



Oregon

Kate Brown, Governor

Public Utility Commission
Residential Service Protection Fund
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June 25, 2019

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW., Room TW-A325
Washington, DC 20554

RE: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch,

In accordance with 47 C.F.R. § 64.604(c)(1)(ii), enclosed is the annual consumer complaint log for the State of Oregon Telecommunications Relay Service (TRS) program that allege a violation of the federal TRS mandatory minimum standards. The log includes complaints received between June 1, 2018 and May 31, 2019 with the date of the complaint, the nature of the complaint, the date of the resolution, and an explanation of the resolution.

Please contact the undersigned with questions or concerns.

Respectfully,

Jon Cray, Program Manager
503-567-7815
jon.cray@state.or.us

Enc: Complaint Log

Oregon Telecommunications Relay Service
Annual Complaint Log
June 1, 2018 - May 31, 2019

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	09/12/18	Voice Carry Over customer complained of TTY garbling and inbound call connectivity.	09/12/18	Customer resides in Washington State and was referred to Hamilton Relay Customer Service.
2	10/24/18	Customer complained Relay Operators at Austin, Texas call center do not disable turbo code when instructed, causing garbling and delays in making outbound calls.	10/29/18	Relay Operators received refresher training on the process for disabling turbo code.
3	12/10/18	Customer complained Relay Operator ascribed garbling to customer's equipment.	12/11/18	Relay Operator applied corrective action to resolve garbling while keeping customer informed, but information provided appears to have caused misunderstanding.
4	12/20/18	Customer complained Relay Operator does not know how to disable turbo code, affecting customer's ability to make or receive calls.	12/20/18	Customer did not have Relay Operator's identification number so supervisor provided feedback to training department.
5	01/11/19	Speech-to-Speech customer complained Relay Operator had difficulty understanding them.	01/11/19	Supervisor met with Relay Operator and reviewed all techniques that can be used when handling a Speech-to-Speech call.
6	02/06/19	Voice Carry Over customer complained Relay Operator did not process call properly and gave excuses as to why they couldn't.	02/25/19	Relay Operator demonstrated to supervisor knowledge of Voice Carry Over call setup and headset volume adjustment.
7	03/20/19	Customer complained Relay Operator does not know how to disable turbo code or how to properly process calls.	03/21/19	Customer did not have Relay Operator's identification number so supervisory personnel monitored performance among relay operators in this area prior to taking appropriate action.