

**DDTP California Relay Service Customer Log - TRS**  
**June 1, 2017 - May 31, 2018**

Date of Incident	Description	FCC Standard	Modality	Date Closed	Description of Resolution
08/07/17	Customer trying to reach the Speech-to-Speech User Training Line (UTL) was transferred to the wrong line before being connected to the UTL. Once transferred, the caller found the CA spoke too fast and unclearly. The Relay user was then placed on hold and the line disconnected.		STS	09/07/17	Call details were forwarded to Relay provider who apologized and researched the call. The call detail records indicated the CA did not terminate the call though the cause was not identified. CAs who handled the call were provided with coaching on proper procedure and technique for processing calls. Additionally, all CAs were given future refresher trainings regarding speech pacing and clarity.
11/27/17	CA did not follow protocol for handling Speech-to-Speech call. The operator's demeanor and language were unprofessional while discussing Relay user's difficulties. During the call the CA didn't mute the caller's voice as instructed by the Relay user.	64.604(a)1(i) - Sufficient training	STS	12/01/17	Call details were provided to Relay provider who apologized and researched the call detail records. The CA was found to have mishandled the call and acted with an unprofessional demeanor. A reprimand was given to this CA along with refresher training regarding proper behavior and decorum for the CA. Additional training was added on these topics for upcoming training for all CAs.
05/11/18	Consumer explained that in the past they had placed three calls to Speech-to-Speech at different points but the CAs were unable to understand them due to the caller's low volume speech. The dates, times and other call details were not documented to allow further research regarding those calls.	64.604(a)1(ii) - Competent Skills	STS	05/11/18	Staff apologized for the negative experiences and documented the complaint. The details were shared with the Relay provider who apologized and accepted the information for their review.

**DDTP California Relay Service Customer Log - CTS**  
**June 1, 2017 - May 31, 2018**

Date of Incident	Description	FCC Standard	Modality	Date Closed	Description of Resolution
01/31/18	Customer complained about the conversion process of the CapTel 840 Plus from analog to digital. The conversion was not successful at customer's home. CTAP Field Rep had to take the CapTel phone back to the service center and complete the conversion and take it back to the customer's home.		CapTel	01/31/18	Feedback recorded and shared with Hamilton and CTI.
02/27/18	Customer was frustrated about the conversion process of the CapTel 840 Plus from analog to digital. The conversion was not successful at customer's home. CTAP Field Rep had to take the CapTel phone back to the apartment's rental office and complete the conversion.		CapTel	02/27/18	Feedback recorded and shared with Hamilton and CTI.

**FCC Summary Log**  
**For**  
**California Relay Service**  
**June 1, 2017 to May 31, 2018**

**Deaf & Disabled Telecommunications Program**  
**(DDTP)**

**TRS, STS & CTS Complaints Received from June 1, 2017 to May 31, 2018**

	June '17	July '17	Aug '17	Sept '17	Oct '17	Nov '17	Dec '17	Jan '18	Feb '18	Mar '18	Apr '18	May '18	TOTALS
TRS	0	0	0	0	0	0	0	0	0	0	0	0	0
STS	0	0	1	0	0	1	0	0	0	0	0	1	3
CTS	0	0	0	0	0	0	0	1	1	0	0	0	2
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>5</b>

**The total Number of Complaints for this reporting period was 5.**  
**Complaints are followed up and resolved in a timely manner.**