



NEW MEXICO COMMISSION FOR DEAF AND HARD OF HEARING PERSONS

P.O. Box 5138, Santa Fe, New Mexico 87502
Administration-Santa Fe: 505.827.7269 Voice/TTY* 505.827.7273 Fax
Albuquerque: 1.800.489.8536 or 505.881.8824 Voice/TTY* 505.881.8831 Fax
NMCDHHA@doh.state.nm.us

Commissioners

Ms. Christine Buchholz, Chair

Mr. Luke Walker

Mr. Ron Stern

Ms. Judy LeJeune

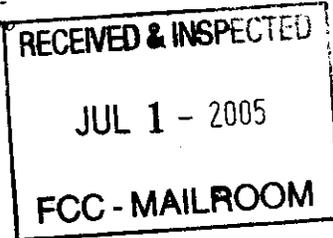
Mr. Raul Rodriguez

Ms. Kimberly Silva

Mr. Damian Romero

Bill Richardson
Governor

Thomas J. Dillon, III
Executive Director



June 29, 2005

Ms. Marlene H. Dortch, Office of the Secretary
Federal Communication Commission
445 12th Street SW Room TW-B204
Washington, DC 20554

Dear Commissioners:

DOCKET FILE COPY ORIGINAL

Greetings from the State of New Mexico!

In compliance with CG Docket 03-123, enclosed you will find one original and four copies of three complaint log documents:

1. Annual Complaint Log includes number of complaints received that allege a violation of federal TRS minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.
2. Annual Summary includes total outbound calls, total complaints for the reporting period June 2004-May 2005, and percentage of complaints to total outbound calls information.
3. Annual Tally Report will be total complaints by category.

Also enclosed is a standard 3.5 diskette with electronic copies recorded.

Our agency (Commission for Deaf and Hard of Hearing Persons) is responsible for monitoring the quality of services for Telecommunications Relay Services and for receiving internally unresolved complaints. It is a significant fact that no complaints were escalated to the state level.

Please contact me directly at (505) 827-77269 or tom.dillon@state.nm.us should you have further questions regarding our submission.

No. of Copies rec'd 0
List ABOVE

RECEIVED & INSPECTED
 JUL 1 - 2005
 FCC - MAIL ROOM



New Mexico Relay
 June 2004 - May 2005



SERVICE COMPLAINTS	MONTHS												TOTAL	PCT.			
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May					
#01 Answer Wait Time	0	0	0	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	0	0	0%
#03 Didn't Follow Cust. Instruct.	1	0	0	0	2	0	0	0	0	0	0	0	0	0	0	3	10%
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#05 Agent Disconnected Caller	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	4	20%
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 Typing Speed/Accuracy	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	3	10%
#08 Poor Voice Tone	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0%
#09 Everything Relayed	0	0	0	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	0	0	0%
#11 VCO Procedures Not Followed	0	0	0	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	0	0	0%
#13 Background Noise Not Typed	0	0	0	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	0	0	0%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	4	20%
#17 Agent Was Rude	0	0	0	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	0	0	0%
#19 Spanish Service	0	0	0	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	0	0	0%
#21 Other Problem Type Complaint	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0%
TOTAL	2	3	0	1	3	2	2	2	0	2	2	2	0	2	0	20	10%
TECHNICAL COMPLAINTS																	
#22 Lost Branding	0	0	0	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	0	0	0%
#24 Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	10%
#25 Line Disconnected	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2	3	30%
#26 Garbled Message	0	0	0	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	0	0	0%
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Other Technical Type Complaint	0	0	0	0	0	1	0	0	0	0	0	0	0	0	4	6	60%
#57 Caller ID	0	0	0	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	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	0	0	0%
TOTAL	0	0	0	0	0	2	0	0	0	0	1	0	0	0	7	10	0%
MISC COMPLAINTS																	
#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31 OSD	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0%
#32 No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33 Caller of Choice	0	0	0	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	0	0	0%
#35 Other	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	2	0%
TOTAL	0	1	0	0	1	0	0	0	0	0	1	0	0	0	0	3	0%
TOTAL CONTACT	2	4	0	1	4	4	2	0	2	2	3	2	0	3	7	33	

New Mexico Relay and CapTel Complaints Log = June 2004 - May 2005

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/01/04	Customer complained that the CA spoke with such an accent that she could not understand her. Also complained that the CA said she couldn't understand the message typed so didn't relay it. Said her CA number was muffled and the 2nd time left a message didn't give a number at all. Apologized many times work the	06/02/04	Agent ID # is invalid. Unable to follow up with the agent. No customer follow up requested.
06/19/04	Voice caller complained that the CA didn't report what the CA relayed but kept typing and the voice caller couldn't hear what the CA said. CA didn't get supervisor on the line when asked. Voice caller felt the CA was rude. Rep apologized to the caller and informed that a complaint would be sent in . Caller didn't want contact back. Caller was thanked for their time.	06/23/04	CA ID identified is not assigned to any employee. While date and time was provided additional info is required for further investigation. Caller didn't provide contact info. No further action is possible.
07/02/04	Customer said that they had the same operator five times. Each time the operator said "are you deaf or dumb?" stuff it up your ass and go to hell, then hung up. Customer was trying to call mother in hospital. Thanked customer for feedback.	07/02/04	Faxed complaint to NM and notified the Center Manager. No further contact is required.
07/04/04	TTY caller stated they attempted to retrieve answering machine messages. The CA said it was answered by beeping and then the CA hung up on them. I apologized for any inconvenience and asked if they'd like a call back regarding this matter. They declined. I let them know the CA will be coached and thanked them for their time.	07/25/04	CA has been coached on proper procedure on answering machine retrieval calls.
07/22/04	VCO user requested VCO-TTY customer notes state to use frequent dialed numbers for VCO to TTY, CA send customer was upset that the CA did not read customer notes. An apology was given to the customer.	08/02/04	CA was coached on proper procedure, and to follow customer notes.
07/30/04	Customer was upset because their call was not accurately typed, and could have caused a lot of trouble. It was a recording that was reached customer redialed to listen to the message again, but there were slight changes , but could tell it was the same message the customer redialed again reached another agent and confirmed the message was the same as the second agent. Customer is upset with the rules and procedures for and wishes to be contacted. Customer was	08/02/04	All agents advised to type recordings verbatim. Received no area code for contact number. Contact not possible.
9/30/2004 CapTel	Dual Tone Multi-Frequency Tone Interference	9/30/2004	Tech support adjusted Dual Tone Multi-Frequency interference with customer's voice mail system. Immediate resolution provided.
10/04/04	Extremely rude- had two agents who refused to hold when asked to. The second agent was so rude it made him lose his customer. Did not ask for call back. Left msg on receptionists phone.	10/05/04	Complaint noted - No CA numbers given.
10/04/04	Customer stated that CA kept typing "SK" at the end of each transmission and that finally the voice user hung up, the customer was still talking (they stated). The customer asked why they hung up and CA kept saying the party disconnected. Apologized for the inconvenience.	10/05/04	Unable to resolve due to agent number not assigned or active.
10/23/04	TTY Customer comments; "I gave operator a number to dial. He didn't respond. I typed, "Are you there." I got no response. Then my connection to relay was broken "	11/12/04	Agent doesn't recall specifically what occurred. He was coached. We e-mailed the customer on 11/14/04.

	<p>responses. Her my connection to relay was broken. CSR: "My apologies. Would you like Relay Administration to call you? Karen said she would like a follow up at her e-mail address,XXXX. I assured her the agent's supervisor will be advised and the agent will be coached on these procedures."</p>		
10/29/04	<p>Customer complained that the relay does not do enough to keep voice callers on the line and that it is discriminatory to relay users. The customer did not want to file a complaint regarding a specific CA, but indicated that the entire relay needed education and discipline. I apologized to the customer numerous times and expressed concern for further training of employees.</p>	11/18/04	Complaint noted.
11/3/2004 CapTel	Disconnect/Reconnect during calls	11/5/2004	<p>Explained the difference between a traditional phone and the CapTel. Explained to customer why disconnect/reconnect might be occurring and sent letter in the mail with tips to reduce their occurrence. Customer will try using a different jack in the home and also obtain a new "y" jack to see if experience improves. After phone company checked the quality of customer's phone line in home, the occurrence of disconnect/reconnect rarely happens. Customer satisfied.</p>
11/1/2004 CapTel	Accuracy of Captions	11/10/2004	<p>Difficulty during call brought to attention of Call Center Director. CA notes there was a technical difficulty, which was resolved during course of call. Apologized to customer for this incidence.</p>
11/18/2004 CapTel	Billing Issue-Collect Calls	11/19/2004	Explained billing situation to customer.
11/18/04	<p>Voice caller reported a call to her daughter with very bad words being relayed and they wanted to know who called then and used that bad language. I told caller I was sorry but Relay kept no records of calls, all calls are confidential. I gave caller the number to customer service for more detailed info on how Relay works and caller wants to be contacted.</p>	11/22/04	<p>Called voice user 11/22/04 to advise that only recourse would be to have outbound number blocked.</p>
12/13/2004 CapTel	Dual Tone Multi-Frequency Tone Interference	12/13/2004	<p>Tech Support made an adjustment to address Dual Tone Multi-Frequency tone pass through. Immediate resolution provided.</p>
12/14/04	<p>TTY user received message on answering machine, that was so poorly typed it was difficult to understand the actual content of message. Apologized to customer.</p>	12/15/04	CA coached.
02/10/05	Customer requested redial and CA disconnected the call.	02/10/05	<p>Met with CA and she mentioned periodic dropped calls, however, with no specific time mentioned, she couldn't remember any customer requesting a redial followed by a possible dropped call. CA is well aware of proper procedures.</p>
02/11/05	VCO customer said that he was calling New Mexico	02/11/05	Coached CA on correct handling for this request. I also

	Regional Relay Center to speak with an Agent. When the number answered the operator disconnected and told him that it was answered by a Relay Center and she could not relay and asked for another number to dial. The number called was to area code 505. I apologized for the inconvenience and told him that I would follow up with the operator and coach her on the correct procedure. He said this happens often when he calls to the Regional Center and the operators think its to another relay center and disconnect the call. He said this may be a training item for all CAs.		told her that Relay Centers are always Toll free numbers and that when an Area Code other than toll free is given, it would be a place of business and not another relay operator.
2/14/2005	Inability for CapTel unit to reach data toll free # due to toll free network routing problem	2/14/2005	Contacted toll free network managers and they resolved the problem at their end. Customer service representative confirmed with customer that they are able to make calls.
02/23/05	Waited for CA to connect TTY-TTY but never did. CA took too long.	02/23/05	CA coached on proper procedure.
03/20/05	CA typed out answering machine against customer note instructions. Inbound was not able to leave a msg with this CA.	05/18/05	CA coached regarding reading customer notes before proceeding with calls.
03/28/05	Voice customer states the agent was talking too fast, and the voice person asked the operator to please repeat what she just said and the operator stated "operator is not allowed to be part of the call" and would not repeat what was said, therefore this employer was unable to find out what their employee was trying to convey to him/her. The operator's tone was very rude and unprofessional. The customer did not want the operator to be part of the call but to make the message clear, that the caller was trying to say. This employer gets many calls through the relay and is familiar with the relay. Apologized. Follow-up requested.	03/28/05	Customer contacted, apologized for the inconvenience. Was unable to determine CA who processed the call, as number given had not been assigned to a CA within the Center. Customer did not wish further contact.
04/14/05	Voice customer received call via Relay customer is voice and interpreter for deaf coworker customer needed to put agent on hold while interpreting the call to the coworker each time voice customer came back to the phone and ready to respond the agent started relaying the call again agent said Relay will begin now customer is very familiar with Relay and has taken many Relay calls and reporting the incorrect processing of call (apologized to customer for problem encountered) Customer did not request contact	04/14/05	CA number given in complaint not issued to a CA. Customer did not with contact, so further investigation not possible. Closing ticket.
4/20/05 CapTel	Echo Sounds; Sound quality-static	4/20/2005	Echo cancellation software provided over the wire. Replacement handset provided. Customer will contact local telephone company for line check. Customer will report if these steps do not resolve complaints.
4/28/2005	Dual Tone Multi-Frequency Tone Interference; Sound Quality-static	5/3/2005	Tech support made an adjustment to address Dual Tone Multi-Frequency interference. Immediate resolution provided. Customer contacting local telephone company for line check in regards to static on the line.
5/3/2005	Caller ID shows number but not name	5/3/2005	Our technicians have reported this problem to the IXC network managers for correction.
5/6/2005	Dropped Characters	5/6/2005	Suggested customer have their phone company check the quality of their phone line to make sure it can handle data transmission capabilities.
5/6/2005	Disconnect/Reconnect during calls; Incoming Connection-Captioned Calls	5/6/2005	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence. Confirmed disconnect/reconnect happens very rarely. Tech support identified and remedied the circumstances of false time out with a system change on 5/25/05. Customer states all is well.

05/08/05	A voice customer called to report that he called 711 to reach NM relay five times from his land line and each time the agent could not hear him. He tried again on his cell phone and relay could hear him but he said they sounded like they were "in a tunnel." The outbound party could not hear relay either. Apologized for trouble. Follow up requested.	05/08/05	AM review the case and tried to contact the customer. The AM left a message on his voice mail to call back if problem persist. Case closed.
05/13/05	VCO customer using star 82 with the relay number and it is not working, the caller ID is blocked. Apologized, TT was entered. Follow-up requested.	05/13/05	Contacted the customer to let her know that we are working on the Caller ID problem. AM will keep her posted.
05/14/05	Qwest operator called with Voice customer on the line who is unable to reach a VCO customer via the relay due to getting a recording stating "this number does not accept blocked calls". Apologized, TT was entered. Follow up requested.	05/14/05	Sprint Account Manager contacted the customer and notified him that the problem is resolved. If any issues arise, he will contact the AM. He was pleased with the followed up phone call. Case Closed.
5/20/2005	Disconnect/Reconnect during calls	5/20/2005	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence.



New Mexico Relay
June 2004 - May 2005



SERVICE COMPLAINTS	MONTHS												TOTAL	PCT		
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May				
#00 Answer Wait Time	0	0	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	0	0%
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5%
#03 Didn't Follow Cust. Instruct.	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5%
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15%
#05 Agent Disconnected Caller	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	10%
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	20%
#07 Typing Speed/Accuracy	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#08 Poor Voice Tone	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15%
#09 Everything Relayed	0	0	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	0	0%
#11 VCO Procedures Not Followed	0	0	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	0	0%
#13 Background Noise Not Typed	0	0	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	0	0%
#15 Recording Feature Not Used	0	0	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	0	0%
#17 Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	20%
#18 Problem Answer Machine	0	0	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	0	0%
#20 Speech to Speech	0	0	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	0	0%
TOTAL	2	3	0	1	3	2	2	0	2	10%						
TECHNICAL COMPLAINTS																
#22 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#23 Changed for Local Call	0	0	0	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	0	0	0%
#25 Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10%
#26 Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	30%
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Spill Screen	0	0	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	0	0	0	0	0	0	0	0	0%
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#58 Regional 800 Calls	0	0	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	0	0%
TOTAL	0	0%														
MISC COMPLAINTS																
#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31 OSD	0	1	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	0	0%
#33 Carrier of Choice	0	0	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	0	0%
#35 Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
TOTAL	0	1	0	0	1	0	0%									
TOTAL CONTACT	2	4	0	1	4	4	2	0	0	4	2	0	0	3	7	33

New Mexico Relay and CapTel Complaints Log = June 2004 - May 2005

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/01/04	Customer complained that the CA spoke with such an accent that she could not understand her. Also complained that the CA said she couldn't understand the message typed so didn't relay it. Said her CA number was muffled and the 2nd time left a message didn't give a number at all. Apologized many times work the	06/02/04	Agent ID # is invalid. Unable to follow up with the agent. No customer follow up requested.
06/19/04	Voice caller complained that the CA didn't report what the CA relayed but kept typing and the voice caller couldn't hear what the CA said. CA didn't get supervisor on the line when asked. Voice caller felt the CA was rude. Rep apologized to the caller and informed that a complaint would be sent in. Caller didn't want contact back. Caller was thanked for their time.	06/23/04	CA ID identified is not assigned to any employee. While date and time was provided additional info is required for further investigation. Caller didn't provide contact info. No further action is possible.
07/02/04	Customer said that they had the same operator five times. Each time the operator said "are you deaf or dumb?" stuff it up your ass and go to hell, then hung up. Customer was trying to call mother in hospital. Thanked customer for feedback.	07/02/04	Faxed complaint to NM and notified the Center Manager. No further contact is required.
07/04/04	TTY caller stated they attempted to retrieve answering machine messages. The CA said it was answered by beeping and then the CA hung up on them. I apologized for any inconvenience and asked if they'd like a call back regarding this matter. They declined. I let them know the CA will be coached and thanked them for their time.	07/25/04	CA has been coached on proper procedure on answering machine retrieval calls.
07/22/04	VCO user requested VCO-TTY customer notes state to use frequent dialed numbers for VCO to TTY, CA send customer was upset that the CA did not read customer notes. An apology was given to the customer.	08/02/04	CA was coached on proper procedure, and to follow customer notes.
07/30/04	Customer was upset because their call was not accurately typed, and could have caused a lot of trouble. It was a recording that was reached customer redialed to listen to the message again, but there were slight changes, but could tell it was the same message the customer redialed again reached another agent and confirmed the message was the same as the second agent. Customer is upset with the rules and procedures for and wishes to be contacted. Customer was	08/02/04	All agents advised to type recordings verbatim. Received no area code for contact number. Contact not possible.
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10/04/04	Extremely rude- had two agents who refused to hold when asked to. The second agent was so rude it made him lose his customer. Did not ask for call back. Left msg on receptionists phone.	10/05/04	Complaint noted - No CA numbers given.
10/04/04	Customer stated that CA kept typing "SK" at the end of each transmission and that finally the voice user hung up, the customer was still talking (they stated). The customer asked why they hung up and CA kept saying the party disconnected. Apologized for the inconvenience.	10/05/04	Unable to resolve due to agent number not assigned or active.
10/23/04	TTY Customer comments; "I gave operator a number to dial. He didn't respond. I typed, "Are you there." I got no response. Then my connection to relay was broken "	11/12/04	Agent doesn't recall specifically what occurred. He was coached. We e-mailed the customer on 11/14/04.

	response. When my connection to relay was broken, CSR: "My apologies. Would you like Relay Administration to call you? Karen said she would like a follow up at her e-mail address,XXXX. I assured her the agent's supervisor will be advised and the agent will be coached on these procedures."		
10/29/04	Customer complained that the relay does not do enough to keep voice callers on the line and that it is discriminatory to relay users. The customer did not want to file a complaint regarding a specific CA, but indicated that the entire relay needed education and discipline. I apologized to the customer numerous times and expressed concern for further training of employees.	11/18/04	Complaint noted.
11/3/2004 CapTel	Disconnect/Reconnect during calls	11/5/2004	Explained the difference between a traditional phone and the CapTel. Explained to customer why disconnect/reconnect might be occurring and sent letter in the mail with tips to reduce their occurrence. Customer will try using a different jack in the home and also obtain a new "y" jack to see if experience improves. After phone company checked the quality of customer's phone line in home, the occurrence of disconnect/reconnect rarely happens. Customer satisfied.
11/1/2004 CapTel	Accuracy of Captions	11/10/2004	Difficulty during call brought to attention of Call Center Director. CA notes there was a technical difficulty, which was resolved during course of call. Apologized to customer for this incidence.
11/18/2004 CapTel	Billing Issue-Collect Calls	11/19/2004	Explained billing situation to customer.
11/18/04	Voice caller reported a call to her daughter with very bad words being relayed and they wanted to know who called then and used that bad language. I told caller I was sorry but Relay kept no records of calls, all calls are confidential. I gave caller the number to customer service for more detailed info on how Relay works and caller wants to be contacted.	11/22/04	Called voice user 11/22/04 to advise that only recourse would be to have outbound number blocked.
12/13/2004 CapTel	Dual Tone Multi-Frequency Tone Interference	12/13/2004	Tech Support made an adjustment to address Dual Tone Multi-Frequency tone pass through. Immediate resolution provided.
12/14/04	TTY user received message on answering machine, that was so poorly typed it was difficult to understand the actual content of message. Apologized to customer.	12/15/04	CA coached.
02/10/05	Customer requested redial and CA disconnected the call.	02/10/05	Met with CA and she mentioned periodic dropped calls, however, with no specific time mentioned, she couldn't remember any customer requesting a redial followed by a possible dropped call. CA is well aware of proper procedures.
02/11/05	VCO customer said that he was calling New Mexico	02/11/05	Coached CA on correct handling for this request. I also

	<p>Regional Relay Center to speak with an Agent. When the number answered the operator disconnected and told him that it was answered by a Relay Center and she could not relay and asked for another number to dial.</p> <p>The number called was to area code 505. I apologized for the inconvenience and told him that I would follow up with the operator and coach her on the correct procedure. He said this happens often when he calls to the Regional Center and the operators think its to another relay center and disconnect the call. He said this may be a training item for all CAs.</p>		<p>told her that Relay Centers are always Toll free numbers and that when an Area Code other than toll free is given, it would be a place of business and not another relay operator.</p>
2/14/2005	Inability for CapTel unit to reach data toll free # due to toll free network routing problem	2/14/2005	Contacted toll free network managers and they resolved the problem at their end. Customer service representative confirmed with customer that they are able to make calls.
02/23/05	Waited for CA to connect TTY-TTY but never did. CA took too long.	02/23/05	CA coached on proper procedure.
03/20/05	CA typed out answering machine against customer note instructions. Inbound was not able to leave a msg with this CA.	05/18/05	CA coached regarding reading customer notes before proceeding with calls.
03/28/05	Voice customer states the agent was talking too fast, and the voice person asked the operator to please repeat what she just said and the operator stated "operator is not allowed to be part of the call" and would not repeat what was said, therefore this employer was unable to find out what their employee was trying to convey to him/her. The operator's tone was very rude and unprofessional. The customer did not want the operator to be part of the call but to make the message clear, that the caller was trying to say. This employer gets many calls through the relay and is familiar with the relay. Apologized. Follow-up requested.	03/28/05	Customer contacted, apologized for the inconvenience. Was unable to determine CA who processed the call, as number given had not been assigned to a CA within the Center. Customer did not wish further contact.
04/14/05	Voice customer received call via Relay customer is voice and interpreter for deaf coworker customer needed to put agent on hold while interpreting the call to the coworker each time voice customer came back to the phone and ready to respond the agent started relaying the call again agent said Relay will begin now customer is very familiar with Relay and has taken many Relay calls and reporting the incorrect processing of call (apologized to customer for problem encountered) Customer did not request contact	04/14/05	CA number given in complaint not issued to a CA. Customer did not with contact, so further investigation not possible. Closing ticket.
4/20/05 CapTel	Echo Sounds; Sound quality-static	4/20/2005	Echo cancellation software provided over the wire. Replacement handset provided. Customer will contact local telephone company for line check. Customer will report if these steps do not resolve complaints.
4/28/2005	Dual Tone Multi-Frequency Tone Interference; Sound Quality-static	5/3/2005	Tech support made an adjustment to address Dual Tone Multi-Frequency interference. Immediate resolution provided. Customer contacting local telephone company for line check in regards to static on the line.
5/3/2005	Caller ID shows number but not name	5/3/2005	Our technicians have reported this problem to the IXC network managers for correction.
5/6/2005	Dropped Characters	5/6/2005	Suggested customer have their phone company check the quality of their phone line to make sure it can handle data transmission capabilities.
5/6/2005	Disconnect/Reconnect during calls; Incoming Connection-Captioned Calls	5/6/2005	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence. Confirmed disconnect/reconnect happens very rarely. Tech support identified and remedied the circumstances of false time out with a system change on 5/25/05. Customer states all is well.

05/08/05	A voice customer called to report that he called 711 to reach NM relay five times from his land line and each time the agent could not hear him. He tried again on his cell phone and relay could hear him but he said they sounded like they were "in a tunnel." The outbound party could not hear relay either. Apologized for trouble. Follow up requested.	05/08/05	AM review the case and tried to contact the customer. The AM left a message on his voice mail to call back if problem persist. Case closed.
05/13/05	VCO customer using star 82 with the relay number and it is not working, the caller ID is blocked. Apologized, TT was entered. Follow-up requested.	05/13/05	Contacted the customer to let her know that we are working on the Caller ID problem. AM will keep her posted.
05/14/05	Qwest operator called with Voice customer on the line who is unable to reach a VCO customer via the relay due to getting a recording stating "this number does not accept blocked calls". Apologized, TT was entered. Follow up requested.	05/14/05	Sprint Account Manager contacted the customer and notified him that the problem is resolved. If any issues arise, he will contact the AM. He was pleased with the followed up phone call. Case Closed.
5/20/2005	Disconnect/Reconnect during calls	5/20/2005	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence.



New Mexico Relay
June 2004 - May 2005



	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	1	0	0	0	1	5%
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	1	0	0	1	5%
#03 Didn't Follow Cust. Instruct.	1	0	0	0	2	0	0	0	0	0	0	0	3	15%
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#05 Agent Disconnected Caller	0	2	0	0	1	0	0	0	1	0	0	0	4	20%
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 Typing Speed/Accuracy	0	1	0	0	0	1	1	0	0	0	0	0	3	15%
#08 Poor Voice Tone	1	0	0	0	0	0	0	0	0	0	0	0	1	5%
#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	1	0	0	1	0	0	0	2	0	4	20%
#17 Agent Was Rude	0	0	0	0	0	0	0	0	0	1	0	0	1	5%
#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	1	0	0	1	0	0	0	2	10%
TOTAL	2	3	0	1	3	2	2	0	3	2	2	0	20	
TECHNICAL COMPLAINTS														
#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	0	0	0	0	0	1	1	10%
#25 Line Disconnected	0	0	0	0	0	1	0	0	0	0	0	2	3	30%
#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	1	0	0	1	0	0	4	6	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%
TOTAL	0	0	0	0	0	2	0	0	1	0	0	7	10	
MISC COMPLAINTS														
#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31 OSD	0	1	0	0	0	0	0	0	0	0	0	0	1	5%
#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	1	0	0	0	0	0	1	0	2	5%
TOTAL	0	1	0	0	1	0	0	0	0	0	1	0	3	
TOTAL CONTACT	2	4	0	1	4	4	2	0	4	2	3	7	33	

New Mexico Relay and CapTel Complaints Log = June 2004 - May 2005

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/01/04	Customer complained that the CA spoke with such an accent that she could not understand her. Also complained that the CA said she couldn't understand the message typed so didn't relay it. Said her CA number was muffled and the 2nd time left a message didn't give a number at all. Apologized many times work the	06/02/04	Agent ID # is invalid. Unable to follow up with the agent. No customer follow up requested.
06/19/04	Voice caller complained that the CA didn't report what the CA relayed but kept typing and the voice caller couldn't hear what the CA said. CA didn't get supervisor on the line when asked. Voice caller felt the CA was rude. Rep apologized to the caller and informed that a complaint would be sent in. Caller didn't want contact back. Caller was thanked for their time.	06/23/04	CA ID identified is not assigned to any employee. While date and time was provided additional info is required for further investigation. Caller didn't provide contact info. No further action is possible.
07/02/04	Customer said that they had the same operator five times. Each time the operator said "are you deaf or dumb?" stuff it up your ass and go to hell, then hung up. Customer was trying to call mother in hospital. Thanked customer for feedback.	07/02/04	Faxed complaint to NM and notified the Center Manager. No further contact is required.
07/04/04	TTY caller stated they attempted to retrieve answering machine messages. The CA said it was answered by beeping and then the CA hung up on them. I apologized for any inconvenience and asked if they'd like a call back regarding this matter. They declined. I let them know the CA will be coached and thanked them for their time.	07/25/04	CA has been coached on proper procedure on answering machine retrieval calls.
07/22/04	VCO user requested VCO-TTY customer notes state to use frequent dialed numbers for VCO to TTY. CA send customer was upset that the CA did not read customer notes. An apology was given to the customer.	08/02/04	CA was coached on proper procedure, and to follow customer notes.
07/30/04	Customer was upset because their call was not accurately typed, and could have caused a lot of trouble. It was a recording that was reached customer redialed to listen to the message again, but there were slight changes, but could tell it was the same message the customer redialed again reached another agent and confirmed the message was the same as the second agent. Customer is upset with the rules and procedures for and wishes to be contacted. Customer was	08/02/04	All agents advised to type recordings verbatim. Received no area code for contact number. Contact not possible.
9/30/2004 CapTel	Dual Tone Multi-Frequency Tone Interference	9/30/2004	Tech support adjusted Dual Tone Multi-Frequency interference with customer's voice mail system. Immediate resolution provided.
10/04/04	Extremely rude- had two agents who refused to hold when asked to. The second agent was so rude it made him lose his customer. Did not ask for call back. Left msg on receptionists phone.	10/05/04	Complaint noted - No CA numbers given.
10/04/04	Customer stated that CA kept typing "SK" at the end of each transmission and that finally the voice user hung up, the customer was still talking (they stated). The customer asked why they hung up and CA kept saying the party disconnected. Apologized for the inconvenience.	10/05/04	Unable to resolve due to agent number not assigned or active.
10/23/04	TTY Customer comments; "I gave operator a number to dial. He didn't respond. I typed, "Are you there." I got no response. Then my connection to relay was broken "	11/12/04	Agent doesn't recall specifically what occurred. He was coached. We e-mailed the customer on 11/14/04.

	response. Then my connection to relay was broken. CSR: "My apologies. Would you like Relay Administration to call you? Karen said she would like a follow up at her e-mail address,XXXX. I assured her the agent's supervisor will be advised and the agent will be coached on these procedures."		
10/29/04	Customer complained that the relay does not do enough to keep voice callers on the line and that it is discriminatory to relay users. The customer did not want to file a complaint regarding a specific CA, but indicated that the entire relay needed education and discipline. I apologized to the customer numerous times and expressed concern for further training of employees.	11/18/04	Complaint noted.
11/3/2004 CapTel	Disconnect/Reconnect during calls	11/5/2004	Explained the difference between a traditional phone and the CapTel. Explained to customer why disconnect/reconnect might be occurring and sent letter in the mail with tips to reduce their occurrence. Customer will try using a different jack in the home and also obtain a new "y" jack to see if experience improves. After phone company checked the quality of customer's phone line in home, the occurrence of disconnect/reconnect rarely happens. Customer satisfied.
11/1/2004 CapTel	Accuracy of Captions	11/10/2004	Difficulty during call brought to attention of Call Center Director. CA notes there was a technical difficulty, which was resolved during course of call. Apologized to customer for this incidence.
11/18/2004 CapTel	Billing Issue-Collect Calls	11/19/2004	Explained billing situation to customer.
11/18/04	Voice caller reported a call to her daughter with very bad words being relayed and they wanted to know who called then and used that bad language. I told caller I was sorry but Relay kept no records of calls, all calls are confidential. I gave caller the number to customer service for more detailed info on how Relay works and caller wants to be contacted.	11/22/04	Called voice user 11/22/04 to advise that only recourse would be to have outbound number blocked.
12/13/2004 CapTel	Dual Tone Multi-Frequency Tone Interference	12/13/2004	Tech Support made an adjustment to address Dual Tone Multi-Frequency tone pass through. Immediate resolution provided.
12/14/04	TTY user received message on answering machine, that was so poorly typed it was difficult to understand the actual content of message. Apologized to customer.	12/15/04	CA coached.
02/10/05	Customer requested redial and CA disconnected the call.	02/10/05	Met with CA and she mentioned periodic dropped calls, however, with no specific time mentioned, she couldn't remember any customer requesting a redial followed by a possible dropped call. CA is well aware of proper procedures.
02/11/05	VCO customer said that he was calling New Mexico	02/11/05	Coached CA on correct handling for this request. I also

	<p>Regional Relay Center to speak with an Agent. When the number answered the operator disconnected and told him that it was answered by a Relay Center and she could not relay and asked for another number to dial.</p> <p>The number called was to area code 505. I apologized for the inconvenience and told him that I would follow up with the operator and coach her on the correct procedure. He said this happens often when he calls to the Regional Center and the operators think its to another relay center and disconnect the call. He said this may be a training item for all CAs.</p>		<p>told her that Relay Centers are always Toll free numbers and that when an Area Code other than toll free is given, it would be a place of business and not another relay operator.</p>
2/14/2005	Inability for CapTel unit to reach data toll free # due to toll free network routing problem	2/14/2005	Contacted toll free network managers and they resolved the problem at their end. Customer service representative confirmed with customer that they are able to make calls.
02/23/05	Waited for CA to connect TTY-TTY but never did. CA took too long.	02/23/05	CA coached on proper procedure.
03/20/05	CA typed out answering machine against customer note instructions. Inbound was not able to leave a msg with this CA.	05/18/05	CA coached regarding reading customer notes before proceeding with calls.
03/28/05	Voice customer states the agent was talking too fast, and the voice person asked the operator to please repeat what she just said and the operator stated "operator is not allowed to be part of the call" and would not repeat what was said, therefore this employer was unable to find out what their employee was trying to convey to him/her. The operator's tone was very rude and unprofessional. The customer did not want the operator to be part of the call but to make the message clear, that the caller was trying to say. This employer gets many calls through the relay and is familiar with the relay. Apologized. Follow-up requested.	03/28/05	Customer contacted, apologized for the inconvenience. Was unable to determine CA who processed the call, as number given had not been assigned to a CA within the Center. Customer did not wish further contact.
04/14/05	Voice customer received call via Relay customer is voice and interpreter for deaf coworker customer needed to put agent on hold while interpreting the call to the coworker each time voice customer came back to the phone and ready to respond the agent started relaying the call again agent said Relay will begin now customer is very familiar with Relay and has taken many Relay calls and reporting the incorrect processing of call (apologized to customer for problem encountered) Customer did not request contact	04/14/05	CA number given in complaint not issued to a CA. Customer did not with contact, so further investigation not possible. Closing ticket.
4/20/05 CapTel	Echo Sounds; Sound quality-static	4/20/2005	Echo cancellation software provided over the wire. Replacement handset provided. Customer will contact local telephone company for line check. Customer will report if these steps do not resolve complaints.
4/28/2005	Dual Tone Multi-Frequency Tone Interference; Sound Quality-static	5/3/2005	Tech support made an adjustment to address Dual Tone Multi-Frequency interference. Immediate resolution provided. Customer contacting local telephone company for line check in regards to static on the line.
5/3/2005	Caller ID shows number but not name	5/3/2005	Our technicians have reported this problem to the IXC network managers for correction.
5/6/2005	Dropped Characters	5/6/2005	Suggested customer have their phone company check the quality of their phone line to make sure it can handle data transmission capabilities.
5/6/2005	Disconnect/Reconnect during calls; Incoming Connection-Captioned Calls	5/6/2005	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence. Confirmed disconnect/reconnect happens very rarely. Tech support identified and remedied the circumstances of false time out with a system change on 5/25/05. Customer states all is well.

05/08/05	A voice customer called to report that he called 711 to reach NM relay five times from his land line and each time the agent could not hear him. He tried again on his cell phone and relay could hear him but he said they sounded like they were "in a tunnel." The outbound party could not hear relay either. Apologized for trouble. Follow up requested.	05/08/05	AM review the case and tried to contact the customer. The AM left a message on his voice mail to call back if problem persist. Case closed.
05/13/05	VCO customer using star 82 with the relay number and it is not working, the caller ID is blocked. Apologized, TT was entered. Follow-up requested.	05/13/05	Contacted the customer to let her know that we are working on the Caller ID problem. AM will keep her posted.
05/14/05	Qwest operator called with Voice customer on the line who is unable to reach a VCO customer via the relay due to getting a recording stating "this number does not accept blocked calls". Apologized, TT was entered. Follow up requested.	05/14/05	Sprint Account Manager contacted the customer and notified him that the problem is resolved. If any issues arise, he will contact the AM. He was pleased with the followed up phone call. Case Closed.
5/20/2005	Disconnect/Reconnect during calls	5/20/2005	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence.



New Mexico Relay
June 2004 - May 2005



RELAY NEW MEXICO

Complaint Type	Month												TOTAL	Pct		
	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	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	0	0%
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03 Didn't Follow Cust. Instruct.	1	0	0	0	2	0	0	0	0	0	0	0	0	0	0	16%
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#05 Agent Disconnected Caller	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	20%
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 Typing Speed/Accuracy	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	15%
#08 Poor Voice Tone	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5%
#09 Everything Relayed	0	0	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	0	0%
#11 VCO Procedures Not Followed	0	0	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	0	0%
#13 Background Noise Not Typed	0	0	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	0	0%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	1	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	0	0%
#18 Problem Answer Machine	0	0	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	0	0%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21 Other Problem Type Complaint	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	10%
TOTAL	2	3	0	1	3	2	2	0	3	2	2	0	2	0	20	
TECHNICAL COMPLAINTS																
#22 Lost Branding	0	0	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	0	0%
#24 Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#25 Line Disconnected	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	10%
#26 Garbled Message	0	0	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	0	0%
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Other Technical Type Complaint	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	10%
#57 Caller ID	0	0	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	0	0%
#59 Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
TOTAL	0	0	0	0	0	2	0	0	1	0	0	0	0	0	10	
MISC COMPLAINTS																
#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31 OSD	0	1	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	0	0%
#33 Carrier of Choice	0	0	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	0	0%
#35 Other	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0%
TOTAL	0	1	0	0	1	0	1	3								
TOTAL CONTACT	2	4	0	1	4	4	2	0	4	2	2	0	3	7	33	

New Mexico Relay and CapTel Complaints Log = June 2004 - May 2005

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/01/04	Customer complained that the CA spoke with such an accent that she could not understand her. Also complained that the CA said she couldn't understand the message typed so didn't relay it. Said her CA number was muffled and the 2nd time left a message didn't give a number at all. Apologized many times work the	06/02/04	Agent ID # is invalid. Unable to follow up with the agent. No customer follow up requested.
06/19/04	Voice caller complained that the CA didn't report what the CA relayed but kept typing and the voice caller couldn't hear what the CA said. CA didn't get supervisor on the line when asked. Voice caller felt the CA was rude. Rep apologized to the caller and informed that a complaint would be sent in. Caller didn't want contact back. Caller was thanked for their time.	06/23/04	CA ID identified is not assigned to any employee. While date and time was provided additional info is required for further investigation. Caller didn't provide contact info. No further action is possible.
07/02/04	Customer said that they had the same operator five times. Each time the operator said "are you deaf or dumb?" stuff it up your ass and go to hell, then hung up. Customer was trying to call mother in hospital. Thanked customer for feedback.	07/02/04	Faxed complaint to NM and notified the Center Manager. No further contact is required.
07/04/04	TTY caller stated they attempted to retrieve answering machine messages. The CA said it was answered by beeping and then the CA hung up on them. I apologized for any inconvenience and asked if they'd like a call back regarding this matter. They declined. I let them know the CA will be coached and thanked them for their time.	07/25/04	CA has been coached on proper procedure on answering machine retrieval calls.
07/22/04	VCO user requested VCO-TTY customer notes state to use frequent dialed numbers for VCO to TTY, CA send customer was upset that the CA did not read customer notes. An apology was given to the customer.	08/02/04	CA was coached on proper procedure, and to follow customer notes.
07/30/04	Customer was upset because their call was not accurately typed, and could have caused a lot of trouble. It was a recording that was reached customer redialed to listen to the message again, but there were slight changes, but could tell it was the same message the customer redialed again reached another agent and confirmed the message was the same as the second agent. Customer is upset with the rules and procedures for and wishes to be contacted. Customer was	08/02/04	All agents advised to type recordings verbatim. Received no area code for contact number. Contact not possible.
9/30/2004 CapTel	Dual Tone Multi-Frequency Tone Interference	9/30/2004	Tech support adjusted Dual Tone Multi-Frequency interference with customer's voice mail system. Immediate resolution provided.
10/04/04	Extremely rude- had two agents who refused to hold when asked to. The second agent was so rude it made him lose his customer. Did not ask for call back. Left msg on receptionists phone.	10/05/04	Complaint noted - No CA numbers given.
10/04/04	Customer stated that CA kept typing "SK" at the end of each transmission and that finally the voice user hung up, the customer was still talking (they stated). The customer asked why they hung up and CA kept saying the party disconnected. Apologized for the inconvenience.	10/05/04	Unable to resolve due to agent number not assigned or active.
10/23/04	TTY Customer comments: "I gave operator a number to dial. He didn't respond. I typed, "Are you there." I got no response. Then my connection to relay was broken "	11/12/04	Agent doesn't recall specifically what occurred. He was coached. We e-mailed the customer on 11/14/04.

	<p>response. When my connection to relay was broken.</p> <p>CSR: "My apologies. Would you like Relay Administration to call you? Karen said she would like a follow up at her e-mail address,XXXX. I assured her the agent's supervisor will be advised and the agent will be coached on these procedures."</p>		
10/29/04	Customer complained that the relay does not do enough to keep voice callers on the line and that it is discriminatory to relay users. The customer did not want to file a complaint regarding a specific CA, but indicated that the entire relay needed education and discipline. I apologized to the customer numerous times and expressed concern for further training of employees.	11/18/04	Complaint noted.
11/3/2004 CapTel	Disconnect/Reconnect during calls	11/5/2004	Explained the difference between a traditional phone and the CapTel. Explained to customer why disconnect/reconnect might be occurring and sent letter in the mail with tips to reduce their occurrence. Customer will try using a different jack in the home and also obtain a new "y" jack to see if experience improves. After phone company checked the quality of customer's phone line in home, the occurrence of disconnect/reconnect rarely happens. Customer satisfied.
11/1/2004 CapTel	Accuracy of Captions	11/10/2004	Difficulty during call brought to attention of Call Center Director. CA notes there was a technical difficulty, which was resolved during course of call. Apologized to customer for this incidence.
11/18/2004 CapTel	Billing Issue-Collect Calls	11/19/2004	Explained billing situation to customer.
11/18/04	Voice caller reported a call to her daughter with very bad words being relayed and they wanted to know who called then and used that bad language. I told caller I was sorry but Relay kept no records of calls, all calls are confidential. I gave caller the number to customer service for more detailed info on how Relay works and caller wants to be contacted.	11/22/04	Called voice user 11/22/04 to advise that only recourse would be to have outbound number blocked.
12/13/2004 CapTel	Dual Tone Multi-Frequency Tone Interference	12/13/2004	Tech Support made an adjustment to address Dual Tone Multi-Frequency tone pass through. Immediate resolution provided.
12/14/04	TTY user received message on answering machine, that was so poorly typed it was difficult to understand the actual content of message. Apologized to customer.	12/15/04	CA coached.
02/10/05	Customer requested redial and CA disconnected the call.	02/10/05	Met with CA and she mentioned periodic dropped calls, however, with no specific time mentioned, she couldn't remember any customer requesting a redial followed by a possible dropped call. CA is well aware of proper procedures.
02/11/05	VCO customer said that he was calling New Mexico	02/11/05	Coached CA on correct handling for this request. I also

	<p>Regional Relay Center to speak with an Agent. When the number answered the operator disconnected and told him that it was answered by a Relay Center and she could not relay and asked for another number to dial.</p> <p>The number called was to area code 505. I apologized for the inconvenience and told him that I would follow up with the operator and coach her on the correct procedure. He said this happens often when he calls to the Regional Center and the operators think its to another relay center and disconnect the call. He said this may be a training item for all CAs.</p>		<p>told her that Relay Centers are always Toll free numbers and that when an Area Code other than toll free is given, it would be a place of business and not another relay operator.</p>
2/14/2005	Inability for CapTel unit to reach data toll free # due to toll free network routing problem	2/14/2005	Contacted toll free network managers and they resolved the problem at their end. Customer service representative confirmed with customer that they are able to make calls.
02/23/05	Waited for CA to connect TTY-TTY but never did. CA took too long.	02/23/05	CA coached on proper procedure.
03/20/05	CA typed out answering machine against customer note instructions. Inbound was not able to leave a msg with this CA.	05/18/05	CA coached regarding reading customer notes before proceeding with calls.
03/28/05	Voice customer states the agent was talking too fast, and the voice person asked the operator to please repeat what she just said and the operator stated "operator is not allowed to be part of the call" and would not repeat what was said, therefore this employer was unable to find out what their employee was trying to convey to him/her. The operator's tone was very rude and unprofessional. The customer did not want the operator to be part of the call but to make the message clear, that the caller was trying to say. This employer gets many calls through the relay and is familiar with the relay. Apologized. Follow-up requested.	03/28/05	Customer contacted, apologized for the inconvenience. Was unable to determine CA who processed the call, as number given had not been assigned to a CA within the Center. Customer did not wish further contact.
04/14/05	Voice customer received call via Relay customer is voice and interpreter for deaf coworker customer needed to put agent on hold while interpreting the call to the coworker each time voice customer came back to the phone and ready to respond the agent started relaying the call again agent said Relay will begin now customer is very familiar with Relay and has taken many Relay calls and reporting the incorrect processing of call (apologized to customer for problem encountered) Customer did not request contact	04/14/05	CA number given in complaint not issued to a CA. Customer did not wish contact, so further investigation not possible. Closing ticket.
4/20/05 CapTel	Echo Sounds; Sound quality-static	4/20/2005	Echo cancellation software provided over the wire. Replacement handset provided. Customer will contact local telephone company for line check. Customer will report if these steps do not resolve complaints.
4/28/2005	Dual Tone Multi-Frequency Tone Interference; Sound Quality-static	5/3/2005	Tech support made an adjustment to address Dual Tone Multi-Frequency interference. Immediate resolution provided. Customer contacting local telephone company for line check in regards to static on the line.
5/3/2005	Caller ID shows number but not name	5/3/2005	Our technicians have reported this problem to the IXC network managers for correction.
5/6/2005	Dropped Characters	5/6/2005	Suggested customer have their phone company check the quality of their phone line to make sure it can handle data transmission capabilities.
5/6/2005	Disconnect/Reconnect during calls; Incoming Connection-Captioned Calls	5/6/2005	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence. Confirmed disconnect/reconnect happens very rarely. Tech support identified and remedied the circumstances of false time out with a system change on 5/25/05. Customer states all is well.

05/08/05	A voice customer called to report that he called 711 to reach NM relay five times from his land line and each time the agent could not hear him. He tried again on his cell phone and relay could hear him but he said they sounded like they were "in a tunnel." The outbound party could not hear relay either. Apologized for trouble. Follow up requested.	05/08/05	AM review the case and tried to contact the customer. The AM left a message on his voice mail to call back if problem persist. Case closed.
05/13/05	VCO customer using star 82 with the relay number and it is not working, the caller ID is blocked. Apologized, TT was entered. Follow-up requested.	05/13/05	Contacted the customer to let her know that we are working on the Caller ID problem. AM will keep her posted.
05/14/05	Qwest operator called with Voice customer on the line who is unable to reach a VCO customer via the relay due to getting a recording stating "this number does not accept blocked calls". Apologized, TT was entered. Follow up requested.	05/14/05	Sprint Account Manager contacted the customer and notified him that the problem is resolved. If any issues arise, he will contact the AM. He was pleased with the followed up phone call. Case Closed.
5/20/2005	Disconnect/Reconnect during calls	5/20/2005	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence.



New Mexico Relay

June 2004 - May 2005



RELAY NEW MEXICO

	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	1	0	0	0	1	5%
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	1	0	0	1	5%
#03 Didn't Follow Cust. Instruct.	1	0	0	0	2	0	0	0	0	0	0	0	3	15%
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#05 Agent Disconnected Caller	0	2	0	0	1	0	0	0	1	0	0	0	4	20%
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 Typing Speed/Accuracy	0	1	0	0	0	1	1	0	0	0	0	0	3	15%
#08 Poor Voice Tone	1	0	0	0	0	0	0	0	0	0	0	0	1	5%
#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	1	0	0	1	0	0	0	2	0	4	20%
#17 Agent Was Rude	0	0	0	0	0	0	0	0	0	1	0	0	1	5%
#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	1	0	0	0	0	0%
#21 Other Problem Type Complaint	0	0	0	0	0	1	0	0	1	0	0	0	2	10%
TOTAL	2	3	0	1	3	2	2	0	3	2	2	0	20	
TECHNICAL COMPLAINTS														
#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	0	0	0	0	0	1	1	10%
#25 Line Disconnected	0	0	0	0	0	1	0	0	0	0	0	2	3	30%
#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	1	0	0	1	0	0	4	6	60%
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TOTAL	0	0	0	0	0	2	0	0	1	0	0	7	10	
MISC COMPLAINTS														
#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31 OSD	0	1	0	0	0	0	0	0	0	0	0	0	1	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	1	0	0	0	0	0	1	0	2	0%
TOTAL	0	1	0	0	1	0	0	0	0	0	1	0	3	
TOTAL CONTACT	2	4	0	1	4	4	2	0	4	2	3	7	33	

New Mexico Relay and CapTel Complaints Log = June 2004 - May 2005

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/01/04	Customer complained that the CA spoke with such an accent that she could not understand her. Also complained that the CA said she couldn't understand the message typed so didn't relay it. Said her CA number was muffled and the 2nd time left a message didn't give a number at all. Apologized many times work the	06/02/04	Agent ID # is invalid. Unable to follow up with the agent. No customer follow up requested.
06/19/04	Voice caller complained that the CA didn't report what the CA relayed but kept typing and the voice caller couldn't hear what the CA said. CA didn't get supervisor on the line when asked. Voice caller felt the CA was rude. Rep apologized to the caller and informed that a complaint would be sent in. Caller didn't want contact back. Caller was thanked for their time.	06/23/04	CA ID identified is not assigned to any employee. While date and time was provided additional info is required for further investigation. Caller didn't provide contact info. No further action is possible.
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07/04/04	TTY caller stated they attempted to retrieve answering machine messages. The CA said it was answered by beeping and then the CA hung up on them. I apologized for any inconvenience and asked if they'd like a call back regarding this matter. They declined. I let them know the CA will be coached and thanked them for their time.	07/25/04	CA has been coached on proper procedure on answering machine retrieval calls.
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10/04/04	Extremely rude- had two agents who refused to hold when asked to. The second agent was so rude it made him lose his customer. Did not ask for call back. Left msg on receptionists phone.	10/05/04	Complaint noted - No CA numbers given.
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10/23/04	TTY Customer comments; "I gave operator a number to dial. He didn't respond. I typed, "Are you there." I got no response. Then my connection to relay was broken "	11/12/04	Agent doesn't recall specifically what occurred. He was coached. We e-mailed the customer on 11/14/04.

	<p>response. Then my connection to relay was broken. CSR: "My apologies. Would you like Relay Administration to call you? Karen said she would like a follow up at her e-mail address,XXXX. I assured her the agent's supervisor will be advised and the agent will be coached on these procedures."</p>		
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02/10/05	Customer requested redial and CA disconnected the call.	02/10/05	Met with CA and she mentioned periodic dropped calls, however, with no specific time mentioned, she couldn't remember any customer requesting a redial followed by a possible dropped call. CA is well aware of proper procedures.
02/11/05	VCO customer said that he was calling New Mexico	02/11/05	Coached CA on correct handling for this request. I also

	<p>Regional Relay Center to speak with an Agent. When the number answered the operator disconnected and told him that it was answered by a Relay Center and she could not relay and asked for another number to dial.</p> <p>The number called was to area code 505. I apologized for the inconvenience and told him that I would follow up with the operator and coach her on the correct procedure. He said this happens often when he calls to the Regional Center and the operators think its to another relay center and disconnect the call. He said this may be a training item for all CAs.</p>		<p>told her that Relay Centers are always Toll free numbers and that when an Area Code other than toll free is given, it would be a place of business and not another relay operator.</p>
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05/14/05	Qwest operator called with Voice customer on the line who is unable to reach a VCO customer via the relay due to getting a recording stating "this number does not accept blocked calls". Apologized, TT was entered. Follow up requested.	05/14/05	Sprint Account Manager contacted the customer and notified him that the problem is resolved. If any issues arise, he will contact the AM. He was pleased with the followed up phone call. Case Closed.
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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.

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1 Diskette