



GRETCHEN WHITMER  
GOVERNOR

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

ORLENE HAWKS  
DIRECTOR

DAN SCRIPPS  
CHAIR

KATHERINE PERETICK  
COMMISSIONER

June 20, 2023

Via Electronic Submission

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
45 L Street NE  
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, 2022 to May 31, 2023, 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 Complaint Report 6/1/2022 to 5/31/2023

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
----------	-------------------------	--------------	----------------	---------	---------------------	-------------------------------------	---------------	----------------------	--------------

The incidents below reflect activity that Hamilton Relay/CapTel is aware of that is not in violation of FCC Mandatory Minimum standards. -- Recommended Analog to Digital Transition

1265807	06/07/2022 08:54pm	Mail	Setup	N/A	Customer reported delayed captions, no captions, and disconnections 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.	06/08/2022 03:29pm	Within 24 Hours	KCD
---------	--------------------	------	-------	-----	-------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------	-----------------	-----

## Michigan Relay 2022-2023 FCC TRS Complaint Report

### June 2022 - May 2023

Reference Number	Date of Inquiry	Category	Sub-Category	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution
298697	8/3/2022 19:44	Operations Complaints	Miscellaneous		Voice	Donald	Donald	Customer complained about the wait time for a CA to assist with their call.	8/3/2022 19:50	Customer Care explained that periods of large call volume can result in longer hold times. Customer understood.
300722	8/24/2022 19:45	Technical Complaints	Connection Issues		STS	William	William	Customer stated they experienced technical issues with options being recognized.	8/30/2022 16:51	Customer Care acquired call detail information. Information was forwarded to the technical department, who resolved technical issues with the Relay. Customer was satisfied.
300844	8/25/2022 21:30	Technical Complaints	Miscellaneous		STS	William	William	*Customer stated "0" will not work on dial pad.	8/25/2022 21:35	Customer Care acquired call detail information. Information was forwarded to the technical department, who resolved the technical issue caused by an in band configuration. Customer was satisfied.
310916	10/31/2022 19:46	Operations Complaints	Answer Time		STS	William	William	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	10/31/2022 19:54	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 98% within 10 seconds for the day.
319912	1/3/2023 9:46	Technical Complaints	Connection Issues		Voice	Tina	Erica	Telephone technician of an inmate facility stated the inmates are unable to place calls from their TTY.	2/10/2023 11:15	Hamilton's compliance team continues to work with the correctional facility to resolve any dialing issues while using Hamilton Relay services as of February 7, 2023. Facility technician believes there is an audio issue on the facility's network.
327610	1/30/2023 9:16	Technical Complaints	Connection Issues		Voice	Tyna	Tyna	Telephone technician of an inmate facility states when dialing into Relay the CAs are voicing and not generating TTY tones.	2/10/2023 11:16	Hamilton's compliance team continues to work with the correctional facility to resolve any dialing issues while using Hamilton Relay services as of February 7, 2023. Facility technician believes there is an audio issue on the facility's network.
331131	2/25/2023 14:15	Operations Complaints	Miscellaneous		STS	Tyna	Tyna	*Customer stated when placing a call to a specific number it keeps disconnecting, requested Customer Care call the number, transfer customer or leave a message at the number for them.	3/2/2023 15:16	Customer Care was able to successfully call the number and reached a voicemail. Customer Care obtained call details, which were forwarded to technical. Technical determined issue was not with Relay but from the called party's line.
331545	2/26/2023 14:41	Technical Complaints	Miscellaneous		STS	Tyna	Tyna	*Customer stated when calling 2 numbers from their speed dial they will not go through.	3/2/2023 13:20	Customer Care obtained call details, which were forwarded to technical. Through testing the numbers, technical identified a system error which has been corrected.
332446	3/5/2023 17:49	Technical Complaints	Miscellaneous		STS	Tyna	Tyna	*Customer stated had asked the CA to save a message and was told they cannot.	3/17/2023 11:07	Customer Care apologized and acquired call detail information. After verifying that the CA had processed the call, the information was forwarded to management, which determined the CA followed procedure but a potential technical issue may have prohibited the CA from saving information. Management reviewed steps for identifying and reporting a technical issue with CA. <input type="checkbox"/>
339776	4/3/2023 17:01	Operations Complaints	Didn't Follow Policy/Procedure	5279	STS	Christina	Christina	*Customer stated call was transferred to a different CA without explaining they were being transferred or providing instructions.	4/5/2023 14:35	Customer Care apologized and acquired call detail information. After verifying that the CA had processed the call, the information was forwarded to management and the CA received refresher training. Customer was satisfied.
345042	5/8/2023 10:49	Technical Complaints	Connection Issues		STS	Jacob	Jacob	*Customer stated they experienced technical issues with reaching a particular phone number through relay.	5/11/2023 12:38	Customer Care acquired call detail information. Information was forwarded to the technical department, who verified there were no technical issues with the Relay and the OPR followed proper procedure. Customer was satisfied.

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

293731	7/6/2022 10:04	External Complaints			Voice	Tyna	Tyna	Caller stated when placing an internal call through their business line it reaches Relay services.	7/6/2022 10:05	Customer Care explained Relay and referred caller to their telephone service provider. Customer was satisfied.
--------	----------------	---------------------	--	--	-------	------	------	----------------------------------------------------------------------------------------------------	----------------	----------------------------------------------------------------------------------------------------------------

298116	7/27/2022 14:12	External Complaints			Voice	Mary	Mary	Customer stated someone hacked into their smartphone and added 7-1-1 Relay to every contact.	7/27/2022 14:28	Customer Care explained 7-1-1 Relay and referred the customer to their phone service provider for further assistance. Caller was satisfied.
345596	5/11/2023 15:38	External Complaints			STS	Tyna	Tyna	*Customer stated they are unable to dial a specific number from their speed dial list through Relay from their home phone line.	5/30/2023 10:40	Customer Care apologized and acquired call detail information. After verifying that the CA had processed the call, the information was forwarded to management who discussed the issue with the CA and determined that the CA followed proper procedure. When the CA attempts to dial the number, the call immediately disconnects.