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COMMERCE

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June 21, 2004

Attn: Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW, Room TW-B204
Washington, D.C. 20554

Re: The State of Minnesota's Telecommunications Relay Services Annual Consumer Complaint Log Summary (CC Docket No. ~~98-67~~)

Dear Ms. Dortch,

As required by the Federal Communications Commission *Improved TRS Order* (Docket No. 98-67), and pursuant to section 64.604(c)(1)(ii) of the Commission's rules, 47 C.F.R. § 64.604(c), the Minnesota Department of Commerce-Telecommunications Access Minnesota respectfully submits Minnesota's Telecommunications Relay Services (TRS) annual consumer complaint log summary for the 12-month period commencing on June 1, 2003, and ending on May 31, 2004.

The attached report includes all complaints received by the TRS administrator, Minnesota Relay center supervisors, Consumer Relations Office and Sprint Communications Company customer service that allege a violation of the federal TRS mandatory minimum standards.

Approximately 1,207,000 TRS calls were processed for Minnesota Relay users during the period of June 1, 2003 through May 31, 2004. A total of 135 complaints (0.0001%) were filed and timely resolved during this reporting period; none of the 135 complaints were escalated for action to the state of Minnesota or the Federal Communications Commission. Minnesota Relay also received 254 service/CA commendations during this reporting period.

During the period of June 1, 2003 through May 31, 2004, approximately 43,600 CapTel calls were processed for Minnesota Relay users. Three complaints (0.00006%) were filed and timely resolved during this reporting period; none of the complaints were escalated for action to the state of Minnesota or the Federal Communications Commission.

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Included in this mailing please find one original and four copies of our consumer complaint log summary. Also enclosed is an electronic disk copy (3.5-inch diskette) of our summary. In addition, an electronic copy has been e-mailed to Erica Myers.

If I can be of further assistance, please feel free to contact me.

Sincerely,



Rochelle Renee Garrow, TAM Interim Administrator
Minnesota Department of Commerce
85 7th Place East, Suite 600
St. Paul, MN 55101-3165
(651) 297-8941
rochelle.garrow@state.mn.us

cc: Glenn Wilson, DOC Commissioner
Dr. Burl Haar, Executive Director, MPUC
Lillian Brion, MPUC
Erica Myers, FCC Consumer & Governmental Affairs Bureau



Minnesota Relay
June 1, 2003 - May 31, 2004

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
SERVICE COMPLAINTS													
#00	Answer Wait Time	0	0	0	0	0	0	0	1	0	0	0	1
#01	Dial Out Time	0	0	0	0	0	1	0	0	0	0	1	0
#02	Didn't Follow Database Inst.	0	0	0	1	0	0	1	0	0	0	0	0
#03	Didn't Follow Cust. Instruct.	0	2	1	1	2	0	1	2	1	2	1	1
#04	Didn't Keep Customer Informed	1	0	2	0	0	1	1	0	0	0	0	0
#05	Agent Disconnected Caller	0	1	0	0	1	0	1	2	3	4	3	1
#06	Poor Spelling	0	0	1	1	0	1	0	0	0	0	0	0
#07	Typing Speed/Accuracy	0	0	1	0	0	1	0	0	0	0	0	0
#08	Poor Voice Tone	0	0	0	1	0	1	0	0	0	0	0	0
#09	Everything Relayed	0	0	0	0	1	0	0	0	0	1	0	0
#10	HCO Procedures Not Followed	0	0	0	1	0	0	0	2	0	0	0	0
#11	VCO Procedures Not Followed	0	0	0	0	0	2	0	0	0	0	0	0
#12	Two-Line VCO Procedure Not F	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
#14	Feelings Not Described	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
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0
#17	Agent Was Rude	1	1	1	0	2	0	0	3	1	1	1	1
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	1	0	0
#19	Spanish Service	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
#21	Other Problem Type Complaint	1	2	1	2	1	0	1	0	6	0	0	0
TOTAL		3	6	7	7	7	7	5	10	11	9	6	4
TECHNICAL COMPLAINTS													
#22	Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0
#23	Charged for Local Call	0	0	0	0	0	0	0	1	1	0	0	0
#24	Trouble Linking Up	6	2	1	1	2	1	2	2	7	2	2	3
#25	Line Disconnected	0	0	0	1	0	0	0	0	1	0	0	0
#26	Garbled Message	3	0	0	0	0	1	0	0	0	0	0	0
#27	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	1	0	1	0	0	0	1	0	1	0	0	0
TOTAL		10	2	2	2	2	2	3	3	10	2	2	3



Minnesota Relay
June 1, 2003 - May 31, 2004

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
MISC COMPLAINTS														
#30	Rates	0	0	0	0	0	0	0	0	1	0	0	0	1
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0
#33	Carrier of Choice	1	0	0	1	0	0	0	0	0	0	0	0	2
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0
#35	Other	1	1	0	1	0	0	0	0	2	2	0	0	7
TOTAL		2	1	0	2	0	0	0	0	3	2	0	0	10
TOTAL CONTACT														
TOTAL CONTACT		15	9	9	11	9	9	8	13	24	13	6	7	135

Minnesota

June-03

AZ FL LU MD MN MO NM NY OH SD TX CS AM

COMMENDATIONS

TOTALS

TOTAL															12
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SERVICE COMPLAINTS

#00 Answer Wait Time															0
#01 Dial Out Time															0
#02 Didn't Follow Database Inst.															0
#03 Didn't Follow Cust. Instruct.															0
#04 Didn't Keep Cust. Informed					1										1
#05 Agent Disconnected Caller															0
#06 Poor Spelling															0
#07 Typing Speed/Accuracy															0
#08 Poor Voice Tone															0
#09 Everything Relayed															0
#10 HCO Procedures Not Followed															0
#11 VCO Procedures Not Followed															0
#12 Two-Line VCO Procedures Not Fo															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												1			1
#18 Problem Answer Machine															0
#19 Spanish Service															0
#20 Speech to Speech															0
#21 Other Service Type:					1										1
TOTAL	0	0	0	0	2	0	1	0	3						

TECHNICAL COMPLAINTS

#22 Lost Branding															0
#23 Charged for Local Call															0
#24 Trouble Linking Up												1	5		6
#25 Line Disconnected															0
#26 Garbled Message												3			3
#27 Database Not Available															0
#28 Spit Screen															0
#29 Other Technical Type:					1										1
TOTAL	0	0	0	0	1	0	4	5	10						

MISC. COMPLAINTS

#30 Rates															0
#31 TTY Operator Service															0
#32 900 Number Access															0
#33 Carrier of Choice										1					1
#34 Network Recording															0
#35 Other Miscellaneous Type:													1		1
TOTAL	0	1	0	1	0	0	2								

TOTAL COMPLAINTS 0 0 0 0 3 0 0 0 0 0 1 0 6 5 15

OTHER CALLS

#36 Branding/Database entry															5	5	
#37 Request Directory Assistance															7	7	
#38 Test Calls															11	11	
#39 Instructions/General															63	63	
#40 Send Information															2	2	
#41 Billing Question															3	3	
#42 Purchase TTY															12	12	
#43 Referred to LEC															7	7	
#44 Wanted Sprint Cust Svc															2	2	
#45 Other															0	0	
TOTAL	0	112	0	112													

NON-STATE REPORTED

#46 Request Relay Number																	0
TOTAL	0																

TOTAL CONTACT	0	0	0	0	3	0	0	0	0	0	1	0	118	5	139
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Minnesota

July-03

AZ FL LU MD MN MO NM NY OH SD TX CS AM

COMMENDATIONS

TOTALS

TOTAL															9
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SERVICE COMPLAINTS

#00 Answer Wait Time															0
#01 Dial Out Time															0
#02 Didn't Follow Database Inst.															0
#03 Didn't Follow Cust. Instruct.					2										2
#04 Didn't Keep Cust. Informed															0
#05 Agent Disconnected Caller					1										1
#06 Poor Spelling															0
#07 Typing Speed/Accuracy															0
#08 Poor Voice Tone															0
#09 Everything Relayed															0
#10 HCO Procedures Not Followed															0
#11 VCO Procedures Not Followed															0
#12 Two-Line VCO Procedures Not Fo															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					1										1
#18 Problem Answer Machine															0
#19 Spanish Service															0
#20 Speech to Speech															0
#21 Other Service Type:					1								1		2
TOTAL	0	0	0	0	5	0	1	0	6						

TECHNICAL COMPLAINTS

#22 Lost Branding															0
#23 Charged for Local Call															0
#24 Trouble Linking Up												1	1		2
#25 Line Disconnected															0
#26 Garbled Message															0
#27 Database Not Available															0
#28 Spit Screen															0
#29 Other Technical Type:															0
TOTAL	0	1	1	2											

MISC. COMPLAINTS

#30 Rates															0
#31 TTY Operator Service															0
#32 900 Number Access															0
#33 Carrier of Choice															0
#34 Network Recording															0
#35 Other Miscellaneous Type:					1										1
TOTAL	0	0	0	0	1	0	1								

TOTAL COMPLAINTS

0	0	0	0	6	0	2	1	9						
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OTHER CALLS

#36 Branding/Database entry													5		5
#37 Request Directory Assistance													2		2
#38 Test Calls													8		8
#39 Instructions/General													61		61
#40 Send Information													3		3
#41 Billing Question													2		2
#42 Purchase TTY													13		13
#43 Referred to LEC													7		7
#44 Wanted Sprint Cust Svc													1		1
#45 Other													0		0
TOTAL	0	102	0	102											

NON-STATE REPORTED

#46 Request Relay Number															0
TOTAL	0														

TOTAL CONTACT	0	0	0	0	6	0	104	1	120						
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Minnesota

August-03

AZ FL LU MD MN MO NM NY OH SD TX CS AM

COMMENDATIONS

TOTALS

TOTAL															50
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SERVICE COMPLAINTS

#00 Answer Wait Time															0
#01 Dial Out Time															0
#02 Didn't Follow Database Inst.															0
#03 Didn't Follow Cust. Instruct.												1			1
#04 Didn't Keep Cust. Informed					2										2
#05 Agent Disconnected Caller															0
#06 Poor Spelling					1										1
#07 Typing Speed/Accuracy					1										1
#08 Poor Voice Tone															0
#09 Everything Relayed															0
#10 HCO Procedures Not Followed															0
#11 VCO Procedures Not Followed															0
#12 Two-Line VCO Procedures Not Fo															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					1										1
#18 Problem Answer Machine															0
#19 Spanish Service															0
#20 Speech to Speech															0
#21 Other Service Type:												1			1
TOTAL	0	0	0	0	5	0	0	0	0	0	0	2	0		7

TECHNICAL COMPLAINTS

#22 Lost Branding															0
#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 Spit Screen															0
#29 Other Technical Type:												1			1
TOTAL	0	0	0	0	0	0	0	0	0	0	0	1	1		2

MISC. COMPLAINTS

#30 Rates															0
#31 TTY Operator Service															0
#32 900 Number Access															0
#33 Carrier of Choice															0
#34 Network Recording															0
#35 Other Miscellaneous Type:															0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

TOTAL COMPLAINTS

0	0	0	0	5	0	0	0	0	0	0	0	3	1		9
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OTHER CALLS

#36 Branding/Database entry														6		6
#37 Request Directory Assistance														0		0
#38 Test Calls														7		7
#39 Instructions/General														73		73
#40 Send Information														3		3
#41 Billing Question														1		1
#42 Purchase TTY														18		18
#43 Referred to LEC														5		5
#44 Wanted Sprint Cust Svc														2		2
#45 Other														0		0
TOTAL	0	115	0	115												

NON-STATE REPORTED

#46 Request Relay Number																0
TOTAL	0															

TOTAL CONTACT	0	0	0	0	5	0	118	1	174							
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Minnesota
September-03

AZ FL LU MD MN MO NM NY OH SD TX CS AM

COMMENDATIONS

TOTALS

TOTAL															13
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SERVICE COMPLAINTS

#00 Answer Wait Time															0
#01 Dial Out Time															0
#02 Didn't Follow Database Inst.										1					1
#03 Didn't Follow Cust. Instruct.					1										1
#04 Didn't Keep Cust. Informed															0
#05 Agent Disconnected Caller															0
#06 Poor Spelling											1				1
#07 Typing Speed/Accuracy															0
#08 Poor Voice Tone												1			1
#09 Everything Relayed															0
#10 HCO Procedures Not Followed					1										1
#11 VCO Procedures Not Followed															0
#12 Two-Line VCO Procedures Not Fo															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															0
#18 Problem Answer Machine															0
#19 Spanish Service															0
#20 Speech to Speech															0
#21 Other Service Type:					2										2
TOTAL	0	0	0	0	4	0	0	0	0	0	1	1	1	0	7

TECHNICAL COMPLAINTS

#22 Lost Branding															0
#23 Charged for Local Call															0
#24 Trouble Linking Up													1		1
#25 Line Disconnected					1										1
#26 Garbled Message															0
#27 Database Not Available															0
#28 Spit Screen															0
#29 Other Technical Type:															0
TOTAL	0	0	0	0	1	0	0	0	0	0	0	0	1		2

MISC. COMPLAINTS

#30 Rates															0
#31 TTY Operator Service															0
#32 900 Number Access															0
#33 Carrier of Choice													1		1
#34 Network Recording															0
#35 Other Miscellaneous Type:													1		1
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2

TOTAL COMPLAINTS

0 0 0 0 5 0 0 0 0 0 1 1 2 2 11

OTHER CALLS

#36 Branding/Database entry														2		2
#37 Request Directory Assistance														4		4
#38 Test Calls														12		12
#39 Instructions/General														69		69
#40 Send Information														3		3
#41 Billing Question														1		1
#42 Purchase TTY														15		15
#43 Referred to LEC														10		10
#44 Wanted Sprint Cust Svc														0		0
#45 Other														0		0
TOTAL	0	116	0	116												

NON-STATE REPORTED

#46 Request Relay Number																0
TOTAL	0															

TOTAL CONTACT	0	0	0	0	5	0	0	0	0	1	1	118	2	140
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Minnesota

October-03

AZ FL LU MD MN MO NM NY OH SD TX CS AM

COMMENDATIONS

TOTALS

TOTAL															24
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SERVICE COMPLAINTS

#00 Answer Wait Time															0
#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 Cust. Informed															0
#05 Agent Disconnected Caller					1										1
#06 Poor Spelling															0
#07 Typing Speed/Accuracy															0
#08 Poor Voice Tone															0
#09 Everything Relayed					1										1
#10 HCO Procedures Not Followed															0
#11 VCO Procedures Not Followed															0
#12 Two-Line VCO Procedures Not Fo															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					1					1					2
#18 Problem Answer Machine															0
#19 Spanish Service															0
#20 Speech to Speech															0
#21 Other Service Type:					1										1
TOTAL	0	0	0	0	5	0	0	0	0	0	1	0	1	0	7

TECHNICAL COMPLAINTS

#22 Lost Branding															0
#23 Charged for Local Call															0
#24 Trouble Linking Up													2		2
#25 Line Disconnected															0
#26 Garbled Message															0
#27 Database Not Available															0
#28 Spit Screen															0
#29 Other Technical Type:															0
TOTAL	0	2	2												

MISC. COMPLAINTS

#30 Rates															0
#31 TTY Operator Service															0
#32 900 Number Access															0
#33 Carrier of Choice															0
#34 Network Recording															0
#35 Other Miscellaneous Type:															0
TOTAL	0														

TOTAL COMPLAINTS	0	0	0	0	5	0	0	0	0	0	1	0	1	2	9
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OTHER CALLS

#36 Branding/Database entry														2		2
#37 Request Directory Assistance														2		2
#38 Test Calls														8		8
#39 Instructions/General														55		55
#40 Send Information														4		4
#41 Billing Question														0		0
#42 Purchase TTY														16		16
#43 Referred to LEC														5		5
#44 Wanted Sprint Cust Svc														1		1
#45 Other														0		0
TOTAL	0	93	0	93												

NON-STATE REPORTED

#46 Request Relay Number																0
TOTAL	0															

TOTAL CONTACT	0	0	0	0	5	0	0	0	0	0	1	0	94	2	126
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Minnesota
November-03

AZ FL LU MD MN MO NM NY OH SD TX CS AM

COMMENDATIONS

TOTALS

TOTAL															13
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SERVICE COMPLAINTS

#00 Answer Wait Time															0
#01 Dial Out Time					1										1
#02 Didn't Follow Database Inst.															0
#03 Didn't Follow Cust. Instruct.															0
#04 Didn't Keep Cust. Informed					1										1
#05 Agent Disconnected Caller															0
#06 Poor Spelling												1			1
#07 Typing Speed/Accuracy												1			1
#08 Poor Voice Tone												1			1
#09 Everything Relayed															0
#10 HCO Procedures Not Followed															0
#11 VCO Procedures Not Followed					2										2
#12 Two-Line VCO Procedures Not Fo															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															0
#18 Problem Answer Machine															0
#19 Spanish Service															0
#20 Speech to Speech															0
#21 Other Service Type:															0
TOTAL	0	0	0	0	4	0	0	0	0	0	0	0	3	0	7

TECHNICAL COMPLAINTS

#22 Lost Branding															0
#23 Charged for Local Call															0
#24 Trouble Linking Up												1			1
#25 Line Disconnected															0
#26 Garbled Message					1										1
#27 Database Not Available															0
#28 Spit Screen															0
#29 Other Technical Type:															0
TOTAL	0	0	0	0	1	0	0	0	0	0	0	0	1		2

MISC. COMPLAINTS

#30 Rates															0
#31 TTY Operator Service															0
#32 900 Number Access															0
#33 Carrier of Choice															0
#34 Network Recording															0
#35 Other Miscellaneous Type:															0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

TOTAL COMPLAINTS

0 0 0 0 5 0 0 0 0 0 0 0 3 1 9

OTHER CALLS

#36 Branding/Database entry													16		16
#37 Request Directory Assistance													6		6
#38 Test Calls													1		1
#39 Instructions/General													3		3
#40 Send Information													4		4
#41 Billing Question													2		2
#42 Purchase TTY													2		2
#43 Referred to LEC													0		0
#44 Wanted Sprint Cust Svc													57		57
#45 Other													0		0
TOTAL	0	91	0	91											

NON-STATE REPORTED

#46 Request Relay Number															0
TOTAL	0														

TOTAL CONTACT	0	0	0	0	5	0	94	1	113						
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OTHER CALLS

#36 Branding/Database entry													5		5
#37 Request Directory Assistance													3		3
#38 Test Calls													6		6
#39 Instructions/General													65		65
#40 Send Information													5		5
#41 Billing Question													1		1
#42 Purchase TTY													10		10
#43 Referred to LEC													5		5
#44 Wanted Sprint Cust Svc													2		2
#45 Other													0		0
TOTAL	0	102	0	102											
NON-STATE REPORTED															
#46 Request Relay Number															0
TOTAL	0	0	0												
TOTAL CONTACT	0	0	0	0	6	0	102	2	127						

Minnesota

January-04

AZ FL LU MD MN MO NM NY OH SD TX CS AM

COMMENDATIONS

TOTALS

TOTAL															25
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SERVICE COMPLAINTS

#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 Cust. Informed															0
#05 Agent Disconnected Caller					2										2
#06 Poor Spelling															0
#07 Typing Speed/Accuracy															0
#08 Poor Voice Tone															0
#09 Everything Relayed															0
#10 HCO Procedures Not Followed					2										2
#11 VCO Procedures Not Followed															0
#12 Two-Line VCO Procedures Not Fo															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					3										3
#18 Problem Answer Machine															0
#19 Spanish Service															0
#20 Speech to Speech															0
#21 Other Service Type:															0
TOTAL	0	0	0	0	8	0	0	0	0	0	0	0	2	0	10

TECHNICAL COMPLAINTS

#22 Lost Branding															0
#23 Charged for Local Call													1		1
#24 Trouble Linking Up													2		2
#25 Line Disconnected															0
#26 Garbled Message															0
#27 Database Not Available															0
#28 Spit Screen															0
#29 Other Technical Type:															0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	1	2	3

MISC. COMPLAINTS

#30 Rates															0
#31 TTY Operator Service															0
#32 900 Number Access															0
#33 Carrier of Choice															0
#34 Network Recording															0
#35 Other Miscellaneous Type:															0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

TOTAL COMPLAINTS 0 0 0 0 8 0 0 0 0 0 0 0 3 2 13

OTHER CALLS

#36 Branding/Database entry														10		10
#37 Request Directory Assistance														2		2
#38 Test Calls														9		9
#39 Instructions/General														68		68
#40 Send Information														7		7
#41 Billing Question														0		0
#42 Purchase TTY														14		14
#43 Referred to LEC														7		7
#44 Wanted Sprint Cust Svc														0		0
#45 Other																0
TOTAL	0	117	0	117												

NON-STATE REPORTED

#46 Request Relay Number																0
TOTAL	0															

TOTAL CONTACT	0	0	0	0	8	0	120	2	155							
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Minnesota
February-04

AZ FL LU MD MN MO NM NY OH SD TX CS AM

COMMENDATIONS

TOTAL																		TOTALS
																		14

SERVICE COMPLAINTS

#00 Answer Wait Time																		0
#01 Dial Out Time																		0
#02 Didn't Follow Database Inst.																		0
#03 Didn't Follow Cust. Instruct.					1													1
#04 Didn't Keep Cust. Informed																		0
#05 Agent Disconnected Caller					3													3
#06 Poor Spelling																		0
#07 Typing Speed/Accuracy																		0
#08 Poor Voice Tone																		0
#09 Everything Relayed																		0
#10 HCO Procedures Not Followed																		0
#11 VCO Procedures Not Followed																		0
#12 Two-Line VCO Procedures Not Fo																		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					1													1
#18 Problem Answer Machine																		0
#19 Spanish Service																		0
#20 Speech to Speech																		0
#21 Other Service Type:					6													6
TOTAL	0	0	0	0	11	0	0	0	0	0	0	0	0	0	0	0	0	11

TECHNICAL COMPLAINTS

#22 Lost Branding																		0
#23 Charged for Local Call													1					1
#24 Trouble Linking Up					2										5			7
#25 Line Disconnected					1													1
#26 Garbled Message																		0
#27 Database Not Available																		0
#28 Spit Screen																		0
#29 Other Technical Type:													1					1
TOTAL	0	0	0	0	3	0	0	0	0	0	0	0	0	2	5			10

MISC. COMPLAINTS

#30 Rates					1													1
#31 TTY Operator Service																		0
#32 900 Number Access																		0
#33 Carrier of Choice																		0
#34 Network Recording																		0
#35 Other Miscellaneous Type:					2													2
TOTAL	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	3

TOTAL COMPLAINTS

TOTAL COMPLAINTS	0	0	0	0	17	0	0	0	0	0	0	0	2	5				24
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OTHER CALLS

#36 Branding/Database entry															9		9
#37 Request Directory Assistance															0		0
#38 Test Calls															6		6
#39 Instructions/General															94		94
#40 Send Information															2		2
#41 Billing Question															6		6
#42 Purchase TTY															12		12
#43 Referred to LEC															10		10
#44 Wanted Sprint Cust Svc															1		1
#45 Other																	0
TOTAL	0	140	0	140													

NON-STATE REPORTED

#46 Request Relay Number																	0
TOTAL	0																

TOTAL CONTACT	0	0	0	0	17	0	142	5	178							
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Minnesota

March-04

AZ FL LU MD MN MO NM NY OH SD TX CS AM

COMMENDATIONS

TOTALS

TOTAL															33
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SERVICE COMPLAINTS

#00 Answer Wait Time															0
#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 Cust. Informed															0
#05 Agent Disconnected Caller					2					1		1			4
#06 Poor Spelling															0
#07 Typing Speed/Accuracy															0
#08 Poor Voice Tone															0
#09 Everything Relayed					1										1
#10 HCO Procedures Not Followed															0
#11 VCO Procedures Not Followed															0
#12 Two-Line VCO Procedures Not Fo															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					1										1
#18 Problem Answer Machine										1					1
#19 Spanish Service															0
#20 Speech to Speech															0
#21 Other Service Type:															0
TOTAL	0	0	0	0	5	0	0	0	0	2	0	2	0		9

TECHNICAL COMPLAINTS

#22 Lost Branding															0
#23 Charged for Local Call															0
#24 Trouble Linking Up												2			2
#25 Line Disconnected															0
#26 Garbled Message															0
#27 Database Not Available															0
#28 Spit Screen															0
#29 Other Technical Type:															0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	2		2

MISC. COMPLAINTS

#30 Rates															0
#31 TTY Operator Service															0
#32 900 Number Access															0
#33 Carrier of Choice															0
#34 Network Recording															0
#35 Other Miscellaneous Type:										1			1		2
TOTAL	0	0	0	0	0	0	0	0	0	1	0	0	1		2

TOTAL COMPLAINTS

TOTAL COMPLAINTS	0	0	0	0	5	0	0	0	0	3	0	2	3		13
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OTHER CALLS

#36 Branding/Database entry													7		7
#37 Request Directory Assistance													2		2
#38 Test Calls													9		9
#39 Instructions/General													71		71
#40 Send Information													6		6
#41 Billing Question													2		2
#42 Purchase TTY													18		18
#43 Referred to LEC													5		5
#44 Wanted Sprint Cust Svc													2		2
#45 Other															0
TOTAL	0	122	0	122											
NON-STATE REPORTED															
#46 Request Relay Number															0
TOTAL	0	0	0												
TOTAL CONTACT	0	0	0	0	5	0	0	0	0	0	3	0	124	3	168

Minnesota

April-04

AZ FL IL IN MD MN MO NM NY OH SD SC TX VA WA

COMMENDATIONS														TOTALS
TOTAL														21

SERVICE COMPLAINTS															
#00 Answer Wait Time															0
#01 Dial Out Time										1					1
#02 Didn't Follow Database Inst.															0
#03 Didn't Follow Cust. Instruct.				1											1
#04 Didn't Keep Cust. Informed															0
#05 Agent Disconnected Caller				1						1		1			3
#06 Poor Spelling															0
#07 Typing Speed/Accuracy															0
#08 Poor Voice Tone															0
#09 Everything Relayed															0
#10 HCO Procedures Not Followed															0
#11 VCO Procedures Not Followed															0
#12 Two-Line VCO Procedures Not Fo															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										1					1
#18 Problem Answer Machine															0
#19 Spanish Service															0
#20 Speech to Speech															0
#21 Other Service Type:															0
TOTAL	0	0	0	0	2	0	0	0	0	1	2	0	1	0	6

TECHNICAL COMPLAINTS															
#22 Lost Branding															0
#23 Charged for Local Call															0
#24 Trouble Linking Up													2		2
#25 Line Disconnected															0
#26 Garbled Message															0
#27 Database Not Available															0
#28 Spit Screen															0
#29 Other Technical Type:															0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2

MISC. COMPLAINTS															
#30 Rates															0
#31 TTY Operator Service															0
#32 900 Number Access															0
#33 Carrier of Choice															0
#34 Network Recording															0
#35 Other Miscellaneous Type:															0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

TOTAL COMPLAINTS	0	0	0	0	2	0	0	0	0	0	1	2	0	1	2	8
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OTHER CALLS

#36 Branding/Database entry																3		3
#37 Request Directory Assistance																0		0
#38 Test Calls																5		5
#39 Instructions/General																45		45
#40 Send Information																1		1
#41 Billing Question																1		1
#42 Purchase TTY																15		15
#43 Referred to LEC																2		2
#44 Wanted Sprint Cust Svc																2		2
#45 Other																		0
TOTAL	0	74	0	74														

NON-STATE REPORTED

#46 Request Relay Number																		0
TOTAL	0																	

TOTAL CONTACT	0	0	0	0	2	0	0	0	0	0	1	2	0	75	2	103
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Minnesota
May-04

AZ FL LU MD MN MO NM NY OH SD TX CS AM

COMMENDATIONS

TOTALS

TOTAL															15
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SERVICE COMPLAINTS

#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
#04 Didn't Keep Cust. Informed															0
#05 Agent Disconnected Caller										1					1
#06 Poor Spelling															0
#07 Typing Speed/Accuracy															0
#08 Poor Voice Tone															0
#09 Everything Relayed															0
#10 HCO Procedures Not Followed															0
#11 VCO Procedures Not Followed															0
#12 Two-Line VCO Procedures Not Fo															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													1		1
#18 Problem Answer Machine															0
#19 Spanish Service															0
#20 Speech to Speech															0
#21 Other Service Type:															0
TOTAL	0	0	0	0	2	0	0	0	0	0	1	0	0	1	4

TECHNICAL COMPLAINTS

#22 Lost Branding															0
#23 Charged for Local Call															0
#24 Trouble Linking Up													3		3
#25 Line Disconnected															0
#26 Garbled Message															0
#27 Database Not Available															0
#28 Spit Screen															0
#29 Other Technical Type:															0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	3		3

MISC. COMPLAINTS

#30 Rates															0
#31 TTY Operator Service															0
#32 900 Number Access															0
#33 Carrier of Choice															0
#34 Network Recording															0
#35 Other Miscellaneous Type:															0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

TOTAL COMPLAINTS

0 0 0 0 2 0 0 0 0 0 1 0 0 4 7

OTHER CALLS

#36 Branding/Database entry															0
#37 Request Directory Assistance															0
#38 Test Calls															0
#39 Instructions/General															0
#40 Send Information															0
#41 Billing Question															0
#42 Purchase TTY															0
#43 Referred to LEC															0
#44 Wanted Sprint Cust Svc															0
#45 Other															0
TOTAL	0														
NON-STATE REPORTED															
#46 Request Relay Number															0
TOTAL	0														
TOTAL CONTACT	0	0	0	0	2	0	0	0	0	0	1	0	0	4	22