



GRETCHEN WHITMER
GOVERNOR

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

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June 17, 2019

VIA: Electronic Submission

Marlene Dortch
Commission Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-A325
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, 2018 through May 31, 2019, 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
2018-2019 ANNUAL SUMMARY OF CONSUMER COMPLAINTS

Category	Sub Category	# of Incidents
External Complaints	Miscellaneous	7
External Complaints Total		7
Service Complaints	Didn't Follow Policy/Procedure	1
Service Complaints	Suspicious / Harassment Call	1
Service Complaints Total		2
Technical Complaints	Long Distance/Billing Issues	1
Technical Complaints	Miscellaneous	1
Technical Complaints Total		2
Total		11

Call Type to CC	# of Incidents
Email	1
TTY	1
VCO	2
Voice	7
Total	11

Michigan Relay 2018 - 2019 FCC TRS Complaint Report

June 2018 - May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180602-000016	06/02/2018 05:15 PM		VCO	Mary	Mary	Customer stated they are unable to place a collect call through Relay from their prison facility.	06/02/2018 05:23 PM	Customer Care referred the customer to their facility's telephone administrator for further assistance. Customer understood.	External Complaints	Miscellaneous
180606-000040	06/06/2018 01:43 PM		Voice	Dan	Dan	Customer stated they are not reaching Relay when dialing 7-1-1 from their cell phone.	06/06/2018 01:47 PM	Customer Care referred the customer to their cellular service provider for further assistance. Customer understood.	External Complaints	Miscellaneous
180620-000046	06/19/2018 11:36 AM		Email	Mitch	Tina	Customer stated they have been unable to place a collect call through the Relay from a correctional facility.	06/28/2018 01:12 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the Compliance Coordinator. Compliance Coordinator followed up with facility, providing billing options, and implemented an updated profile. Customer was satisfied.	Technical Complaints	Long Distance/Billing Issues
180703-000056	07/03/2018 05:43 PM		Voice	Erica	Erica	Customer stated a recording is received when dialing 7-1-1 to reach Relay.	07/11/2018 12:31 AM	Customer Care apologized and gathered call detail information to forward to the technical department. Technical department determined the carrier was not a participant of Relay. Information was forwarded to management; which contacted carrier and provided required documentation for use of Relay for their customers. There has been no further contact by the carrier.	Technical Complaints	Miscellaneous
180727-000004	07/27/2018 08:52 AM		Voice	Jenn	Jenn	Customer stated they are unable to dial 7-1-1 from their facility.	07/27/2018 08:53 AM	Customer Care referred the customer to their facilities telephone administrator for further assistance. Customer understood.	External Complaints	Miscellaneous

Michigan Relay 2018 - 2019 FCC TRS Complaint Report

June 2018 - May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180815-000050	08/15/2018 04:45 PM		TTY	Jacob	Jacob	Customer stated the CA/OPR did not follow policy/procedure.	08/15/2018 04:46 PM	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 regard to the call the customer was referring to.	Service Complaints	Didn't Follow Policy/Procedure
180905-000051	09/05/2018 07:21 PM		Voice	Erica	Erica	Customer stated an issue with placing outgoing calls to Relay from their living facility.	09/05/2018 07:32 PM	Customer Care provided troubleshooting tips; which determined the issue was with the facilities telephone service and referred the customer the facility for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
181002-000006	10/02/2018 09:49 AM		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through the Relay.	10/02/2018 09:55 AM	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
181016-000074	10/16/2018 01:40 PM		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	10/16/2018 01:41 PM	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 2018 - 2019 FCC TRS Complaint Report

June 2018 - May 2019

Inquiry ID	Date of Inquiry	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
181124-000010	11/24/2018 08:56 AM		Voice	Kris	Mary	Customer stated they are being incorrectly routed when dialing 7-1-1.	11/28/2018 01:46 PM	Customer Care referred the customer to their telephone service provider and the Michigan Relay Administrator for further assistance. Caller was satisfied.	External Complaints	Miscellaneous
190422-000041	04/22/2019 02:28 PM		VCO	Dan	Dan	Customer was attempting to check up on several issues with their telephone service.	04/22/2019 02:38 PM	Customer Care referred the customer to their telephone service provider for further assistance. Caller was satisfied.	External Complaints	Miscellaneous

Michigan CapTel FCC Complaint Report 6/1/2018 to 5/31/2019

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
There were no CapTel complaints in violation of FCC standards from June, 2018 to May, 2019.									