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August 3, 2001

RECEIVED

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FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

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

Re: ***Ex Parte Presentation: Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CC Docket No. 98-67; Rules and Policies Regarding Calling Number Identification Service -- Caller ID, CC Docket No. 91-281; The Use of N11 Codes and Other Abbreviated Dialing Arrangements, CC Docket No. 92-105***

Dear Ms. Salas:

On August 2, 2001, Paul Ludwick, Senior Product Manager for Sprint, Paula Holbrook Program Manager for Sprint and the undersigned met with the following staff members of the Consumer Information Bureau (CIB), the Common Carrier Bureau (CCB) and the Office of Engineering & Technology (OET): Karen Peltz Strauss, Pam Gregory, Suzanne Perrin, Jenifer Simpson, Janet Sievert, Greg Hlibok, Dana Jackson, and Helen Chang, all with the CIB; Susan Magnotti, Diane Harmon, Pam Slipakoff, all with the CCB; and Jerry Stanshine of OET. In the meeting, Sprint made presentations detailing (1) its Caller ID service provided through TRS and (2) its handling of complaints from TRS users. Sprint and the staff also discussed whether the Government Services Administration had to provide to government employees through the FTS 2001 system 711 dialing to the Federal TRS center. As part of the presentation on the first two matters, Sprint provided each staff member with copies of the handouts that are attached hereto.

If you have any questions, please contact me.

Sincerely,

Attachments

c: All FCC staff participants (w/o attachment)

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# ***Caller ID***

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***Through Relay***

***Paul Ludwick***

***Sprint***

# *Caller ID*

- ◆ *Caller ID Blockage  
Call Blocking  
Line Blocking*
- ◆ *Current Implementation*
- ◆ *Macros*
- ◆ *Questions & Answers*

# *Caller ID Blockage*

**There are two types of Caller ID Blocking:  
Selective and Line**

◆ **Selective Caller ID Blocking**

\*67 = Selective Blocking

\*82 = selective Unblocking

◆ **Line Blocking**

Total Block, Global Block

Implemented by Local Exchange Company

# *Current Implementation*

**Implemented Caller ID using ISDN outbound trunks which pass the Caller ID information to the network**

**Current TRS switching system does not support SS7**

**Inbound ISDN trunks would not pass Information Digits**

**Retained In-band Feature Group D inbound trunks which pass Information Digits**

**Inband Feature Group D trunks do not pass the Caller ID Blocked indicator**

# *Caller ID Blockage*

## ◆ **Selective Caller ID Blocking:**

**Sprint Relay will notify callers via greeting and dialing macros that their Caller ID is being sent on every call.**

**Blocking may be toggled on or off during multiple outdials.**

# *Caller ID Blockage*

## ◆Line Blocking:

To have a phone line completely blocked, the customer requests modification of their Sprint Relay Customer Database.

In the event of database failure, Caller ID will not be transmitted.

Customers with a relay line block may request that Caller ID be sent on a call by call basis.

# *Macros*

## ◆ Step One: Caller ID Greeting Macro

### *TTY Script*

**“(STATE)RS  
(CALLER ID WILL SEND)  
NBR CALLING PLS  
CA1234F GA”**

### *Voice Script*

**“State Relay, Your Caller ID  
will transmit, may I have the  
number you are calling  
please? CA1234 go ahead”**

**NOTE: For those States that do not offer Caller ID,  
the greeting macro will remain the same.**

***Sprint***

# Macros

## ◆ Step Two: Dialing Macro

*If the caller requests (either in the database or by response) that Caller ID be blocked for a specific call, the dialing macro will confirm this.*

### **TTY Script**

**“(UR CALLER ID  
BLOCKED)...NOW  
DIALING 6148892909...  
RINGING 1..2..3...”**

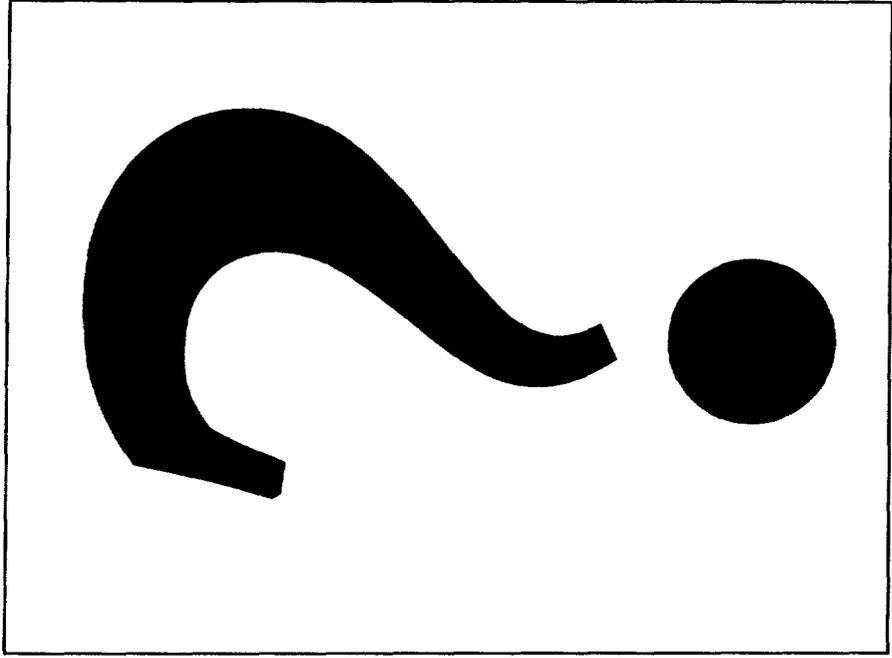
### **Voice Script**

**“Thank you. I have blocked  
your caller ID. I will be off  
the line until the TTY user is  
connected. One moment  
please.”**

**NOTE: If the caller did not notify the CA to block the ID (after reading the greeting macro), a standard dialing macro will be shown. “DIALING..6148892606..RINGING 1..2..”**

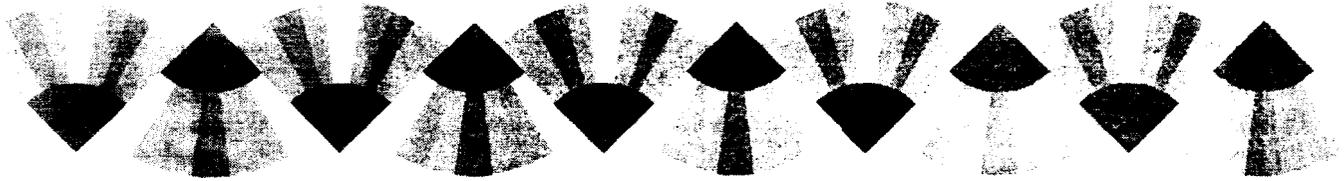
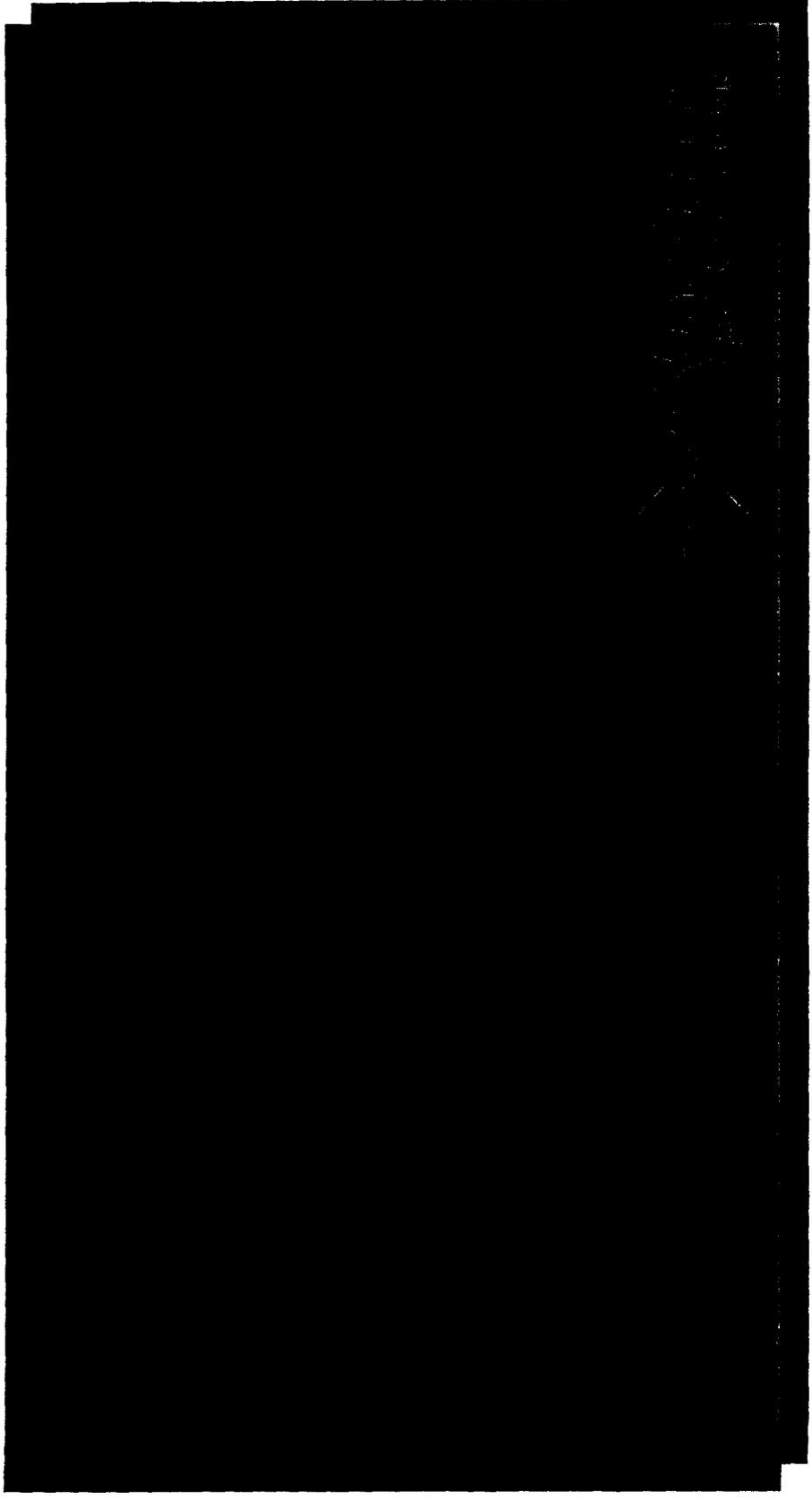
**Sprint**

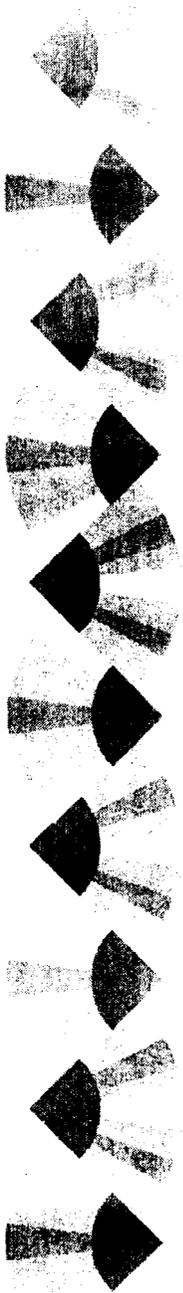
*Questions?*



*Sprint*

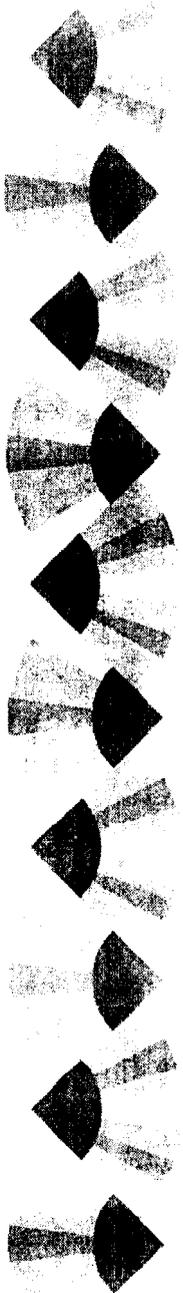
# *Complaint Tracking Process:*





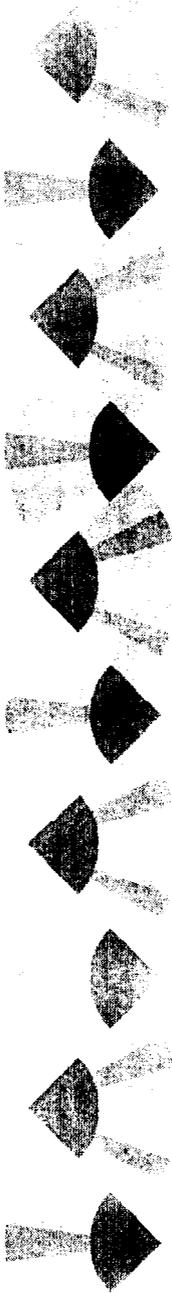
## *Discussion for Today*

- ▶ Customer Contact Policy
- ▶ Filing Complaints
- ▶ Types of Complaints
- ▶ Complaint Tracking Log
- ▶ Checks & Balances
- ▶ Acceptable vs. Not Acceptable Resolutions
- ▶ Timeframe for Resolving Complaints
- ▶ Contract Administrator's Role



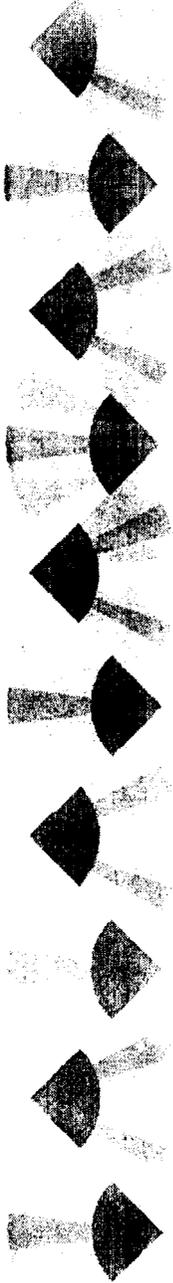
## *New Policy on Customer Contact Information*

- ▶ Sprint customers (State Relay Contract Administrators) requested that Sprint begin asking all end users if they would like to give their name and contact information
- ▶ The new policy became effective on November 1, 2000
- ▶ Most customers still choose to NOT provide their name and contact information



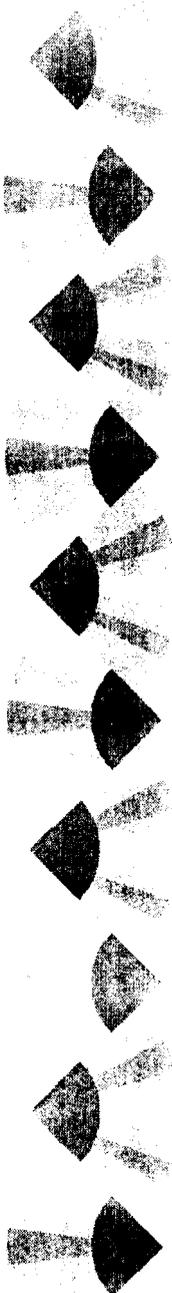
## *Filing Complaints & Commendations*

- ▶ Approximately 99% of time, end users will file their complaints with the relay provider because it's most convenient:
- ▶ Operations supervisor
- ▶ Customer Service
- ▶ Account Management
- ▶ Onsite Technicians & Program Mgt Support



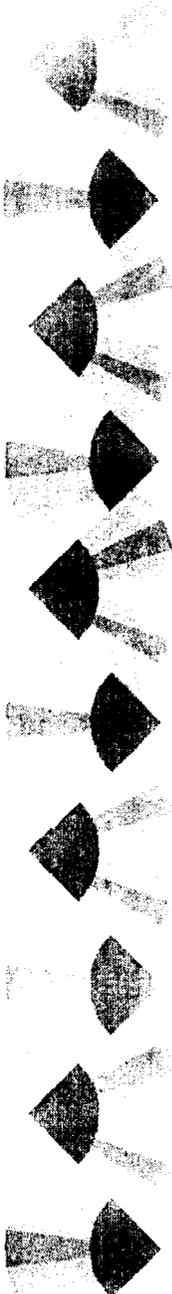
## *Types of Complaints*

- ▶ Types of Complaints
- ▶ Service Type Complaints
  - Approximately 90% of complaints filed pertain to service type complaints
- ▶ Technical Type Complaints
- ▶ Miscellaneous Type Complaints
- ▶ Customer Contact Form
- ▶ Monthly Tally Sheet



## *Other Types of Complaints*

- ▶ Other types of complaints include:
  - Hearing people always hang up on my relay calls. What can I do about this?
  - I don't like the relay because hearing people don't want to take the time to talk to me
- ▶ Why are these considered to be legitimate complaints?
  - Because the problem may lie with agent performance



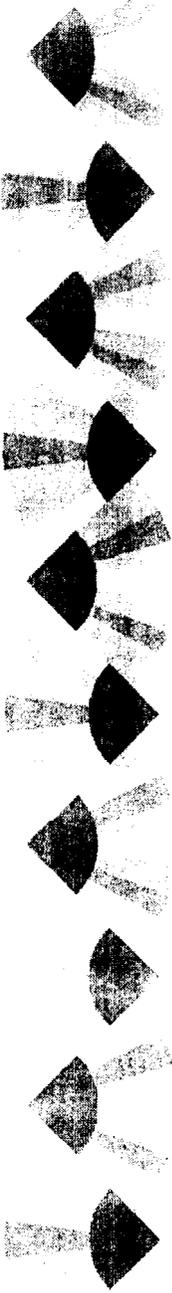
# *Complaint Tracking Log*

- Log information includes:
  - Date complaint was filed
  - Nature of Complaint
  - Type of Complaint
  - Date Complaint was resolved
  - Description of Resolution
  - Person(s) Resolving Complaint
  - Notes Pertaining to Complaint
  - Status of Complaint (Open/Closed)



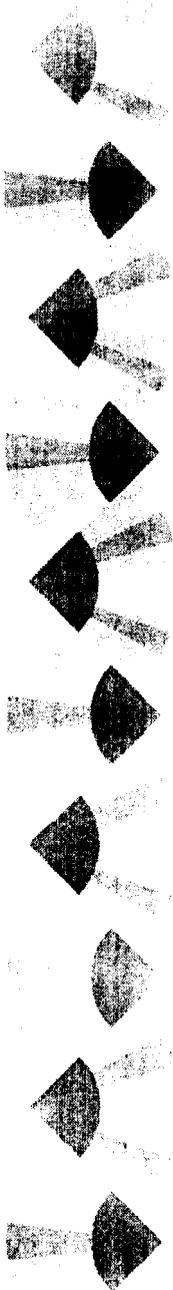
## *Checks & Balances*

- ▶ Logs are provided to account management and center POCs at beginning of each month for their review
- ▶ Account management works with the center POCs, technicians, customer service, and the end users to obtain additional resolution information.
- ▶ Additional resolution information is documented/entered into log.



# *Acceptable Resolutions*

- ▶ Acceptable Resolutions
- ▶ Each complaint must have a two-part resolution
  - (1) Document what action was taken with agent and/or technician to resolve complaint
  - (2) Document what follow up was performed with customer
- ▶ Unacceptable Resolutions
  - Missing information
  - Customer is not satisfied/complaint escalated
  - Awaiting additional information

A vertical column of ten stylized, dark, teardrop-shaped icons with a textured, stippled appearance, arranged vertically on the left side of the slide.

## *Timeframe for Resolving Complaints*

- ▶ Most service type complaints are resolved at the time the complaint is filed, with both the end user and the communication assistant
- ▶ Most technical type complaints are resolved within five business days
- ▶ Most miscellaneous type complaints are resolved within ten business days
- ▶ Sprint Relay makes every effort to resolve all of its complaints within 45 days of receiving the complaint



## *Contract Administrator's Roles*

- Copies of each Customer Contact Form & Tally Sheet are provided each month
- Contract Administrators also support resolutions for any complaints that need their involvement
- Examples: COC, PBX (711), request for new relay features