's friend reported the CapTel 840 in 1-Line mode is being used with digital cable telephone service.	CSR advised customer's friend that the CapTel 840 is not designed for digital cable use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	12/03/2021 07:54am	Within 24 Hours	BAM
1234221	12/10/2021 05:58pm	CapTel	Setup	N/A	Customer's assistant reported difficulty making and receiving captioned calls on the CapTel 840 in 1-Line Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using wireless home telephone service. CSR advised customer that the CapTel 840 in 1-Line Mode is not designed for wireless home service use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	12/10/2021 06:20pm	Within 24 Hours	CR
1236666	12/26/2021 03:32pm	CapTel	Setup	N/A	While assisting the customer's daughter with another matter, CSR noted the customer is using digital cable service with a CapTel 840 in 1-Line mode.	CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	12/26/2021 03:52pm	Within 24 Hours	EJ
1237557	01/02/2022 09:14am	CapTel	Setup	N/A	While assisting the customer with another matter, CSR noted the CapTel 840 in 1-Line mode was being used with cable telephone service.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	01/02/2022 09:22am	Within 24 Hours	EJ
1237618	01/02/2022 03:37pm	CapTel	Setup	N/A	Customer reported frequently not getting captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	01/02/2022 04:00pm	Within 24 Hours	KCD
1237650	01/03/2022 07:45am	CapTel	Setup	N/A	Customer reported having difficulties making outbound calls on the CapTel 840 in 1-Line Mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	01/03/2022 08:00am	Within 24 Hours	BP

Michigan CapTel FCC Complaints June 1, 2021 to May 31, 2022

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
1242303	01/25/2022 01:27pm	CapTel	Setup	N/A	Customer reported frequently not getting captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	01/25/2022 01:40pm	Within 24 Hours	EEJ
1242676	01/26/2022 07:49pm	CapTel	Setup	N/A	Customer reported difficulty receiving captions on the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR sent a letter to customer explaining that the CapTel 840 is not designed for VOIP use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	01/26/2022 08:31pm	Within 24 Hours	ACB
1244699	02/07/2022 01:35pm	CapTel	Setup	N/A	Customer requested assistance setting up the CapTel 840 in 1-Line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using wireless home phone telephone service. CSR advised customer that the CapTel 840 is not designed for wireless home phone use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	02/07/2022 02:02pm	Within 24 Hours	PZ
1254179	03/31/2022 12:15pm	CapTel	Setup	N/A	Customer's assistant reported dropped audio during calls on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	03/31/2022 12:26pm	Within 24 Hours	EJ
1258117	04/23/2022 10:16am	CapTel	Setup	N/A	Customer's son reported that the CapTel 840 is not connecting to captions.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for 840 use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	04/23/2022 10:27am	Within 24 Hours	PZ
1260932	05/02/2022 01:38pm	Phone	Setup	N/A	While assisting with another matter, CSR found the CapTel 840 was being used with digital cable telephone service.	CSR advised customer that the CapTel 840 is not designed for digital cable use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	05/09/2022 07:26pm	Over 48 hours	BVK

**Michigan Relay 2021-2022 FCC TRS Complaint Report**  
**June 2021 - May 2022**

Reference Number	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
252994	06/22/2021 04:08 PM		STS	Tyna	Tyna	*Customer stated when they dial a specific number from their speed dial list, it does not ring. Customer indicated they had no other issues calling through Relay.	06/22/2021 04:17 PM	Customer Care requested the number from the customer and placed a test call. The test call had the same results as the customer experienced. Customer Care advised the customer there may be an issue with that specific phone number and referred the customer to their telephone service provider for assistance. Customer was satisfied.	Technical Complaints	Miscellaneous
253301	06/27/2021 02:18 PM		VCO	Mary	Mary	Customer stated they did not receive type for several incoming calls, but outgoing calls were fine.	06/27/2021 03:22 PM	Customer Care obtained call detail information and placed a test call to the customer, which was successful. Customer Care provided troubleshooting tips and advised customer to contact Customer Care again if the issue persisted. Customer was satisfied.	Technical Complaints	Captioning/Text/Garbling Issues
254324	07/09/2021 03:16 PM	9079/9036	TTY	Dave	Tyna	Customer stated the CAs did not complete their calls and disconnected in the middle of the calls.	07/21/2021 01:56 PM	Customer Care apologized and acquired call detail information. After verifying that the CAs had processed the calls, the information was forwarded to management who discussed the issue with the CA and determined that the CA followed proper procedure. One of the calls was disconnected by the customer and another call was transferred to another CA to continue the call.	Operations Complaints	Miscellaneous
258345	08/03/2021 04:30 PM		STS	Jennifer	Jennifer	*Customer stated they dialed into STS through their profiled telephone number and reached a TRS Relay CA.	08/10/2021 03:46 PM	Customer Care apologized and obtained call details which were forwarded to the technical department, who determined the caller dialed 711 to reach Michigan Relay and was routed directly to a STS CA. Customer Care verified the customer's profile is correctly queued for STS. Management determined that the CA incorrectly used the standard Relay greeting rather than announcing themselves as STS. Customer understood.	Technical Complaints	Miscellaneous
264434	10/20/2021 04:52 PM	1137	TTY	Jennifer	Jennifer	Customer stated that the CA was non responsive in the middle of their call using Relay.	10/26/2021 10:06 AM	Customer Care apologized and acquired call detail information. Technical determined there was an issue at the workstation which caused the CA to be nonresponsive and the CA followed proper procedure. Customer was satisfied.	Operations Complaints	Miscellaneous
267829	11/07/2021 07:38 PM		STS	Tyna	Tyna	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	11/08/2021 10:02 AM	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 96% within 10 seconds for the day.	Operations Complaints	Answer Time
285348	03/16/2022 04:25 PM		STS	Donald	Donald	*Customer stated they experienced difficulties placing a call through Relay.	03/17/2022 01:19 PM	Customer Care acquired the call detail information. Information was forwarded to the technical department, who verified there were no issues with the Relay. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	Technical Complaints	Connection Issues
285359	03/16/2022 06:32 PM		STS	William	William	Customer made a general complaint stating the CAs do not follow their profile instructions.	03/23/2022 04:33 PM	Customer Care apologized and acquired details from the customer. The information was forwarded to management who acknowledged its receipt for possible use in refresher training. Customer was satisfied.	Operations Complaints	Didn't Follow Policy/Procedure
288889	04/29/2022 03:50 PM		Voice	Tyna	Tyna	*Customer made a general complaint stating most of the CAs are not announcing STS, the CAs ask if customer requires voicing, and do not read their profile when calling specific numbers.	05/03/2022 11:30 AM	Customer Care apologized and attempted to get call details, which was unsuccessful customer just stated as a general complaint. Information was forwarded to management for possible refresher training.	Operations Complaints	Didn't Follow Policy/Procedure
290366	05/17/2022 09:07 AM		STS	Jennifer	Jennifer	*Customer stated they are unable to dial a specific number when placing a call through the Relay.	05/18/2022 11:56 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department, who verified the Relay was experiencing issues with CAs placing outbound calls. Customer Care assured the customer the issue has been resolved.	Technical Complaints	Miscellaneous

The incidents below reflect activity that Michigan Relay is aware of that is outside of its scope of service.

251704	06/03/2021 07:26 AM		VCO	Tyna	Tyna	Customer stated having trouble with TTY after power outage.	06/18/2021 08:17 AM	Customer Care attempted to reach customer, which was unsuccessful. Customer's phone line rang then went to a fast busy which could indicate a problem with the telephone line. There has been no further contact from the customer.	External Complaints	Equipment
284475	02/25/2022 06:43 PM		STS	Donald	Donald	*Customer stated they were not able to dial a number through Relay service.	02/25/2022 06:48 PM	Customer Care advised the customer that the owner of the phone number appeared to be experiencing service interruption. Customer understood.	External Complaints	Miscellaneous