STATE OF NEW HAMPSHIRE

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June 27, 2005

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

Re: CG Docket 03-123
NH Relay Service Complaints

Dear Ms. Dortch:

Enclosed please find the complaint log summary for the period June 1, 2004 through May 31, 2005 for the State of New Hampshire's Relay Service

The NH Public Utilities Commission received no complaints regarding Relay Service in the above-mentioned period. Should you have any questions, please feel free to contact me at (603)271-1164 or amanda.noonan@puc.nh.gov.

Sincerely,

Amanda O. Noonan

Amanda O. Noonan
Director, Consumer Affairs

cc: Dana Jackson

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Relay NH

6/04 - 5/05

		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.	2	1	0	1	1	0	1	0	0	0	1	0	7	39%
#03	Didn't Follow Cust. Instruct.	0	0	1	0	0	0	1	0	0	0	0	0	2	11%
#04	Didn't Keep Customer Informed	1	0	1	0	0	0	0	0	0	0	0	0	2	11%
#05	Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07	Typing Speed/Accuracy	0	1	0	0	0	0	0	0	0	0	0	0	1	6%
#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	1	0	1	0	0	0	0	0	0	0	0	1	3	17%
#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	1	0	0	0	0	0	0	1	0	0	2	11%
#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	1	0	0	0	0	0	0	0	0	0	1	6%
	TOTAL	4	2	5	1	1	0	2	0	0	1	1	1	18	
	TECHNICAL COMPLAINTS														
#22	Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
#24	Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
#25	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
#26	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
#27	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
#29	Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
#57	Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
#58	Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
#59	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	
	MISC COMPLAINTS														
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
#35	Other	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	
	TOTAL CONTACT	4	2	5	1	1	0	2	0	0	1	1	1	18	

June, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/10/04	Customer states that this agent needs a refresher course on how to make VCO calls. He seemed very inadequate and didn't know when to pick up or what to do on the call. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in so that the problem could be investigated further. No call back was requested.	06/15/04	Spoke with CA. CA remembered call and stated due to SRO he was rusty. Coached agent on VCO call procedures.
06/17/04	Customer states that an agent did not give her any indication that it was a relay call coming in. When her daughter called she asked if she was calling direct and her daughter said no that relay was on the line. The VCO customer then stopped and asked the agent to give the ID number but none was ever given. Another agent 5166M took over the call and the customer thought that the agent's ID might be able to be retrieved from the previous agent or the supervisor. RCS response: Thanked the customer.	06/18/04	Agent # not provided. Agent who took over call unable to provide presious CA #. No further contact necessary.
06/25/04	Customer states that she has in her call notes that she'll type first then switch to VCO. When she made call to relay she typed that she was making a VCO call and then voiced the nbr to dial. The agent didn't reply right away but when she did the agent stated, "Well we were trying to understand what has happening" the customer said that this means that the agent didn't stop to read her notes. She has complained about this in the past and wants it noted that the agents are still not reading notes.	11/12/04	Internal Update Performed. The agent was coached regarding proper call procedures. This was the agent's first day. She understands what to do going forward.
06/29/04	Customer states that agent needs addition training. The customer advises the agent did not send the Relay intro; the caller starting talking and the agent then started typing. The customer then asked for the agent ID and had to direct the agent to open the VCO. The customer further advises that the agent did not read her customer notes. So the call was frustrating to all involved. Apolozied No follow up needed.	06/29/04	Coached agent on call procedures. Operator states she did send intro as well as the notes says sometimes VCO, sometimes TTY.

July, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
07/12/04	Customer said that this agent was the slowest typer she has ever experienced in using the relay service. Her slow typing made her phone call very "torturing" in that both the customer and the caller had to wait for her to catch up with every sentence. Customer suggested that this agent needs to get up to speed with her typing skills. Other than that she did a good job on everything else.	07/12/04	Thanked customer for letting us know and assured that the complaint would be sent in so that the problem could be investigated further. No call back was requested.
07/19/04	Agent did not read the notes and it showed the customers call. Customer wants the agent to be advised to say, "hold one moment while I read your notes" as the customer does have a lot of call notes showing and then make the dial out correctly. The customer wanted to leave the message on the first dial out and this was not done.	07/19/04	Thanked the customer for letting us know, added the phrase "read carefully" to the notes and then assured that the complaint would be sent in so that the problem could be corrected. No call back requested.

August, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
08/08/04	VCO customer reports that agent confirmed that a voice message had been left on voice mail but the person the message was left for advised no message was received from the caller.	08/09/04	Apologized for problem. Agent does not remember call. Reviewed proper procedures with agent.
08/10/04	Agent did not respond after VCO said goodbye to voice person she called. No response no typing. VCO asked agent if the person hung up, and there was no response. VCO held on line for 5 minutes.	08/11/04	Reviewed proper procedures with agent.
08/20/04	NH VCO user complains agent typed "phone equipment is busy" instead of "busy" when dialing to a residential number, which was confusing.	08/24/04	Agent received a fast busy. Agent followed procedure. Agent demonstrated knowledge of proper procedures when confronted with a fast busy. Not agent error.
08/23/04	Agent was not processing the VCO call according to procedure.	08/23/04	Apologized for the problem. CA followed proper procedure.
08/27/04	Agent did not read customer's notes and did not respond to her when she typed VCO GA. The customer tried voicing to her caller and the agent finally did come on the line in response. This made the call very confusing.	08/27/04	Thanked the customer for letting us know and assured that the complaint would be sent in to be investigated further. Agent demonstrated proper VCO procedure.

September, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
09/14/04	CA didn't read cust. notes "VCO USER, ON INCOMING CALLS WILL TYPE THEN SWITCH TO VCO." The CA didn't activate VCO. Response: Thank you for bringing this to our attention. I will document this with the call center supervisor; and cutomer was apologized for the inconvenience.	09/17/04	CA said cust. was outbound. Notes indicate, "will type th switch to VCO." thought cust. would type "switch to VCO- Supervisor assisted and verified notes--only said 'th'."

October, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10/08/04	Customer called to report that CA did not read her database profile notes in order to process her incoming VCO call correctly. Her notes read "READ CAREFULLY VCO USER, ON INCOMING CALLS WILL TYPE THEN SWITCH TO VCO". The CA did not switch to VCO to hear her answering, she repeated two times, but still no response. Thanked customer for letting us know and apologized for the inconvenience. Customer does want follow-up call right away. She said good time to reach her today is around suppertime(5-6p)	04/21/05	Was faxed to Florida Relay supervisor.Met with agent coached agent on proper procedures to follow and followed up with the customer.

December, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/12/04	Customer called to say agent 3240F did a "terrible" job on her call. The customer says she did not read her customer notes, which clearly state, "customer wants to leave msg w/o redialing." The agent had to redial three times to allow the customer to leave a message. The customer also reports poor spelling. Apologized to customer for problem. No follow up requested.	12/12/04	Internal Update Performed. The agent was coached regarding proper call procedures. This was the agent's first day. She understands what to do going forward.
12/24/04	NH TTY user received Sprint charges, but his number is selected for Verizon, which is also noted. Customer has received credit from Verizon for the charges but wanted to let us know this occurred. Apologized for problem, let customer know I will inform account manager, asked customer to fax copy of billing for us to research. Customer will contact Account Manager via email.	04/01/05	As of April 1, 2005, customer has not contacted Account Manager on this issue. So now it is considered closed.

March, 2005

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
03/23/05	NH VCO user complains message left on her answer machine was spoken in 3rd person, the name of the company was totally misconstrued, and the agent seemed to be attempting to speak in ASL, which the caller is fluent in English. This was insulting and confusing, and caller expressed it is difficult to understand the agent Spanish accents. Apologized for problem, explaining I will pass this information on to the supervisor. No contact requested.	03/23/05	Met with agent, but she did not remember the call. Informed the agent to always speak loud and clear, on every call, specially when leaving a message so that when the person listens to it they can understand what the message was about.

April, 2005

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
04/09/05	A NH VCO user said that she made a phone call and was told by agent that message had been left on answering machine and when she spoke to person she had left message with today the person had not received the message. Caller was upset that agent had said message had been left. Apologized for the problem	04/09/05	Agent does not remember call. Agent is aware of the correct procedure. No customer follow-up requested.

May, 2005

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/31/05	Caller said agent did not have VCO on to answer quickly. C.S. Response: Apologized for the problem. No follow up required on this issue.	05/31/05	Met with agent, but he did not remember this call. Coached agent on always maintaining focus as soon as a call enters their console. It is very important to be responsive to the customer as soon as their call comes in.