

DA 03-1728
June 30, 2003

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

Reference: Annual Consumer Complaint Log Summary: June 2002 – May 2003

Ladies and Gentlemen:

Pursuant to Federal Communications Commission's rules, 47 C.F.R. §64.604(c)(1), the State of Wyoming, Division of Vocational Rehabilitation, Telecommunications Relay Service Program submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2003.

The enclosed consumer complaint log from the State of Wyoming Telecommunications Relay Service Program includes all complaints about the Telecommunications Relay Service (TRS) in the state whether filed with the TRS provider, Sprint, or the State. This log includes the date the complaint was filed, the nature of the complaint, the date of the resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, monthly totals, the number of complaints by category and the percentage that each category of complaint is of the total "Service, Technical and Miscellaneous Complaints". The aforementioned complaint log will be retained until the next application for certification is granted.

For the period of June 1, 2002, through May 31, 2003, Sprint processed fifty-five thousand, eight hundred fifty-eight (55,858) outbound calls on behalf of Wyoming Relay. A total of four (4) customer complaints were received, which is a rate of one one-hundredth of a percent (.01%). Of the four complaints, three were filed with supervisors at one of the eleven Sprint TRS centers, and one was filed with the State's program consultant. Generally, the complaints were resolved within a couple of days of the complaint being made. The longest amount of time to resolve a complaint was thirty-four (34) days. None of the four complaints were escalated for action by the Federal Communications Commission.

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The natures of the complaints were as follows:

The CA dialed the wrong number

The CA did not keep the customer informed

The customer was not able to make successive relay calls using his calling card without having to repeat the calling card information

VCO user was unable to make long distance call when using 711 and his calling card from his home

Complaint resolution included:

Agent (Communication Assistant) coached

Set up customer notes in database

Information and instruction provided to customer

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,

James McIntosh
Administrator

LPC/mv

Enclosures: Consumer Complaint Log Summary, 12 pages (original and 4 copies)
Wyoming Relay Complaint Tally Sheet, 1 page (original and 4 copies)
Electronic disk copy
Self-Addressed FED EX Mailer w/ copy of Transmittal Letter to be returned to WY DVR

cc: Erica Myers