



GRETCHEN WHITMER
GOVERNOR

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

ORLENE HAWKS
DIRECTOR

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COMMISSIONER

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CHAIR

KATHERINE PERETICK
COMMISSIONER

June 17, 2021

Via Electronic Submission

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
Room TW-A325
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, 2020 to May 31, 2021, as required by the Federal Communications Commission.

If you have questions, please do not hesitate to contact me at (517) 284-8190.

Sincerely,

Ryan P. McAnany
Ryan McAnany, Director
Telecommunications Division

LARA is an equal opportunity employer/program.

Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.
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MICHIGAN RELAY SERVICE
2020-2021 ANNUAL SUMMARY OF CONSUMER COMPLAINTS

Category	Sub Category	# of Incidents
External Complaints		3
External Complaints Total		3
Operations Complaints	Didn't Follow Policy/Procedure	2
Operations Complaints	Suspicious / Harassment Call	1
Operations Complaints Total		3
Technical Complaints	Miscellaneous	1
Technical Complaints Total		1
Total		7

Call Type to CC	# of Incidents
STS	2
TTY	1
Voice	4
Total	7

Michigan Relay 2020-2021 FCC TRS Complaint Report

June 2020 - May 2021

Inquiry ID	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
200830-000007	08/30/2020 11:04 AM	Technical Complaints	Miscellaneous	9146	Voice	Jenn	Jenn	*Customer stated when dialing into 7-1-1 their call was not routed directly to STS.	08/31/2020 12:26 PM	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 Care confirmed that a profile is in place for the customer with the correct STS queuing. Customer was satisfied.
210130-000004	01/30/2021 12:04 PM	Operations Complaints	Suspicious / Harassment Call		Voice	Donnie	Donnie	Customer stated they have been receiving suspicious telephone calls through the Relay.	01/30/2021 12:06 PM	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.
210519-000035	05/19/2021 01:34 PM	Operations Complaints	Didn't Follow Policy/Procedure		TTY	Donnie	Donnie	Customer stated the CA did not follow policy/procedure. Customer stated CA did not keep the line open and did not respond to attempts to communicate with them.	05/21/2021 11:00 AM	Customer Care apologized and acquired call detail information. After verifying that the CA had processed the call, the information was forwarded to operations management who discussed the issue with the CA and determined that there were technical problems on the originators side of the call and that the CA followed proper procedure.
0000251225	05/26/2021 12:30 PM	Operations Complaints	Didn't Follow Policy/Procedure	9007	STS	Mary	Mary	*Customer stated their STS call was handled improperly. Customer stated the CA did not ask any call setup questions and just immediately dialed the requested number. Also, the CA did not revoice for the customer during the call.	06/08/2021 01:09 PM	Customer Care apologized and acquired call detail information. After verifying that the CA had processed the call, the information was forwarded to operations management and the CA received refresher training. Customer was satisfied.

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

200623-000023	06/23/2020 12:09 PM	External Complaints			Voice	Jacob	Jacob	Customer stated they are hearing a loud humming sound on their phone line.	06/23/2020 12:17 PM	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.
200715-000006	07/15/2020 08:59 AM	External Complaints			STS	Jenn	Jenn	*Customer stated they are reaching a recording denying them access to Directory Assistance.	07/15/2020 09:00 AM	Customer Care referred the customer to their telephone service provider for further assistance. Hamilton has worked with the customer's telephone service provider who concluded that their system no longer uses a standard phone system to make operator assisted calls.
200831-000032	08/31/2020 11:07 AM	External Complaints			Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through Relay.	08/31/2020 11:08 AM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.

Michigan CapTel FCC Complaints 6/1/2020 to 5/31/2021

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
1148571	09/17/2020 08:32pm	Cap Tel	Service	N/A	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 on a 1-Line CapTel call.	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.	09/17/2020 09:00pm	Within 24 Hours	BVK
1174665	03/06/2021 07:07pm	CapTel	Service	N/A	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.	03/06/2021 07:17pm	Within 24 Hours	MR
1177820	03/20/2021 03:27pm	CapTel	Service	N/A	Customer reported seeing a message during recent captioned calls 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.	03/20/2021 03:43pm	Within 24 Hours	BVK