June 21, 2005

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

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 Marlene,

Please see the attached Annual Complaint Log and Tally Report for the State of North Dakota for the period of June 1, 2004 through May 31, 2005. You will also find an electronic disk copy of the complaint log on a standard 3.5 inch diskette.

Please review the information, and if this is not sufficient, please advise and I will be glad to provide additional information.

Thank you,

Roxy Ennen
State of North Dakota
Information Technology Department
701-328-2300
rennen@state.nd.us

Attachments:

1) 1 original & 4 copies of the Annual Complaint Log
2) 1 original & 4 copies of the Annual Tally Report
3) 3.5 inch diskette

No. of Copies rec'd 0+2
List ABCDE

North Dakota 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	0	0	0	0	0	0%
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03	Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#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	0	0	0	0	0	0	0	1	0	0	0	1	25%
#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	1	1	25%
#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	0	0	0	0	0	0%
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20	Speech to Speech	0	0	0	0	0	0	0	1	0	0	0	0	1	25%
#21	Other Problem Type Complaint	0	0	0	0	0	0	0	1	0	0	0	0	1	25%
	TOTAL	0	0	0	0	0	0	0	2	1	0	0	1	4	
	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	1	0	0	0	1	0	0	2	67%
#25	Line Disconnected	0	0	0	0	0	0	1	0	0	0	0	0	1	33%
#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	0	0	0	0	0	0	0%
#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	1	1	0	0	1	0	0	3	
	MISC COMPLAINTS														
#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%
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	
	TOTAL CONTACT	0	0	0	0	0	1	1	2	1	1	0	1	7	

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North Dakota Relay June 2004-May 2005

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
11/03/04	ND VCO user complains she cannot get the agent to answer when dialing the ND designated VCO #, and if she does connect is very delayed.	11/03/04	Apologized for the problem and tried dialing through the #, with CA, and could not connect as VCO. Entered Trouble ticket.
12/03/04	TTY customer stated that the line disconnected. (This is a practice/mock up customer contact for experience)	12/03/04	Apologized for the problem and coached the CA.
01/14/05	STS Customer called North Dakota STS number and got agent number. Agent told STS customer "I can't type your call because of Dr's orders." I apologized to the customer and told her I would forward the info on to the supervisor. Customer would like contact through her email. Customer also is going to contact the AM about STS agents saying they can not understand. I informed her that I was not aware that STS was over flowing to Ohio center.	01/26/05	CA was coached on the following: 1) responsibilities to relay all calls in a professional manner. 2) CA should not interject personal opinions or provide additional. info during a relay call. 3) refusing to process a call or intentionally disconnecting is a serious offense. Lastly, we must provide the highest quality customer service to our customers. A follow-up email was sent early today (1/26) assuring the customer that this CA will remain professional at all times.
01/18/05	The Voice person stated that at 755 am she was using prepaid card to place a call and agent asked her 4 time if she was trying to reach someone who is Deaf or Hard or hearing before the call was placed. The customer felt that she don't need to be asked whether or not she is calling someone who is deaf or hard of hearing. Felt that agent should dial the number given period. Apologized for the inconvenience and assured her that this will be followed up. No follow up required.	01/21/05	Met with CA to discuss about the incident. Coached CA to simply dial out the number without asking if the inbound voice caller wants to reach a deaf or hard-of-hearing person.
02/24/05	2-22-05 I had a TERRIBLE experience with CA last evening. (It was about 4:30 – 5:00 CST). I called a number & got an answering machine. He typed all that but when a live person came on he didn't type anything. I redialed & after the live person answered he typed, one Moment Pls". The person I had called was already on the line. I can hear voices but I can't understand so this person I called was talking at me but I couldn't understand it. I didn't know for sure who was talking who was talking to me. I tried to talk to the CA. Someone talked back to me but I had no idea who it was or what he or she was saying to me. Somewhere along the line a Supervisor got involved.	02/24/05	Account manager sent an email with reply to the customer...thank her for sharing her concern and I will notify the supervisor. No follow up contact needed. Case closed.
	Customer Complaint: Caller reported that she had been		

03/29/05	Customer Complaint: Caller reported that she had been on the phone over two hours trying to resolve the problem not able to connect to three long distance numbers through relay. Only gets a busy signal, but if dial the numbers direct the line rings. She reported the numbers dialed and the CA numbers so a trouble ticket was entered, TT was entered. Customer Service response: Thanked her for letting us know and told her of a known issue that other TT had also been turned in to resolve the matter. Apologized for her inconvenience. No follow up requested.	03/29/05	Unable to resolve complain, since this is a technical issue, and a trouble ticket has already been created.
05/09/05	Customer Complaint: The operator could not seem to type correctly on this important call to the bank. He kept typing XXX then try again to the point that the caller could not make out what was being said. Customer Service Response: Apologized for the inconvenience and told the caller the report would be sent to the call center supervisor. Thanked her for taking time to let us know. No follow up requested.	05/09/05	Met with agent, and he did remember the call. He stated that the voice person was not talking clearly and when he tried to clarify certain phrases, they would say something different so he had to correct it when typing it again. Coached agent on keeping customer informed, if person is not talking clearly, so that the customer wont think its the agent's fault.