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This file contains the complaint logs for the state of Missouri for the period of June 2002 to May 2

Missouri Public Service Commission

6/30/2003

Docket # CG 03-123

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Federal Communications Commission
Office of the Secretary

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Attachment # 2

**Summary Log for June 1, 2002 – May 31, 2003
Missouri Relay**

For the period of June 1, 2002 through May 31, 2003, Sprint processed 1,408,498 outbound calls on behalf of Missouri Relay, receiving a total of 51 (< 0.001%) customer complaints. All 51 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 51 complaints were escalated for action to the State of Missouri or to the Federal Communications Commission.



Missouri Relay

June 2002 - May 2003

SERVICE COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec
#00	Answer Wait Time	1	0	0	0	0	0	0
#01	Dial Out Time	0	0	0	0	0	0	0
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0
#03	Didn't Follow Cust. Instruct.	0	0	0	0	1	0	1
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	1
#05	Agent Disconnected Caller	3	1	1	0	3	1	0
#06	Poor Spelling	0	0	0	0	0	0	0
#07	Typing Speed/Accuracy	1	0	0	1	0	0	0
#08	Poor Voice Tone	0	0	0	0	0	0	0
#09	Everything Relayed	0	0	1	0	0	0	0
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0
#17	Agent Was Rude	1	1	0	0	0	0	1
#18	Problem Answer Machine	0	0	0	0	0	0	0
#19	Spanish Service	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	3	1	0	0	1	1	1
TOTAL		9	3	2	1	5	2	4

TECHNICAL COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec
#22	Lost Branding	0	0	0	0	0	0	0
#23	Charged for Local Call	0	0	0	0	0	0	0
#24	Trouble Linking Up	1	0	1	0	0	0	0
#25	Line Disconnected	0	0	0	0	0	0	0
#26	Garbled Message	0	0	0	0	0	0	0
#27	Database Not Available	0	0	0	0	0	0	0
#28	Split Screen	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	0	0	0	0	0	0	0
TOTAL		1	0	1	0	0	0	0

MISC COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec
#30	Rates	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	0	0	0	0
#34	Network Recording	0	0	0	0	0	0	0

#35	Other	0	0	0	0	0	0	0
TOTAL		0						

TOTAL CONTACT	10	3	3	1	5	2	4
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Jan	Feb	Mar	Apr	May	TOTAL	PCT.
0	0	0	0	0	1	2%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
1	1	2	0	0	6	13%
1	2	1	1	0	6	13%
1	0	1	0	0	11	24%
0	1	0	0	0	1	2%
0	0	0	0	0	2	4%
1	0	0	0	0	1	2%
0	0	0	0	0	1	2%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	1	0	0	1	2%
0	0	0	0	0	0	0%
1	1	1	0	0	6	13%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	1	1	0	1	10	22%
5	6	7	1	1	46	

0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	2	100%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	2	

0	0	0	0	0	0	0%
1	0	0	0	0	1	33%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%

0	1	0	0	1	2	67%
1	1	0	0	1	3	

6	7	7	1	2	51
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