

**OKLAHOMA TELEPHONE ASSOCIATION**

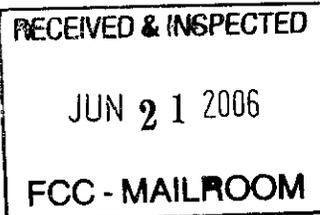
301 N.W. 63<sup>RD</sup> Street, Suite 410

*DOCKET FILE COPY ORIGINAL* Oklahoma City, Oklahoma 73116

(405) 840-1800

Facsimile (405) 840-2377

e-mail: ota@brightok.net



June 19, 2006

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

RE: Complaint Log for Oklahoma – CG Docket No. 03-123

Dear Ms. Dortch:

Enclosed please find an original and four copies of the complaint log summary for the period June 2005 to May 2006 for the State of Oklahoma. Also, enclosed is a diskette of the above.

If further information is needed, I can be reached at the above phone number and address.

Sincerely,



Kay Seymour  
Executive Vice President  
Oklahoma Telephone Association

Encl.

No. of Copies rec'd 044  
List ABCDE

Oklahoma Relay Service - June 1, 2005 through May 31<sup>st</sup>, 2006

1. Total Number of TRS complaints: 12

**Complaint Tracking for OK (06/01/2005-05/31/2006). Total Customer Contacts: 12**

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/20/06	System Message: Ticket has been opened by customer for appending, but no text has been entered. Subticket closed by system.	01/23/06	The agent followed correct procedure by informing the customer that they no longer had the information (ans mach msg) on their screen to repeat it again to the voice customer.
03/09/06	OK Voice caller complains someone is using her name to call her church and say filthy things. Customer very concerned that this is allowed for anyone to use.	03/09/06	Apologized, explained purpose of relay. No contact wanted.
04/12/06	Wondered why agent sent (p e r s o n h u n g u p) with spaces between letters, it was not necessary.	04/12/06	Thanked the customer for letting us know and will file TT if it continues that way.
05/24/06	TTY customer reports operator dialed out before instructions were typed and before GA was given customer provided phone number then attempted to type instructions and GA but Relay operator dialed out before typing completed (apologized for problem encountered suggested customer provide instructions first then phone number and GA advised complaint would be forwarded to supervisor) Customer did not request contact	06/06/06	Met with agent, she did state that when entering the phone number, she accidentally hit the button to dial the number. Coached agent on the importance of always following customer's instructions, as well as remaining focus and waiting until the GA is typed to dial the number.
05/24/06	TTY customer reports operator dialed out before instructions were typed and before GA was given customer provided phone number then attempted to type instructions and GA but Relay operator dialed out before typing completed (apologized for problem encountered suggested customer provide instructions first then phone number and GA advised complaint would be forwarded to supervisor) Customer did not request contact	06/07/06	Met with agent, but he did not remember this specific call. Coached agent on the importance of always following customer's directions. As well as remaining focus on a call and waiting for the GA to dial out the number given.
05/26/06	OK Voice customer calling from a funeral home, said they were scammed out of a lot of money from a caller using our service. Customer Service apologized to the customer. Customer does not need follow up.	05/26/06	Customer Service educated the customer on the policies of relay, and provided the FCC number.
06/02/05	Don't explain relay call. No dial out for 3 minutes and then hung up on me. Tried to talk to agent, but no response. Thanked caller. No call back needed.	06/02/05	Supervisor spoke to agent. Reviewed proper VCO procedures.
07/26/05	Customer stated that the agent did not keep them informed of redialing or ringing when the call was redialed. Apologized to customer for the problem. Customer wishes to be contacted by E-Mail.	07/26/05	Trainer coached the agent on the importance of keeping the customer informed. Followed up with customer via email 7/27/05 explaining agent was coached on the importance of keeping the customer informed.
08/16/05	After asking me for the number to dial, CA hung up on me - I could see the red light saying disconnect. Thanked the customer for letting me know. Assured the customer the CA would be met with and coached by supervisor.  System Message: Ticket has been opened by customer for appending, but no text has been entered. Subticket closed by system.	11/07/05	Operator was spoken to - did not remember the call. The record showed that this operator did not work on this day.
09/20/05	Caller said that agent was rude and refused to provide ID#. When the caller asked to speak to a supervisor, a supervisor named "Jackie" came on the line and also refused to provide her ID#. He said that he was not even sure that "Jackie" was a supervisor. The call was made at 1700 CT on 9/20/05. I apologized and explained that we do not keep records of calls due to the confidential nature of the service. Explained that there is a supervisor in one of our centers with that name and I would forward the complaint there for resolution. Customer requests a follow up call.	09/20/05	Quality Assurance supervisor spoke with customer and advised that agent had been coached by TM Jackie on professionalism and politeness and would coach her again. Customer still not satisfied and stated that he would escalate his concerns.

Oklahoma Complaint Log  
 Page 2

09/22/05	<p>CA wasn't very helpful, exhibited impatience and was being rude. Thanked the customer for letting us know and assured the customer that this complaint will bring the supervisor's attention.</p> <p>Thanked customer for letting us know and assured the customer that this complaint will be brought to the supervisor's attention.</p>	09/29/05	<p>Had a discussion with the opr about the call. There was no information on the call, type ?, person's name or what the call was pertaining to. Very difficult to have a discussion with out this information. Discussed better ways to be more courteous to customers. Defining role and saying "thank you" and "hello" to exhibit more customer friendly. Opr is monotone, will work on it.</p>
12/15/05	<p>Customer placed a call to someone and that call was recorded by the outbound caller. The outbound customer played back the recording of the conversation to the Inbound HCO user and there were several words of the HCO user's typed text that was left out of the conversation. The missing text was impacting the conversation. I thanked the customer for letting us know and I also informed the customer that I would forward this to the appropriate supervisor to speak to the agent. The customer would like follow-up via phone call.</p>	12/19/05	<p>The employee assigned his ID number has been on leave for one month. Supervisor will follow up to see if there are additional details.</p> <p>Contacted Customer at 1030a on 12/16/05 via voice. Customer is not HCO user. Customer stated she was unsure about the number as it was Relay Oklahoma that is the call. Customer would not give any additional information. Informed caller that we would put out a bulletin of the importance to read text on HCO calls. Customer appreciated the follow up.</p>

Complaint Tracking for OK (06/01/2005-05/31/2006). Total Customer Contacts: 12

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/20/06	System Message: Ticket has been opened by customer for appending, but no text has been entered. Subticket closed by system.	01/23/06	The agent followed correct procedure by informing the customer that they no longer had the information (ans mach msg) on their screen to repeat it again to the voice customer.
03/09/06	OK Voice caller complains someone is using her name to call her church and say filthy things. Customer very concerned that this is allowed for anyone to use.	03/09/06	Apologized, explained purpose of relay. No contact wanted.
04/12/06	Wondered why agent sent (p e r s o n h u n g u p) with spaces between letters, it was not necessary.	04/12/06	Thanked the customer for letting us know and will file TT if it continues that way.
05/24/06	TTY customer reports operator dialed out before instructions were typed and before GA was given customer provided phone number then attempted to type instructions and GA but Relay operator dialed out before typing completed (apologized for problem encountered suggested customer provide instructions first then phone number and GA advised complaint would be forwarded to supervisor) Customer did not request contact	06/06/06	Met with agent, she did state that when entering the phone number, she accidentally hit the button to dial the number. Coached agent on the importance of always following customer's instructions, as well as remaining focus and waiting until the GA is typed to dial the number.
05/24/06	TTY customer reports operator dialed out before instructions were typed and before GA was given customer provided phone number then attempted to type instructions and GA but Relay operator dialed out before typing completed (apologized for problem encountered suggested customer provide instructions first then phone number and GA advised complaint would be forwarded to supervisor) Customer did not request contact	06/07/06	Met with agent, but he did not remember this specific call. Coached agent on the importance of always following customer's directions, as well as remaining focus on a call and waiting for the GA to dial out the number given.
05/26/06	OK Voice customer calling from a funeral home, said they were scammed out of a lot of money from a caller using our service. Customer Service apologized to the customer. Customer does not need follow up.	05/26/06	Customer Service educated the customer on the policies of relay, and provided the FCC number.
06/02/05	Don't explain relay call. No dial out for 3 minutes and then hung up on me. Tried to talk to agent, but no response. Thanked caller. No call back needed.	06/02/05	Supervisor spoke to agent. Reviewed proper VCO procedures.
07/26/05	Customer stated that the agent did not keep them informed of redialing or ringing when the call was redialed. Apologized to customer for the problem. Customer wishes to be contacted by E-Mail.	07/26/05	Trainer coached the agent on the importance of keeping the customer informed. Followed up with customer via email 7/27/05 explaining agent was coached on the importance of keeping the customer informed.
08/16/05	After asking me for the number to dial, CA hung up on me - I could see the red light saying disconnect. Thanked the customer for letting me know. Assured the customer the CA would be met with and coached by supervisor.  System Message: Ticket has been opened by customer for appending, but no text has been entered. Subticket closed by system.	11/07/05	Operator was spoken to - did not remember the call. The record showed that this operator did not work on this day.
09/20/05	Caller said that agent was rude and refused to provide ID#. When the caller asked to speak to a supervisor, a supervisor named "Jackie" came on the line and also refused to provide her ID#. He said that he was not even sure that "Jackie" was a supervisor. The call was made at 1700 CT on 9/20/05. I apologized and explained that we do not keep records of calls due to the confidential nature of the service. Explained that there is a supervisor in one of our centers with that name and I would forward the complaint there for resolution. Customer requests a follow up call.	09/20/05	Quality Assurance supervisor spoke with customer and advised that agent had been coached by TM Jackie on professionalism and politeness and would coach her again. Customer still not satisfied and stated that he would escalate his concerns.

Oklahoma Complaint Log  
Page 2

09/22/05	<p>CA wasn't very helpful, exhibited impatience and was being rude. Thanked the customer for letting us know and assured the customer that this complaint will bring the supervisor's attention.</p> <p>Thanked customer for letting us know and assured the customer that this complaint will be brought to the supervisor's attention.</p>	09/29/05	<p>Had a discussion with the opr about the call. There was no information on the call, type ?, person's name or what the call was pertaining to. Very difficult to have a discussion with out this information. Discussed better ways to be more courteous to customers. Defining role and saying "thank you" and "hello" to exhibit more customer friendly. Opr is monotone, will work on it.</p>
12/15/05	<p>Customer placed a call to someone and that call was recorded by the outbound caller. The outbound customer played back the recording of the conversation to the inbound HCO user and there were several words of the HCO user's typed text that was left out of the conversation. The missing text was impacting the conversation. I thanked the customer for letting us know and I also informed the customer that I would forward this to the appropriate supervisor to speak to the agent. The customer would like follow-up via phone call.</p>	12/19/05	<p>The employee assigned his ID number has been on leave for one month. Supervisor will follow up to see if there are additional details.</p> <p>Contacted Customer at 1030a on 12/16/05 via voice. Customer is not HCO user. Customer stated she was unsure about the number as it was Relay Oklahoma that is the call. Customer would not give any additional information. Informed caller that we would put out a bulletin of the importance to read text on HCO calls. Customer appreciated the follow up.</p>