

State of Utah

PUBLIC SERVICE COMMISSION OF UTAH

Michael O. Leavitt  
Governor

Heber M. Wells Building  
160 East 300 South, 4th Floor  
Box 45585  
Salt Lake City, Utah 84145-0585  
(801) 530-6716 (801) 530-6796 Fax

REC-57380

JUL 02 2001

REC'D - ROOM

June 26, 2001

Commissioners  
**Stephen F. Meacham**  
Chairman  
**Constance B. White**  
**Richard M. Campbell**

**Douglas C. W. Kirk**  
Executive Staff Director  
**Sandy Mooy**  
Legal Counsel  
**Julie Orchard**  
Commission Secretary

Magalie Roman Salas  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554

RE: TRS Consumer Complaints Log Summaries for the FCC

Dear Ms. Salas:

In accordance with the Improved TRS Order issued in CC Docket No. 98-67 and the Public Notice sent by the Federal Communications Commission (FCC) on June 6, 2001, the Public Service Commission of Utah hereby presents you with the original and four copies of the state's TRS Consumer Complaints Log, as well as the original and four copies of the Consumer Complaints Log and Summary from the state's TRS Provider, Sprint. Copies of both the Consumer Complaints Log from the state of Utah, and Sprint, have been sent to Jenifer Simpson of the Disabilities Rights Office, including a diskette containing the items in a ASCII format as requested. In addition, a diskette, containing the aforementioned documents, have been forwarded to the FCC's Copy Contractor.

We are pleased to announce that the state of Utah had only a total of two complaints from users of the state's Relay Service. Sprint, our TRS provider, received only a total of 26 complaints, out of 480,581 calls that were placed on the system by users within the state of Utah. We look forward to continue working in conjunction with the FCC to provide the best relay service possible. Thank you.

Sincerely,



Glen T. Larsen,  
Utah PSC Office Staff.  
(801) 530-6769 (v/tty)  
(801) 530-6796 (fax)  
gtlarsen@state.ut.us (e-mail)

No. of Copies rec'd   0    
List A B C D E  
\_\_\_\_\_

c: Jenifer Simpson, Disabilities Rights Office  
Commission Copy Contractor, Federal Communications Commission

ORIGINAL

STATE OF UTAH RELAY SERVICE COMPLAINT LOG

2 COMPLAINTS TOTAL

RECEIVED

June 29, 2000 - May 31, 2001

JUL 02 2001

Complaint #1:

FOODWAY ROOM

Filed: October 16, 2000  
Nature of Complaint: A specific TRS Operator allowed the caller's party only three rings to answer the call before hanging up. And on another occasion, the TRS Operator did not follow the caller's instructions and was rude.  
When resolved: October 19, 2000  
How resolved: Complaint was forwarded to the TRS provider in which the specific TRS Operators were talked to. The TRS provider called the complainant to apologize.

Complaint #2:

Filed: November 8, 2000  
Nature of Complaint: Complainant was receiving garbled messages from TRS provider.  
When Resolved: November 13, 2000  
How Resolved: Complaint was forwarded to the TRS provider in which some checks were made, but no problems found. The TRS provider called the complainant about possible TTY errors.

STATE OF UTAH RELAY SERVICE COMPLAINT LOG

**2 COMPLAINTS TOTAL**

RECEIVED

JUL 02 2001

FCC MAIL ROOM

**June 29, 2000 - May 31, 2001**

Complaint #1:

Filed: October 16, 2000  
Nature of Complaint: A specific TRS Operator allowed the caller's party only three rings to answer the call before hanging up. And on another occasion, the TRS Operator did not follow the caller's instructions and was rude.  
When resolved: October 19, 2000  
How resolved: Complaint was forwarded to the TRS provider in which the specific TRS Operators were talked to. The TRS provider called the complainant to apologize.

Complaint #2:

Filed: November 8, 2000  
Nature of Complaint: Complainant was receiving garbled messages from TRS provider.  
When Resolved: November 13, 2000  
How Resolved: Complaint was forwarded to the TRS provider in which some checks were made, but no problems found. The TRS provider called the complainant about possible TTY errors.

STATE OF UTAH RELAY SERVICE COMPLAINT LOG

**2 COMPLAINTS TOTAL**

RECEIVED

**June 29, 2000 - May 31, 2001**

JUL 02 2001

Complaint #1:

FCC MAIL ROOM

Filed: October 16, 2000  
Nature of Complaint: A specific TRS Operator allowed the caller's party only three rings to answer the call before hanging up. And on another occasion, the TRS Operator did not follow the caller's instructions and was rude.  
When resolved: October 19, 2000  
How resolved: Complaint was forwarded to the TRS provider in which the specific TRS Operators were talked to. The TRS provider called the complainant to apologize.

Complaint #2:

Filed: November 8, 2000  
Nature of Complaint: Complainant was receiving garbled messages from TRS provider.  
When Resolved: November 13, 2000  
How Resolved: Complaint was forwarded to the TRS provider in which some checks were made, but no problems found. The TRS provider called the complainant about possible TTY errors.

STATE OF UTAH RELAY SERVICE COMPLAINT LOG

**2 COMPLAINTS TOTAL**

**June 29, 2000 - May 31, 2001**

Complaint #1:

Filed: October 16, 2000  
Nature of Complaint: A specific TRS Operator allowed the caller's party only three rings to answer the call before hanging up. And on another occasion, the TRS Operator did not follow the caller's instructions and was rude.  
When resolved: October 19, 2000  
How resolved: Complaint was forwarded to the TRS provider in which the specific TRS Operators were talked to. The TRS provider called the complainant to apologize.

Complaint #2:

Filed: November 8, 2000  
Nature of Complaint: Complainant was receiving garbled messages from TRS provider.  
When Resolved: November 13, 2000  
How Resolved: Complaint was forwarded to the TRS provider in which some checks were made, but no problems found. The TRS provider called the complainant about possible TTY errors.

REC'D 10/17/00

JUL 02 2001

FCC MAIL ROOM

STATE OF UTAH RELAY SERVICE COMPLAINT LOG

**2 COMPLAINTS TOTAL**

RECEIVED

**June 29, 2000 - May 31, 2001**

JUL 02 2001

Complaint #1:

FOUR STAR ROOM

Filed: October 16, 2000  
Nature of Complaint: A specific TRS Operator allowed the caller's party only three rings to answer the call before hanging up. And on another occasion, the TRS Operator did not follow the caller's instructions and was rude.  
When resolved: October 19, 2000  
How resolved: Complaint was forwarded to the TRS provider in which the specific TRS Operators were talked to. The TRS provider called the complainant to apologize.

Complaint #2:

Filed: November 8, 2000  
Nature of Complaint: Complainant was receiving garbled messages from TRS provider.  
When Resolved: November 13, 2000  
How Resolved: Complaint was forwarded to the TRS provider in which some checks were made, but no problems found. The TRS provider called the complainant about possible TTY errors.



# Relay Utah

June 2000 - May 2001

ORIGINAL

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
<b>SERVICE COMPLAINTS</b>														
#00	Answer Wait Time							1						1
#01	Dial Out Time													0
#02	Didn't Follow Database Inst.													0
#03	Didn't Follow Cust. Instruct.										1		1	2
#04	Didn't Keep Customer Informed													0
#05	Agent Disconnected Caller				1					2				3
#06	Poor Spelling													0
#07	Typing Speed/Accuracy													0
#08	Poor Voice Tone							1						1
#09	Everything Relayed												1	1
#10	HCO Procedures Not Followed													0
#11	VCO Procedures Not Followed													0
#12	Two-Line VCO Procedure Not F													0
#13	Background Noise Not Typed													0
#14	Feelings Not Described													0
#15	Recording Feature Not Used													0
#16	Noise in Center													0
#17	Agent Was Rude	2			4			1			1			8
#18	Problem Answer Machine	1												1
#19	Spanish Service													0
#20	Speech to Speech													0
#21	Other Problem Type Complaint					1	2		1					4
<b>TOTAL</b>		<b>3</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>21</b>
<b>TECHNICAL COMPLAINTS</b>														
#22	Lost Branding							1						1
#23	Charged for Local Call													0
#24	Trouble Linking Up										1			1
#25	Line Disconnected													0
#26	Garbled Message													0
#27	Database Not Available													0
#28	Split Screen													0
#29	Other Technical Type Complaint				2									2
<b>TOTAL</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>



# Relay Utah

June 2000 - May 2001

ORIGINAL

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
<b>MISC COMPLAINTS</b>													
#30 Rates													0
#31 OSD													0
#32 No 900 Number													0
#33 Carrier of Choice				1									1
#34 Network Recording													0
#35 Other													0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>							
<b>TOTAL CONTACT</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>26</b>

**Attachment # 2**

ORIGINAL

**Summary Log for June 1, 2000 – May 31, 2001  
Utah Relay**

For the period of June 1, 2000 through May 31, 2001, Sprint processed more than 480,581 outbound calls on behalf of Utah Relay, receiving a total of twenty-six (.005%) customer complaints. All twenty-six complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these twenty-six complaints were escalated for action to the State of Utah or to the Federal Communications Commission.



# Relay Utah

June 2000 - May 2001

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
<b>SERVICE COMPLAINTS</b>														
#00	Answer Wait Time							1						1
#01	Dial Out Time													0
#02	Didn't Follow Database Inst.													0
#03	Didn't Follow Cust. Instruct.										1		1	2
#04	Didn't Keep Customer Informed													0
#05	Agent Disconnected Caller				1					2				3
#06	Poor Spelling													0
#07	Typing Speed/Accuracy													0
#08	Poor Voice Tone							1						1
#09	Everything Relayed												1	1
#10	HCO Procedures Not Followed													0
#11	VCO Procedures Not Followed													0
#12	Two-Line VCO Procedure Not F													0
#13	Background Noise Not Typed													0
#14	Feelings Not Described													0
#15	Recording Feature Not Used													0
#16	Noise in Center													0
#17	Agent Was Rude	2			4			1			1			8
#18	Problem Answer Machine	1												1
#19	Spanish Service													0
#20	Speech to Speech													0
#21	Other Problem Type Complaint					1	2		1					4
<b>TOTAL</b>		<b>3</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>21</b>
<b>TECHNICAL COMPLAINTS</b>														
#22	Lost Branding							1						1
#23	Charged for Local Call													0
#24	Trouble Linking Up										1			1
#25	Line Disconnected													0
#26	Garbled Message													0
#27	Database Not Available													0
#28	Split Screen													0
#29	Other Technical Type Complaint				2									2
<b>TOTAL</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>



# Relay Utah

June 2000 - May 2001

MISC COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
#30	Rates													0
#31	OSD													0
#32	No 900 Number													0
#33	Carrier of Choice				1									1
#34	Network Recording													0
#35	Other													0
<b>TOTAL</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>							
<b>TOTAL CONTACT</b>		<b>3</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>26</b>

## **Attachment # 2**

### **Summary Log for June 1, 2000 – May 31, 2001 Utah Relay**

For the period of June 1, 2000 through May 31, 2001, Sprint processed more than 480,581 outbound calls on behalf of Utah Relay, receiving a total of twenty-six (.005%) customer complaints. All twenty-six complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these twenty-six complaints were escalated for action to the State of Utah or to the Federal Communications Commission.



# Relay Utah

June 2000 - May 2001

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
<b>SERVICE COMPLAINTS</b>														
#00	Answer Wait Time							1						1
#01	Dial Out Time													0
#02	Didn't Follow Database Inst.													0
#03	Didn't Follow Cust. Instruct.										1		1	2
#04	Didn't Keep Customer Informed													0
#05	Agent Disconnected Caller				1					2				3
#06	Poor Spelling													0
#07	Typing Speed/Accuracy													0
#08	Poor Voice Tone							1						1
#09	Everything Relayed												1	1
#10	HCO Procedures Not Followed													0
#11	VCO Procedures Not Followed													0
#12	Two-Line VCO Procedure Not F													0
#13	Background Noise Not Typed													0
#14	Feelings Not Described													0
#15	Recording Feature Not Used													0
#16	Noise in Center													0
#17	Agent Was Rude	2			4			1			1			8
#18	Problem Answer Machine	1												1
#19	Spanish Service													0
#20	Speech to Speech													0
#21	Other Problem Type Complaint					1	2		1					4
<b>TOTAL</b>		<b>3</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>21</b>
<b>TECHNICAL COMPLAINTS</b>														
#22	Lost Branding							1						1
#23	Charged for Local Call													0
#24	Trouble Linking Up										1			1
#25	Line Disconnected													0
#26	Garbled Message													0
#27	Database Not Available													0
#28	Split Screen													0
#29	Other Technical Type Complaint				2									2
<b>TOTAL</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>



# Relay Utah

June 2000 - May 2001

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
<b>MISC COMPLAINTS</b>														
#30	Rates													0
#31	OSD													0
#32	No 900 Number													0
#33	Carrier of Choice				1									1
#34	Network Recording													0
#35	Other													0
<b>TOTAL</b>		0	0	0	1	0	0	0	0	0	0	0	0	1
<b>TOTAL CONTACT</b>		3	0	0	8	1	2	4	1	2	3	0	2	26

## **Attachment # 2**

### **Summary Log for June 1, 2000 – May 31, 2001 Utah Relay**

For the period of June 1, 2000 through May 31, 2001, Sprint processed more than 480,581 outbound calls on behalf of Utah Relay, receiving a total of twenty-six (.005%) customer complaints. All twenty-six complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these twenty-six complaints were escalated for action to the State of Utah or to the Federal Communications Commission.



# Relay Utah

June 2000 - May 2001

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
<b>SERVICE COMPLAINTS</b>													
#00	Answer Wait Time						1						1
#01	Dial Out Time												0
#02	Didn't Follow Database Inst.												0
#03	Didn't Follow Cust. Instruct.									1		1	2
#04	Didn't Keep Customer Informed												0
#05	Agent Disconnected Caller			1					2				3
#06	Poor Spelling												0
#07	Typing Speed/Accuracy												0
#08	Poor Voice Tone						1						1
#09	Everything Relayed											1	1
#10	HCO Procedures Not Followed												0
#11	VCO Procedures Not Followed												0
#12	Two-Line VCO Procedure Not F												0
#13	Background Noise Not Typed												0
#14	Feelings Not Described												0
#15	Recording Feature Not Used												0
#16	Noise in Center												0
#17	Agent Was Rude	2		4			1			1			8
#18	Problem Answer Machine	1											1
#19	Spanish Service												0
#20	Speech to Speech												0
#21	Other Problem Type Complaint				1	2		1					4
	<b>TOTAL</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>21</b>
<b>TECHNICAL COMPLAINTS</b>													
#22	Lost Branding						1						1
#23	Charged for Local Call												0
#24	Trouble Linking Up									1			1
#25	Line Disconnected												0
#26	Garbled Message												0
#27	Database Not Available												0
#28	Split Screen												0
#29	Other Technical Type Complaint			2									2
	<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>4</b>



# Relay Utah

June 2000 - May 2001

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
<b>MISC COMPLAINTS</b>													
#30 Rates													0
#31 OSD													0
#32 No 900 Number													0
#33 Carrier of Choice				1									1
#34 Network Recording													0
#35 Other													0
<b>TOTAL</b>	0	0	0	1	0	0	0	0	0	0	0	0	1
<b>TOTAL CONTACT</b>	3	0	0	8	1	2	4	1	2	3	0	2	26

## **Attachment # 2**

### **Summary Log for June 1, 2000 – May 31, 2001 Utah Relay**

For the period of June 1, 2000 through May 31, 2001, Sprint processed more than 480,581 outbound calls on behalf of Utah Relay, receiving a total of twenty-six (.005%) customer complaints. All twenty-six complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these twenty-six complaints were escalated for action to the State of Utah or to the Federal Communications Commission.



# Relay Utah

June 2000 - May 2001

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
<b>SERVICE COMPLAINTS</b>														
#00	Answer Wait Time							1						1
#01	Dial Out Time													0
#02	Didn't Follow Database Inst.													0
#03	Didn't Follow Cust. Instruct.										1		1	2
#04	Didn't Keep Customer Informed													0
#05	Agent Disconnected Caller				1					2				3
#06	Poor Spelling													0
#07	Typing Speed/Accuracy													0
#08	Poor Voice Tone							1						1
#09	Everything Relayed												1	1
#10	HCO Procedures Not Followed													0
#11	VCO Procedures Not Followed													0
#12	Two-Line VCO Procedure Not F													0
#13	Background Noise Not Typed													0
#14	Feelings Not Described													0
#15	Recording Feature Not Used													0
#16	Noise in Center													0
#17	Agent Was Rude	2			4			1			1			8
#18	Problem Answer Machine	1												1
#19	Spanish Service													0
#20	Speech to Speech													0
#21	Other Problem Type Complaint					1	2		1					4
<b>TOTAL</b>		<b>3</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>21</b>
<b>TECHNICAL COMPLAINTS</b>														
#22	Lost Branding							1						1
#23	Charged for Local Call													0
#24	Trouble Linking Up										1			1
#25	Line Disconnected													0
#26	Garbled Message													0
#27	Database Not Available													0
#28	Split Screen													0
#29	Other Technical Type Complaint				2									2
<b>TOTAL</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>



# Relay Utah

June 2000 - May 2001

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
<b>MISC COMPLAINTS</b>														
#30	Rates													0
#31	OSD													0
#32	No 900 Number													0
#33	Carrier of Choice				1									1
#34	Network Recording													0
#35	Other													0
<b>TOTAL</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>							
<b>TOTAL CONTACT</b>		<b>3</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>26</b>

## **Attachment # 2**

### **Summary Log for June 1, 2000 – May 31, 2001 Utah Relay**

For the period of June 1, 2000 through May 31, 2001, Sprint processed more than 480,581 outbound calls on behalf of Utah Relay, receiving a total of twenty-six (.005%) customer complaints. All twenty-six complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these twenty-six complaints were escalated for action to the State of Utah or to the Federal Communications Commission.