



DIVISION OF REHABILITATION SERVICES

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Phone: (605) 773-3195 | TTY: (605) 773-4547
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June 23, 2016

Received & Inspected

JUN 29 2016

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

FCC Mallroom

DOCKET FILE COPY ORIGINAL

RE: CG Docket 03-123

As required by FCC, South Dakota is submitting their annual consumer complaint log summary for the 12-month period ending May 31, 2016. South Dakota has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services. South Dakota is filing its Complaint and Summary log along with a report that indicates the number of complaints received for South Dakota. Included are the following reports:

- A summary with the total number of complaints received between June 1, 2015 and May 31, 2016.
- Annual Complaint Log which includes complaints received between June 1, 2015 and May 31, 2016 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

This log contains a summary of the total number of complaints received for this twelve-month period. South Dakota is confident that Sprint's records and systems will support any additional requirements, should the FCC order them.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. Per South Dakota's provider, Sprint, will provide this information to the FCC concerning the number of interstate calls, however, Sprint will do so under seal since call volume information is proprietary and confidential. South Dakota considers this report to be in compliance with the rules and is submitting this log without this interstate relay call information.

If you have any questions pertaining to this consumer complaint log please contact Janet Ball at (605) 773-4547.

Sincerely,

Eric Weiss
Division Director/DRS
Department of Human Services

Attachments

- 1) Total Number of Complaints
- 2) Log Sheet

No. of Copies rec'd 0
List ABCDE

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FCC Mailroom

South Dakota Relay Service – June 1, 2015 through May 31st, 2016

1. Total Number of TRS/CapTel complaints: 13

Complaint Tracking for South Dakota (06/01/2015-05/31/2016). Total Customer Contacts: 13

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/13/15	A Voice Carry Over (VCO) user called in and asked the Communication Assistant that was handling the call to verify the Communication Assistant's number and gender. The Communication Assistant never responded. Supervisor documented the concern and apologized for the inconvenience. No follow up requested.	07/13/15	The Quality Supervisor spoke to the Communication Assistant and the Communication Assistant verified knowledge of the call. The line was disconnected during the time that the Communication Assistant was replying to the customer's request.
2	07/13/15	A Voice Carry Over (VCO) user called in and asked the Communication Assistant that was handling the call to verify the Communication Assistant number and gender and the Communication Assistant never responded. Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	07/13/15	Supervisor coached the Communication Assistant to always give the Communication Assistant's identification when requested.
3	09/16/15	The customer asked that the Communication Assistant type, "Turbo code off, mic muted, 30 WPM" and then verify the phone number. The customer also has something similar in their customer notes. The customer stated that this Communication Assistant did not follow the request and immediately dialed the number out. The customer wished to bring this to the appropriate person's attention as well as the Communication Assistant's. The Assistant Supervisor apologized for the inconvenience. Customer requested a follow up by letter.	09/16/15	The Communication Assistant met with the Quality Supervisor and was coached on proper procedure regarding following customers' notes. A follow-up letter was mailed on 9/18/2015.
4	11/06/15	The Communication Assistant did not follow the customer's notes and hung up on them. The Assistant Supervisor apologized for the inconvenience and assured the customer that the situation would be addressed by the Communication Assistant's supervisor. No follow up requested.	11/06/15	The Communication Assistant does not remember the call; however, the Quality Supervisor coached the Communication Assistant on the importance of following all customer notes.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5	12/08/15	A Voice Carry Over (VCO) user was not happy with the Communication Assistant because they did not verify the instructions verbatim as stated in the customer's notes. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow-up letter requested to be sent via postal service.	12/08/15	Supervisor coached the Communication Assistant on the importance of following the customer's notes and/or instructions. Follow-up letter sent via postal service as per request.
6	01/08/16	A Voice Carry Over (VCO) user said the Communication Assistant disconnected the call before any out dial. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	01/08/16	The Supervisor met with the Communication Assistant and the Communication Assistant stated they had no recollection of the call. The Supervisor impressed upon the Communication Assistant the severity as well as the repercussions of disconnecting callers.
7	01/08/16	A Voice Carry Over (VCO) user said the Communication Assistant disconnected the call before any out dial. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	01/08/16	The supervisor met with the Communication Assistant, and Communication Assistant stated they do not remember the call. The Communication Assistant was coached on proper disconnect procedures.
8	01/08/16	A Voice Carry Over (VCO) user stated the Communication Assistant did not follow all of the customer's notes that included verification of all instructions. The Communication Assistant only verified that the turbo code was disabled. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	01/08/16	Supervisor coached the Communication Assistant on the importance of following all customer's notes and/or instructions.
9	01/08/16	A Voice Carry Over (VCO) user stated that the Communication Assistant did not follow the customer's notes which said "...not to type out the answering machine message." Assistant Supervisor documenting the concern and apologized for the inconvenience. No follow up requested.	01/08/16	Supervisor coached the Communication Assistant to always follow the customer's notes and/or instructions.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10	02/13/16	The Communication Assistant did not verify "mic muted" per verbal instructions from the caller. Customer indicated they had problems with other Communication Assistants before and to "Stop putting untrained Communication Assistants on calls." The Communication Assistant in charge apologized for the inconvenience. No follow-up email was requested.	02/15/16	The Communication Assistant in charge coached the Communication Assistant on following customer instructions. Supervisor spoke with Communication Assistant. Communication Assistant indicated that she had not heard the customer ask for verification of "mic muted" because of complications with the Voice Carry Over machine making noises that drowned out the customer's words. The Communication Assistant did inform the Voice Carry Over user of this issue. Supervisor verified this issue with the Communication Assistant in charge.
11	02/18/16	A Voice Carry Over (VCO) user stated the Communication Assistant did not verify the caller's instructions that were given. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up requested to be sent via postal service.	02/18/16	Supervisor coached the Communication Assistant to always verify unless instructed otherwise by customer or in notes. Follow-up letter sent via postal service as per request.
12	03/12/16	The customer had given the Communication Assistant verbal instructions prior to the call and then told the Communication Assistant to repeat the instructions back exactly as she had stated them. The Communication Assistant failed to type "turbo code off" and instead said "turbo off." The Communication Assistant also typed "wprm 40" instead of "40 wprm". The Assistant Supervisor apologized for any inconvenience.	03/12/16	The supervisor later coached the Communication Assistant on the importance of following both verbal notes and database notes. The customer requested follow up via mail, which was sent on March 14, 2016.
13	03/15/16	A Voice Carry Over (VCO) user stated the Communication Assistant did not follow any of the customer's notes or verbal instructions. Assistant Supervisor documented the concern and apologized for the inconvenience. Follow up requested to be sent via postal service.	03/15/16	Supervisor coached the Communication Assistant to always follow the customer's database notes and/or instructions given at the time of the call. Follow-up letter sent via postal service as per request.



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Sincerely,

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Eric Weiss
Division Director/DRS
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