

FCC Summary Log
For
California Relay Service
June 1, 2015 to May 31, 2016

Deaf & Disabled Telecommunications Program
(DDTP)

TRS, STS & CTS Complaints Received from June 1, 2015 to May 31, 2016

	June '15	July '15	Aug '15	Sept '15	Oct '15	Nov '15	Dec '15	Jan '16	Feb '16	Mar '16	Apr '16	May '16	TOTALS
TRS	2	0	1	0	0	0	1	0	0	1	0	1	6
STS	1	0	1	0	0	0	0	0	0	0	0	0	2
CTS	1	1	0	1	0	1	0	0	0	0	0	0	4
TOTALS	4	1	2	1	0	1	1	0	0	1	0	1	12

The total Number of Complaints for this reporting period was 12.
Complaints are followed up and resolved in a timely manner.

DDTP California Relay Service Customer Log - CTS
June 1, 2015 - May 31, 2016

Date of Incident	Description	FCC Standard	Modality	Date Closed	Description of Resolution
06/22/15	Customer complaint that they do not have enough time to get to their CapTel phone before the captioning service cuts the phone off when a family member answers on a regular telephone.	64.604(a)1(ii) - Competent skills	CapTel	06/23/15	Feedback recorded and asked customer to contact CapTel customer service.
07/22/15	Customer's daughter complained that they didn't know they have to dial a 800 number to have the conversation captioned when she calls her mother.		CapTel	07/22/15	DDTP Staff informed daughter how CapTel works.
09/24/15	Customer stated that when using CapTel the wait between the sentences is too much for him and he can't talk on the phone like that.	64.604(a)1(ii) - Competent skills	CapTel	09/24/15	Feedback recorded.
11/13/15	Customer complaint that captions are sometimes garbled.	64.604(a)1(ii) - Competent skills	CapTel	11/13/15	DDTP Staff provided tips and also asked customer to contact CapTel customer service.

DDTP California Relay Service Customer Log - TRS

June 1, 2015 - May 31, 2016

Date of Incident	Description	FCC Standard	Modality	Date Closed	Description of Resolution
06/11/15	1) Too long wait for Customer Care 2) Takes too long to update profile information 3) Wants to be able to change profile online		STS	6/12/15 & 7/31/15	6/12 - 1) Informed customer that provider in process of hiring new Customer Contact representatives. 2) Suggested customer check with provider for length of time. Contract requirement is 24 hours. 3) Informed customer that provider does not offer profile changes online due to customer confidentiality concerns. Provider will contact customer. 7/31 - 3) Provider set up individual website for customer so customer could change his profile online. Customer informed.
06/15/15	1) Customer's ANI has billing restriction profile (prison) 2) Hamilton staff were disrespectful and gave false names	64.604(a)1(i) - Sufficient training	TTY	6/25/15 & 7/15/15	1) Customer's ANI has billing restriction profile due to a system error. Restrictions were removed and apology was sent to customer. 2) Customer did not provide requested call info for Provider to follow up.
06/25/15	Several times in past 2 weeks received a busy signal when dialing 711. Customer did not remember the dates or times.		HCO	06/25/15	Customer asked to record date and time to report back if it happened again.
08/04/15	When customer calls they experience long wait for STS CA or no answer - particularly in the evenings.	64.604 (b)2 - Speed of Answer	STS	08/11/15	Customer did not have any dates or times. DDTP performed test calls to STS number, including evening and weekend hours but never had a problem reaching a STS CA.
08/21/15	1) Calls are not reaching CRS and are being disconnecting 2) CA trainee placed CRS user on hold twice during call 3) 15 minute delay reaching Customer Service	64.604(a)1(i) - Sufficient training	TTY	09/08/15	1) Provider determined that some user's calls are not reaching CRS due to user's local telephone provider. 2) CA placed TTY user on hold due to the hearing party requesting the CA voice slowly. 3) Call detail records showed transferred call answered at customer service in 13 seconds.
12/02/15	CA refused to relay curse words and told customer to call back for a different CA to continue call. Caller asked to speak with a supervisor and was disconnected twice after being placed on hold. CA who transferred to Customer Service told the caller they could only be placed on hold for 3 minutes maxium.	64.604(a)1(i) - Sufficient training	TTY	01/07/16	Call information given to Provider for follow up with CA and Customer Service. Contacted customer by phone and left message twice but never received a response. Unable to follow up further.
03/03/16	Especially long delays and poor pacing for a long distance CRS call. During the long pauses in the call the CRS user's hearing party reported hearing the CA having a side conversation with other operators.	64.604(a)1(i) - Sufficient training	TTY	3/9/2016, 3/22/16	Contacted customer for more information and sent Relay provider call information for follow up. Provider notified DDTP that the CA has been reprimanded and retrained. Customer given status update and was satisfied by follow up.
05/23/16	CRS user and outbound party experienced difficulty communicating due to long pauses and missed content not relayed by CA.	64.604(a)1(ii) - Competent skills	TTY	05/31/16	DDTP provided call information to Hamilton. Hamilton researched call and apologized for customer's difficulty. CA was retrained on proper procedures.