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September 3, 2015

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FCC Mail Room

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

RE: TRS Consumer Complaint Log Summaries for June 1, 2013 through May 31, 2014
CG DOCKET NO.03-123 - SUPPLEMENT

Dear Ms. Dortch:

The Louisiana Relay Administration Board (RAB) respectfully submits the enclosed **supplement** to the Louisiana Relay 2014 FCC TRS complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules.

During a routine review of our reporting data, it was discovered that an error occurred in the reports that were pulled for the 2014 Annual FCC Complaint Log Summary in which several categories did not pull for the June 1, 2013 to May 31, 2014 time period. Attached, please find those complaints that did not pull in the original report.

Please accept our apology; and please know that corrective action has been taken to ensure all pertinent data is generated and reported for this requirement.

Please feel free to contact me at 985-707-8277 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,



Bonnie Eades, President
Relay Administration Board

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Supplement to Louisiana Relay 2014 FCC TRS Complaint Report 6/1/2013 to 5/31/2014

996911	8/3/2013 22:21	1130	Carey	Carey	The customer stated the CA did not follow their instruction.	8/4/2013	Customer Service apologized and stated the CA will be counseled and monitored frequently. Customer Service forwarded information and the CA was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Improper Voice Mail/Record Prc
159240	1/25/2014 16:58	9040	Tyna	Tyna	*Customer stated their STS call was handled improperly. Customer refused to provide call details.	1/25/2014	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems
221189	2/14/2014 12:05	Mitch	Dawn	Dawn	Customer stated their Speech to Speech call was handled improperly. Supervisor hung up while the caller was on a very long hold.	2/14/2014	Customer Service apologized and stated the Supervisor would be counseled and monitored more frequently. Information was forwarded to management and management discovered that the Supervisor did not disconnect the call. Customer was notified.	Service Complaints - STS call Handling Problems
136998	4/4/2014 11:56	9040	Tyna	Tyna	*Customer stated their STS call was handled improperly. The CA kept saying they could not hear or understand them.	4/4/2014	Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer disconnected.	Service Complaints - STS call Handling Problems
152782	4/4/2014 12:09	9063	Tyna	Tyna	*Customer stated their STS call was handled improperly. Customer requested the CA access their profile and the CA stated there was no profile for the number provided.	4/4/2014	Customer Service confirmed there was no profile on the requested number. Customer Service explained that the CA would only be able to obtain a profile if one was present on the requested number. Customer hung up.	Service Complaints - STS call Handling Problems
949854	4/17/2014 12:42	9004	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated the CA is acting like they are unable to understand the customer.	4/17/2014	Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
971981	4/17/2014 13:02	9040	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated the CA is acting like they are unable to understand the customer.	4/17/2014	Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
206833	4/25/2014 11:01	9063	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that the CA does a good job of understanding them; however, the customer feels that the CA plays around if management is not watching closely.	4/25/2014	Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
206839	4/25/2014 11:01	9025	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that the CA does a good job of understanding them; however, the customer feels that the CA plays around if management is not watching closely.	4/25/2014	Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
252373	4/25/2014 11:01	9040	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that the CA does a good job of understanding them; however, the customer feels that the CA plays around if management is not watching closely.	4/25/2014	Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems

Supplement to Louisiana Relay 2014 FCC TRS Complaint Report 6/1/2013 to 5/31/2014

252377	4/25/2014 11:01	9004	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that the CA does a good job of understanding them; however, the customer feels that the CA plays around if management is not watching closely.	4/25/2014	Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
252568	4/25/2014 11:29		Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that most of the STS CAs are unable to understand him. The Customer feels that a majority of the CAs need more training.	4/25/2014	Customer Service apologized and stated the CAs would be counseled and monitored more frequently. Information was forwarded to management and the CAs were counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
649766	4/29/2014 14:59		Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated most CAs are unable to understand him and CAs mess around when they have the next day off work. Customer also stated that some CAs sound like robots.	4/29/2014	Customer Service apologized and stated the CAs would be counseled and monitored more frequently. Information was forwarded to management and the CAs was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
761030	5/19/2014 15:19	9040	Jack	Jack	*Customer stated their STS call was handled improperly.	5/19/2014	Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
494959	5/24/2014 10:31	9040	Jack	Jack	*Customer stated their STS call was handled improperly.	5/24/2014	Customer Service apologized and stated the CA would be counseled and monitored more frequently. Information was forwarded to management and the CA was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems