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Federal Communications Commission
Office of the Secretary

July 1, 2003

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

Mrs. Dortch,

I filed the three attachments below on June 30, 2003. Attachments 1 & 3 are Excel documents and Attachment 2 is a Word document. In viewing these documents on the ECFS page, once filed, they were converted to PDF and were incomplete as converted. In an abundance of caution I had these documents converted to PDF and am filing these documents as PDF. Please find attached in PDF format the Missouri Relay Complaint Log Summaries as reported by Missouri's relay provider, Sprint, as follows:

- Attachment #1: Complaint Log Summary for Period of June 1, 2002 - May 31, 2003
- Attachment #2: Summary of Complaints for Period of June 1, 2002 - May 31, 2003
- Attachment #3: Annual Tally Report for Period of June 1, 2002 - May 31, 2003

If you have any questions or problems with the attachments, please contact me by replying to this e-mail or by telephone at (573) 751-7485.

Sincerely yours,

Eric William Anderson
Assistant General Counsel
(573) 751-7485 (Telephone)
(573) 751-9285 (Fax)
ericanderson@psc.state.mo.us


Eric William Anderson

Wyoming Relay
 June 2002 – May 2003
 Complaint Log Summary

June 2002

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

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Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

August 2002

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

Wyoming Relay
 June 2002 – May 2003
 Complaint Log Summary

September 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
4935	09/24/02	3	The customer was concerned that the agent dialed the wrong number twice, and said that the agent did not pay attention. The customer said that the agent should have asked him to repeat the number if she did not understand. The person taking the complaint apologized to the customer, and told the customer the complaint would be documented and the agent would be coached. The customer does not want a call back.	9/24/02	The team leader spoke with the agent, and told her to be sure to ask customers to repeat a number if she does not understand it. The agent explained to the team leader that after she opened the line to hear the customer she only heard the last seven numbers, and assumed that the area code was the same as the customer's area code. The agent agreed to open the line to the customer more quickly in the future.

Wyoming Relay
 June 2002 – May 2003
 Complaint Log Summary

October 2002

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2201	10/08/02	4	A VCO user was upset because the CA did not keep him informed at all during the call setup. The customer was using a calling card to bill the call, and the only macro he received during the call was the "ringing" macro. He didn't know what was occurring as the CA was processing the call. He hung up and called back to get a new CA. The customer wants this CA to be taught how to do these calls.	10/9/02	The team leader met with the CA, who said that she had difficulty logging into the computer when taking over the call from another CA. The team leader coached her that keeping the customer informed is a higher priority than logging into the computer. The team leader verified that the CA does have knowledge of how to process calls which use a calling card.

Wyoming Relay
 June 2002 – May 2003
 Complaint Log Summary

November 2002

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

Wyoming Relay
 June 2002 – May 2003
 Complaint Log Summary

January 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3364H	01/29/03	27	<p>The customer said he made multiple calls using his calling card, and he had to repeat the calling card information for each call. On his calling card it advises the customer to press the # sign to proceed with the next call, and that option will temporarily store his calling card information in the system for as many calls as he desires to make. The customer said the deaf do not have the convenience of all of the calling card options available when using Relay. The customer said that the Relay procedure cu</p>		

Wyoming Relay
 June 2002 – May 2003
 Complaint Log Summary

June 2002

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

Wyoming Relay
 June 2002 – May 2003
 Complaint Log Summary

August 2002

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

Wyoming Relay
 June 2002 – May 2003
 Complaint Log Summary

September 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
4935	09/24/02	3	The customer was concerned that the agent dialed the wrong number twice, and said that the agent did not pay attention. The customer said that the agent should have asked him to repeat the number if she did not understand. The person taking the complaint apologized to the customer, and told the customer the complaint would be documented and the agent would be coached. The customer does not want a call back.	9/24/02	The team leader spoke with the agent, and told her to be sure to ask customers to repeat a number if she does not understand it. The agent explained to the team leader that after she opened the line to hear the customer she only heard the last seven numbers, and assumed that the area code was the same as the customer's area code. The agent agreed to open the line to the customer more quickly in the future.

Wyoming Relay
 June 2002 – May 2003
 Complaint Log Summary

October 2002

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2201	10/08/02	4	A VCO user was upset because the CA did not keep him informed at all during the call setup. The customer was using a calling card to bill the call, and the only macro he received during the call was the "ringing" macro. He didn't know what was occurring as the CA was processing the call. He hung up and called back to get a new CA. The customer wants this CA to be taught how to do these calls.	10/9/02	The team leader met with the CA, who said that she had difficulty logging into the computer when taking over the call from another CA. The team leader coached her that keeping the customer informed is a higher priority than logging into the computer. The team leader verified that the CA does have knowledge of how to process calls which use a calling card.

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

November 2002

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

Wyoming Relay
 June 2002 – May 2003
 Complaint Log Summary

December 2002

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

Wyoming Relay
 June 2002 – May 2003
 Complaint Log Summary

January 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3364H	01/29/03	27	The customer said he made multiple calls using his calling card, and he had to repeat the calling card information for each call. On his calling card it advises the customer to press the # sign to proceed with the next call, and that option will temporarily store his calling card information in the system for as many calls as he desires to make. The customer said the deaf do not have the convenience of all of the calling card options available when using Relay. The customer said that the Relay procedure currently in place is discriminatory and needs to be changed. A Customer Services Representative told the customer that his concern was being documented and forwarded to the Wyoming account manager. The customer wants a follow-up sent to his e-mail address.	01/31/03	The Wyoming account manager met with the customer in person and discussed the customer's concerns. The account manager suggested that the problem could be resolved by updating the customer's Customer Database Profile. There is a section where the customer can add a note with calling card information so that he does not have to repeat the information each time he makes a call into Wyoming Relay.

Wyoming Relay
 June 2002 – May 2003
 Complaint Log Summary

February 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

Wyoming Relay
 June 2002 – May 2003
 Complaint Log Summary

March 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

Wyoming Relay
 June 2002 – May 2003
 Complaint Log Summary

April 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11316	04/16/03	29	When the VCO user dials 711 from his home, he receives the greeting (voice or typing now). He then gives the CA the phone card data and dialing instructions for his long distance call. The CA then receives the message, "All circuits are busy. Please try your call again later." The customer is using an MCI calling card which he purchased from Costco. When the customer uses the dedicated VCO access number and the same calling card from his home or elsewhere he does not experience this problem. The customer is using a Krown Speak and Read VCO device when making calls and reports that this problem began in March.	5/19/03	A trouble ticket was issued to a Sprint technician to investigate this problem. The technician reported that he was unable to track the problem due to lack of information. The Wyoming account manager e-mailed the customer asking him to list and document all the calls he made using 711 with his phone card information. Sprint needs the agent #, the date, and the time of the call in order to track down the root cause of the problem. The customer responded that he would do his best to document the details to help us resolve this situation.

Wyoming Relay
 June 2002 – May 2003
 Complaint Log Summary

May 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

Wyoming Relay
June 2002 – May 2003
Total Complaints by Category

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS														
#00 Answer-Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01 Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03 Didn't Follow Customer Inst.	0	0	0	1	0	0	0	0	0	0	0	0	1	50%
#04 Didn't Keep Customer Informed	0	0	0	0	1	0	0	0	0	0	0	0	1	50%
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#08 Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12 Two-Line VCO Procedure Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21 Other Problem Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
TOTAL	0	0	0	1	1	0	2	100%						
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.

TECHNICAL COMPLAINTS														
#22	Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0
#25	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0
#26	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0
#27	Data Base Not Available	0	0	0	0	0	0	1	0	0	0	0	0	50%
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	1	0	1	50%
	TOTAL	0	0	0	0	0	0	1	0	0	1	0	2	100%
MISC COMPLAINTS														
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	n/a
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	n/a
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	n/a
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	n/a
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	n/a
#35	Other	0	0	0	0	0	0	0	0	0	0	0	0	n/a
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	n/a
TOTAL CONTACT		0	0	0	1	1	0	0	1	0	0	1	0	4

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.

Marlene H. Dortch

DA 03-1728
June 30, 2003

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