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JUN 28 2005  
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DEPARTMENT OF HUMAN RESOURCES  
**Office of Disability Services**

- Nevada Council on Developmental Disabilities
- Independent Living Program
- Nevada Assistive Technology Collaborative
- Personal Assistance Services
- Traumatic Brain Injury Services
- Relay Nevada
- Deaf and Hard of Hearing Services
- Accessible Housing

June 23, 2005

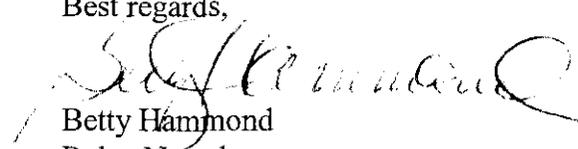
Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-B204  
Washington, DC 20554

Ms. Dortch:

Enclosed is the annual TRS complaint summary report for the State of Nevada. This report covers July 1, 2004 through May 31, 2005. An original and four copies are enclosed, as is the data on disk; an additional copy has been forwarded to Dana Jackson.

Please call me should you have any questions or further needs regarding this report. Thank you for your ongoing support of TRS.

Best regards,

  
Betty Hammond  
Relay Nevada

Cc: Dana Jackson

No. of Copies rec'd 0  
List ABCDE

3656 RESEARCH WAY, SUITE 32  
CARSON CITY, NEVADA 89706  
(775) 687-4452 VOICE

(888) 337-3839 TOLL FREE  
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(775) 687-3292 FAX

**NEVADA RELAY**  
**Annual Complaint Report**  
**June 2004 - May 2005**

For the period of June 1, 2004 through May 31, 2005, Sprint processed 418,519 TRS outbound calls and 8,768 CapTel outbound calls on behalf of Nevada Relay, receiving a total of 15 customer complaints of the total 427,287 calls. Of the total, 11 of the complaints were from traditional relay users and 4 from those utilizing CapTel services. CapTel services have been provided from October 1<sup>st</sup>, 2005. All 15 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 15 complaints were escalated for action to the State of Nevada or to the Federal Communications Commission.

Anecdotally, Relay Nevada staff held one "Taste of Technology" meeting during the year and continues to participate in an online list serve with Nevada's deaf community throughout the year. Every Wednesday, the account manager for Nevada holds "First Wednesday" meetings, which are open to consumers, and provides education and an open forum for direct feedback from users of the Relay system. The account manager also sponsored the Las Vegas Metro Police Department's Police Academy Interpreter Training Workshop on Nov 10th with 150 people in attendance and provided a "Relay Nevada 7-1-1" presentation to Pahrump Middle School for 20 students and various staff members.



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JUN 28 2005

FCC - MAILROOM

*Kenneth W. Brown III*  
*330 South Valley View Boulevard*  
*Las Vegas, Nevada 89107*  
*877-615-7336 Voice*  
*866-841-359 TTY*  
*866-332-0358 Fax*

June 15, 2005

Betty A. Hammond  
Relay Administrator  
Nevada Office of Disability Services  
3656 Research Way, Suite 32  
Carson City, Nevada 89706

Re: *In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 123*

Dear Ms. Betty Hammond,

Sprint has provided you the following information to support your filing with the FCC for the State of Nevada:

- Annual Complaint Log which includes the number of complaints received from June 1, 2004 through May 31, 2005 that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.
- Annual Tally Report with total complaints by category to give you an overall view.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You will need to make clear that it is a reference to the **CG Docket 03-123**, as above.

Please note that for your state you must send (1) an original and four copies of the printed report and (2) an electronic disk copy of the complaint log on a standard 3.5 inch diskette (formatted in an IBM compatible format using Word 97 or compatible software) on or before Thursday, July 1, 2005.

These items should be sent to the Commission's Secretary (via US Postal Service, First Class Mail, Express Mail or Priority Mail):

Marlene H. Dortch,  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> St., SW, Rm TW-B204  
Washington, DC 20554

Please also note that your state is also encouraged to send an additional printed copy on or before July 1<sup>st</sup>, to the Consumer & Governmental Affairs Bureau of the FCC to:

Dana Jackson, Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> St., SW, Rm CY-C417  
Washington, DC 20554  
or by email: [Dana.Jackson@fcc.gov](mailto:Dana.Jackson@fcc.gov)

For your reference, Sprint has included a copy of the FCC Public Notice from June 16, 2005 requiring this action.

Should you have any questions concerning this report, please contact me.

Sincerely,

A handwritten signature in black ink that reads "Kenneth W. Brown III". The signature is written in a cursive style and includes a small square mark at the end, likely a checkmark or a stylized flourish.

Kenneth W. Brown III  
Sprint Account Manager – Relay Nevada

Attachments:

- 1) Log Sheet
- 2) Tally Sheet
- 3) 3.5 inch diskette
- 4) Copy of FCC Public Notice

# RELAY



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TALLY SHEET  
JUNE 2004 - MAY 2005

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# Relay Nevada

06/2004 - 05/2005

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
<b>SERVICE COMPLAINTS</b>															
#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	1	0	0	0	1	17%
#03	Didn't Follow Cust. Instruct.	0	1	0	0	0	0	0	0	0	0	0	0	1	17%
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	1	0	0	1	17%
#05	Agent Disconnected Caller	1	0	0	0	0	0	1	0	0	0	0	0	2	33%
#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 F	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	1	0	0	0	1	17%
#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%
<b>TOTAL</b>		<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>6</b>	

<b>TECHNICAL COMPLAINTS</b>															
#22	Lost Branding	0	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	0%
#24	Trouble Linking Up	0	0	0	0	0	0	2	0	0	0	0	0	2	40%
#25	Line Disconnected	0	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	0%
#27	Database Not Available	0	0	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	0	0%
#29	Other Technical Type Complaint	0	0	0	0	0	0	0	1	0	1	0	1	3	60%
#57	Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#58	Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#59	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
<b>TOTAL</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>5</b>	

<b>MISC COMPLAINTS</b>															
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31	OSD	0	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	0%
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35	Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
<b>TOTAL</b>		<b>0</b>													

<b>TOTAL CONTACT</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>11</b>	
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# RELAY



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TRS SUMMARY LOG  
JUNE 2004 - MAY 2005

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**Complaint Tracking for NV (06/01/2004-05/31/2005). Total Customer Contacts: 11 TRS**

Tracking #	Date of Compliant	Category. # Compliant.	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64391578	02/05/05	#02	Time of the call took place at 2100. HCO caller said agent was not helpful in changing the branding of this caller from HCO to VCO. The customer said somehow their number became branded VCO and wanted to switch it. This agent did not know how and didn't offer any other assistance. What was said to the customer: Thanked the customer for letting us know and assured the customer the operator will be met with regarding this call.	02/08/05	Met with operator on 2/8/05. Operator remembered the customer saying that the branding was switched from VCO to HCO or vice versa. She did not realize that the customer was asking her to switch the branding. However, she understood the proper procedures on branding a call if asked to do so.
K64391460	02/05/05	#17	Customer asked the operator where the call was from and she responded, "I told you.. Relay Nevada." Customer wasn't given an explanation of how the service works. When the customer tried to speak to the operator, the response from the operator was, "Wait until you are spoken to." The customer felt that the agent was rude.	02/10/05	Spoke with the agent and coached her on her tone of voice. Agent understands the importance of a proper tone to ensure we are providing courteous service and a professional image.
K64446795	03/02/05	#04	CA never typed 'SK' or give any indication the line was disconnected. The length of wait cost the customer money. What was said to the customer: I apologize for the inconvenience and assured him everything was being documented and that the appropriate supervisor would be notified. I thanked him for bringing this to our attention. He does want a follow up letter.	04/06/05	Met with CA. CA followed instruction and procedure. There was no response after 3 minutes. Did coach CA. Mailed a follow-up letter on 3/31/05.
K641269047	05/09/05	#29	A voice customer complains that when she calls to an end user and asks the agent to dial an extension, the system is not acknowledging the extension dialed. She has tried many different times and does not encounter this problem when not dialing through relay. Apologized for problem. Opened TT#1002544921. Follow-up requested at number provided.	05/16/05	Since Acct. manager has left a follow-up message on customer's voice mail and that the trouble ticket has already been entered, this ticket (K641269047) is closed.
K6433514	06/18/04	#05	Customer gave agent info and said the agent hung up on them w/o processing call. Thanked customer. Will follow up with agent. No follow up requested.	06/18/04	Reviewed proper procedure with agent.

K6476297	07/10/04	#26	NV TTY customer is having problems with garbling, she has a Ultratec TTY and only has problems with incoming calls from relay for the past two months, she said a lot of her friends are experiencing the same problem.	07/10/04	Apologized to customer and placed a test call to her using relay and there was not a problem. I branded her number TTY and told her a TT would be turned in on the problem. Customer would like someone to call her back regarding the issue.
K6476464	07/13/04	#03	Voice person called husband (TTY) CA said TTY was not responding then disconnected. Voice person called back again and got the same CA. CA said I'm not falling for this again and hung up on inbound voice. Voice person called supervisor and said her husband said he was responding but CA hung up on him too. I apologized to the customer and reassured her that everything was being documented and appropriate supervisor will be notified. Also assured her she will be receiving follow up ASAP.	07/27/04	CA does not remember this call. States she has never hung up on and IB without supervisor approval. She is aware of disconnect procedure and relay policy of possible CAP for not following procedure.
K6476377	07/21/04	#26	Caller reporting a garbling problem. She said she could not read anything that was typed to her. Apologized to caller for the problem and opened TT to resolve the issue. Call back to customer is requested for problem resolution.	07/21/04	There were no technical difficulties within the system.
K64138827	09/03/04	#04	NV VOICE USER complaining CA took over nmr. call in progress, but didn't inform either TM user or voice user of agent change. This caused confusion for the users. User wants follow up phone call to find out what happened.	09/10/04	Faxed sc. ctr cl. Operator was coached on correct procedure for switching operators. On 9/20/04 called customer. Thank you for bringing this to our attention. I will document this, and I apologize for the inconvenience. The operator has been coached.
K64151289	12/07/04	#24	Voice customer unable to dial 711 from small business and this business does not have switchboard/business phone system NV Acct Mgr called LEC, Sprint NV, on behalf of customer rep and supervisor did not know anything about 711 and could not resolve problem T.T. I 002238835 (complaint info provided by NV Acct Mgr)	12/07/04	There were no technical difficulties within the system.
K64301166	12/29/04	#05	CA disconnected the TTY caller. Response to customer: We apologized to the customer and will inform CA's supervisor to be met with.	12/29/04	Operator was coached on the penalties of hanging up on any call.

# RELAY



# NEVADA

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CAPTEL SUMMARY LOG  
OCTOBER 2004 - MAY 2005

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**Complaint Tracking for NV (10/01/2004-05/31/2005). Total Customer Contacts: 4 CapTel**

Tracking #	Date of Compliant	Category. # Compliant.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1195	12/13/04	#24	Inability for CapTel unit to reach data toll free # due to network congestion	12/16/04	Explained to customer that there was transmission congestion within the nationwide toll-free network. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of that network confirmed on 1/3/05 that they expanded the capacity and the transmission difficulties should be resolved.
1196	12/15/04	#24	Inability for CapTel unit to reach data toll free # due to network congestion; Inability to reach voice in toll free # due to network congestion	12/15/04	Explained to cust that there was transmission congestion within the nationwide toll free network. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of that network confirmed transmission difficulties should be resolved.
1231	1/3/05	#29	Echo Sounds	1/3/05	Technical Support provided software update with echo cancellation software.
1330	3/8/05	#29	Unable to make Spanish captioned call	3/8/05	After extensive troubleshooting, realized customer did not have Spanish call in number set up in their unit. Technical Support sent the Spanish call in number to customer's unit over the phone line. Customer able to make Spanish captioned calls successfully after adjustment.



# PUBLIC NOTICE

Federal Communications Commission  
445 12<sup>th</sup> St. S.W.  
Washington, D.C. 20554

News media Information 202/ 418-0500  
Fax-On-Demand 202/418-2830  
TTY 202/418-2555  
Internet: <http://www.fcc.gov>  
<ftp.fcc.gov>

DA 05-1681  
Released: June 16, 2005

**CONSUMER & GOVERNMENTAL AFFAIRS BUREAU REMINDS STATES  
AND TELECOMMUNICATIONS RELAY SERVICES (TRS) PROVIDERS THAT  
THE ANNUAL SUMMARY OF CONSUMER COMPLAINTS CONCERNING  
TRS IS DUE FRIDAY, JULY 1, 2005**

The Federal Communications Commission's Consumer & Governmental Affairs Bureau reminds states and telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2005, on or before July 1, 2005.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.<sup>1</sup> State TRS programs should report all complaints made to the state agency, as well as those made to the state's TRS provider. TRS providers that provide interstate TRS, interstate STS, interstate Spanish relay, interstate captioned telephone relay, VRS, or IP Relay are also required to submit complaint log summaries. These summaries are intended to provide an early warning system to the Commission of possible service quality problems. Additionally, this information allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints and to spot national trends that may lend themselves to coordinated solutions. This information further enables states to learn how other states are resolving complaints.<sup>2</sup>

Complaint log summaries should include information pertaining to complaints received between June 1, 2004, and May 31, 2005. Complaint log summaries shall include, at a minimum, the number of complaints received that allege a violation of the federal TRS mandatory minimum

<sup>1</sup> See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order and Further Notice of Proposed Rulemaking, FCC 00-56, 15 FCC Rcd 5140, at 5144-5145, para. 9 (March 6, 2000) (*Improved TRS Order*); 47 C.F.R. §64.604(c)(1) (TRS "mandatory minimum standards" requiring filing of consumer complaint logs).

<sup>2</sup> *Improved TRS Order*, 15 FCC Rcd 5140, at 5190-5191, para. 122.

standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.<sup>3</sup>

We note that according to the data presented in the state complaint log summary submissions for 2004, approximately sixteen hundred complaints were reported that alleged a violation of one or more of the Commission's mandatory minimum standards for TRS. Over seventy-seven percent of all complaints alleged violations of the operational mandatory minimum standards and stemmed from the interaction between the calling party and the communications assistant (CA). We therefore remind TRS providers and state administrators that their CAs must, among other things, be knowledgeable of TRS procedures, follow customer's instructions, and continue to keep callers informed about the progress of their call.

**All filings must reference CG Docket 03-123.** States and interstate TRS providers who choose to submit by paper must submit an original and four copies of each filing on or before Friday, July 1, 2005. To expedite the processing of complaint log summaries, states and interstate TRS providers are encouraged to submit an additional copy to Attn: Dana Jackson, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12<sup>th</sup> Street, SW, Room CY-C417, Washington, DC 20554 or by email at [Dana.Jackson@fcc.gov](mailto:Dana.Jackson@fcc.gov). States and interstate TRS providers should also submit electronic disk copies of their complaint log summaries on a standard 3.5 inch diskette formatted in an IBM compatible format using Word 97 or compatible software. The diskette should be submitted in "read-only" mode and must be clearly labeled with the State or interstate TRS provider name, the filing date and captioned "Complaint Log Summary."

Filings can be sent by hand or messenger delivery, by electronic media, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor, Natek, Inc., will receive hand-delivered or messenger-delivered paper filings or electronic media for the Commission's Secretary at 236 Massachusetts Avenue, NE, Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial and electronic media sent by overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, Marlene H. Dortch, Office of the Secretary, Federal Communications Commission, 445 12<sup>th</sup> Street, SW, Room TW-B204, Washington, DC 20554.

The full text of this document and copies of any subsequently filed documents in this matter will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12<sup>th</sup> Street, SW, Room CY-A257, Washington, DC 20554. This document and copies of subsequently filed documents in this matters may also be purchased from the Commission's duplicating contract, BCPI, Inc., Portals II, 445 12<sup>th</sup> Street, SW, Room CY-B402, Washington, DC 20554. Customers may contact BCPI, Inc. at their web site [www.bcpiweb.com](http://www.bcpiweb.com) or call 1-800-378-3160.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to [fcc504@fcc.gov](mailto:fcc504@fcc.gov) or call the Consumer & Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* can also be downloaded in Word or Portable Document Format (PDF) at:

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<sup>3</sup> See 47 C.F.R. § 64.604 (c)(1).

<http://www.fcc.gov/cgb/dro>.

For further information regarding this *Public Notice*, contact Dana Jackson, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-1475 (voice), (202) 418-0597(TTY), or e-mail [Dana.Jackson@fcc.gov](mailto:Dana.Jackson@fcc.gov).

- FCC -

DOCKET NO. 03-123

Attachment A

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

- o This document is confidential (**NOT FOR PUBLIC INSPECTION**)
- o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.

~~o Microfilm, microform, certain photographs or videotape.~~

o Other materials which, for one reason or another, could not be scanned into the ECFS system.

The actual document, page(s) or materials may be reviewed (**EXCLUDING CONFIDENTIAL DOCUMENTS**) by contacting an Information Technician at the FCC Reference Information Centers) at 445 12<sup>th</sup> Street, SW, Washington, DC, Room CY-A257. Please note the applicable docket or rulemaking number, document type and any other relevant information about the document in order to ensure speedy retrieval by the Information Technician