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June 29, 2006

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: Telecommunications Relay Services (TRS) and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities – COMPLAINT LOG, CG Docket No. 03-123

Dear Ms. Dortch:

Pursuant to Section 64.604(c)(1) of the Rules of the Federal Communications Commission, attached please find Verizon's annual consumer complaint log summaries for the twelve-month period ending May 31, 2006 for: (1) National Relay Service; (2) IP Relay Service; (3) Video Relay Service; (4) California Relay Service; (5) Arizona Relay Service, and (6) Tennessee Relay Service.

If you have any questions regarding this filing, please do not hesitate to contact me.

Sincerely,

/s/Cecelia Roudiez

cc: Thomas Chandler, Chief, Disabilities Rights Office, CGB
Dana Jackson, Disabilities Rights Office, CGB



**FCC Summary Log
for
National Relay Service**

June 1, 2005 to May 31, 2006

Number of Complaints received from June 1, 2005 to May 31, 2006

June '05	July '05	Aug '05	Sept '05	Oct '05	Nov '05	Dec '05	Jan '06	Feb '06	Mar '06	Apr '06	May '06
1	0	0	0	0	0	0	0	0	0	0	0

The total Number of Complaints for this reporting period was 1. Complaints are followed up and resolved in a timely manner.

Log #	Opened	Description of Issue	Description of Resolution	Closed
307209	6/19/05	RO did not follow caller's customized relay explanation	RO coached	6/21/05



FCC Summary Log for IP-Relay Service

June 1, 2005 to May 31, 2006

Number of Complaints received from June 1, 2005 to May 31, 2006

June '05	July '05	Aug '05	Sept '05	Oct '05	Nov '05	Dec '05	Jan '06	Feb '06	Mar '06	Apr '06	May '06
12	20	15	31	15	20	26	13	9	16	7	12

The total Number of Complaints for this reporting period was 196. Complaints are followed up and resolved in a timely manner.

June 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
305227	6/3/05	RO took inappropriate control of call	RO coached	6/9/05
305416	6/4/05	RO took inappropriate control of call	RO coached	7/14/05
305618	6/6/05	RO did not have good typing skills	RO coached	6/8/05
305728	6/7/05	RO did not relay all comments	RO coached	6/21/05
305741	6/7/05	RO took inappropriate control of call	RO coached	6/20/05
305893	6/8/05	RO did not relay verbatim	RO coached	6/23/05
306972	6/17/05	RO was inattentive	RO coached	7/14/05
307654	6/22/05	RO did not follow caller's instructions	RO coached	6/30/05
307975	6/25/05	IP-Relay, too long to answer	Temporarily high call volume	6/25/05

308102	6/26/05	RO did not follow caller's instructions	RO coached	9/6/05
308577	6/30/05	RO inappropriately transferred a call	RO coached	6/30/05
308657	6/30/05	IP-Relay, too long to answer	Temporarily high call volume	6/30/05

July 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
308699	7/1/05	RO took inappropriate control of call	RO coached	7/14/05
308704	7/1/05	RO violated caller confidentiality	RO coached	7/1/05
308761	7/1/05	RO interrupted too often on a call	RO coached	7/12/05
308870	7/3/05	IP-Relay no connection	RO coached	7/3/05
309039	7/5/05	RO did not follow caller's instructions	RO coached	7/11/05
309162	7/6/05	RO could not understand caller	RO coached	8/30/05
309342	7/7/05	IP-Relay no connection	Temporary technical issue; resolved	7/8/05
309348	7/7/05	IP-Relay no connection	Temporary technical issue; resolved	7/7/05
309356	7/7/05	IP-Relay no connection	Temporary technical issue; resolved	7/10/05
309379	7/7/05	IP-Relay no connection	Temporary technical issue; resolved	7/7/05
309383	7/7/05	IP-Relay no connection	Temporary technical issue; resolved	7/7/05
309402	7/8/05	IP-Relay no connection	Temporary technical issue; resolved	7/8/05
310896	7/20/05	RO did not follow caller's instructions	RO coached	7/29/05
311067	7/21/05	RO did not follow caller's instructions	RO coached	8/3/05
311075	7/21/05	RO took inappropriate control of call	RO coached	8/22/05
311665	7/27/05	RO was inattentive on a call	RO coached	8/22/05
311769	7/27/05	RO was inattentive on a call	RO coached	7/27/05
312255	7/31/05	RO did not relay verbatim	RO coached	8/4/05
312262	7/31/05	RO took inappropriate control of call	RO coached	8/10/05
312270	7/31/05	RO did not relay verbatim	RO coached	8/8/05

August 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
312815	8/4/05	RO did not relay verbatim	RO coached	8/30/05
312899	8/4/05	RO took inappropriate control of call	RO coached	8/18/05
312961	8/5/05	RO interrupted too often on a call	RO coached	8/12/05
313819	8/12/05	RO did not follow caller's instructions	RO coached	8/26/05
314175	8/15/05	RO took inappropriate control of call	RO coached	8/20/05
314386	8/17/05	IP-Relay no connection	Temporarily high call volume	8/17/05
314543	8/18/05	IP-Relay no connection	Temporary technical issue; resolved	8/18/05
314717	8/19/05	RO did not follow caller's instructions	RO coached	8/29/05
314797	8/20/05	RO did not relay verbatim	RO coached	8/30/05
315052	8/22/05	IP-Relay no connection	Temporary technical issue; resolved	8/22/05
315594	8/26/05	RO did not have good typing skills	RO coached	8/30/05
315608	8/26/05	RO did not follow caller's instructions	RO coached	9/14/05
315642	8/26/05	Email messages not being received	Temporary technical issue; resolved	8/26/05
315705	8/27/05	RO took inappropriate control of call	RO coached	8/30/05
315728	8/28/05	RO did not relay verbatim	RO coached	9/2/05

September 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
316637	9/4/05	RO took inappropriate control of call	RO coached	9/17/05
316900	9/7/05	RO interrupted too often on a call	RO coached	9/9/05
317188	9/9/05	IP-Relay, too long to answer	Temporarily high call volume	9/9/05
317234	9/9/05	IP-Relay, too long to answer	Temporarily high call volume	9/9/05
317291	9/10/05	IP-Relay, too long to answer	Temporarily high call volume	9/10/05
317396	9/11/05	RO did not leave ID/gender	RO coached	9/15/05

317427	9/12/05	IP-Relay, too long to answer	Temporarily high call volume	9/12/05
317639	9/13/05	RO did not follow caller's instructions	RO coached	9/15/05
317705	9/14/05	RO did not have good voice clarity	RO coached	9/19/05
317752	9/14/05	RO did not follow caller's instructions	RO coached	9/15/05
318197	9/18/05	RO did not relay verbatim	RO coached	9/26/05
318203	9/18/05	RO interrupted too often on a call	RO coached	9/23/05
318296	9/19/05	IP-Relay, too long to answer	Temporarily high call volume	9/19/05
318318	9/19/05	RO was inattentive on a call	RO coached	9/28/05
318417	9/20/05	IP-Relay no connection	Temporary technical issue; resolved	9/21/05
318592	9/21/05	RO did not follow caller's instructions	RO coached	9/29/05
318625	9/22/05	RO did not follow caller's instructions	RO coached	9/21/05
318869	9/23/05	RO did not have good voice clarity	RO coached	9/28/05
318878	9/23/05	IP-Relay no connection	Temporary technical issue; resolved	9/23/05
318893	9/23/05	IP-Relay no connection	Temporary technical issue; resolved	9/23/05
318894	9/23/05	IP-Relay no connection	Temporary technical issue; resolved	9/23/05
318896	9/23/05	IP-Relay no connection	Temporary technical issue; resolved	9/23/05
318899	9/23/05	IP-Relay no connection	Temporary technical issue; resolved	9/23/05
318903	9/23/05	Line disconnect	Temporary technical issue; resolved	9/23/05
318905	9/24/05	RO did not follow caller's instructions	RO coached	9/28/05
319028	9/25/05	RO did not relay verbatim	RO coached	10/3/05
319074	9/26/05	RO did not follow caller's instructions	RO coached	9/27/05
319143	9/26/05	RO did not follow caller's instructions	RO coached	9/29/05
319185	9/26/05	RO did not follow caller's instructions	RO coached	9/26/05
319493	9/28/05	RO did not follow caller's instructions	RO coached	10/3/05
319742	9/30/05	RO took inappropriate control of call	RO coached	10/12/05

October 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
320122	10/4/05	RO took too long to respond	RO coached	10/12/05
320372	10/5/05	RO took inappropriate control of call	RO coached	10/7/05
320387	10/6/05	RO did not have good typing skills	RO coached	10/6/05
320751	10/9/05	RO took inappropriate control of call	RO coached	10/12/05
321071	10/11/05	RO violated caller confidentiality	RO coached	10/14/05
321124	10/12/05	RO did not follow caller's instructions	RO coached	10/18/05
321169	10/12/05	RO did not have good voice clarity	RO coached	10/14/05
321481	10/14/05	RO did not follow caller's instructions	RO coached	10/18/05
321554	10/15/05	RO took inappropriate control of call	RO coached	10/24/05
322517	10/23/05	RO took inappropriate control of call	RO coached	12/1/05
322783	10/25/05	RO faltered on a call to an IVRU	RO coached	10/26/05
323055	10/27/05	RO violated caller confidentiality	RO coached	11/4/05
323132	10/28/05	RO did not leave ID/gender	RO dismissed	11/4/05
323133	10/28/05	RO took inappropriate control of call	RO coached	11/4/05
323391	10/31/05	RO interrupted too often on a call	RO dismissed	11/4/05

November 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
323462	11/1/05	IP-Relay, too long to answer	Temporarily high call volume	11/1/05
323537	11/1/05	RO did not follow caller's instructions	RO coached	11/19/05
323717	11/3/05	RO did not follow caller's instructions	RO coached	11/4/05
323818	11/4/05	IP-Relay, too long to answer	Temporarily high call volume	11/4/05
323950	11/5/05	Unable to process a "My IP Relay Number" call	Temporary technical issue; resolved	11/5/05
324534	11/10/05	RO interrupted too often on a call	RO dismissed	12/8/05

324871	11/13/05	RO took inappropriate control of call	RO coached	12/2/05
325003	11/14/05	RO was inattentive on a call	RO coached	2/8/06
325047	11/14/05	RO interrupted too often on a call	RO coached	11/17/05
325052	11/15/05	RO did not have good typing skills	RO coached	12/1/05
325423	11/17/05	RO took inappropriate control of call	RO coached	11/22/05
325793	11/21/05	RO was inattentive on a call	RO coached	11/28/05
325835	11/21/05	RO was inattentive on a call	Temporary technical issue; resolved	11/23/05
326434	11/26/05	IP-Relay, too long to answer	Temporarily high call volume	11/26/05
326470	11/26/05	RO took inappropriate control of call	RO coached	12/1/05
326571	11/28/05	IP-Relay, too long to answer	Temporarily high call volume	11/28/05
326573	11/28/05	RO was inattentive on a call	RO coached	11/29/05
326652	11/28/05	IP-Relay, too long to answer	Temporarily high call volume	11/28/05
326697	11/28/05	IP-Relay, too long to answer	Temporarily high call volume	11/28/05
326950	11/30/05	RO did not follow caller's instructions	RO coached	12/3/05

December 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
327072	12/1/05	IP-Relay, too long to answer	Temporarily high call volume	12/1/05
327077	12/1/05	RO did not leave ID/gender	RO coached	12/10/05
327220	12/2/05	RO did not announce the call as a relay call	RO coached	12/7/05
327261	12/2/05	IP-Relay no connection	Temporary technical issue; resolved	12/2/05
327747	12/6/05	IP-Relay, too long to answer	Temporarily high call volume	12/6/05
327798	12/6/05	IP-Relay no connection	Temporary technical issue; resolved	12/6/05
327836	12/7/05	IP-Relay, too long to answer	Temporarily high call volume	12/7/05
327942	12/7/05	RO was inattentive on a call	RO coached	12/8/05
327975	12/8/05	RO did not follow caller's instructions	RO coached	12/9/05

328330	12/11/05	IP-Relay, too long to answer	Temporarily high call volume	12/11/05
328851	12/14/05	IP-Relay, too long to answer	Temporarily high call volume	12/14/05
328988	12/15/05	IP-Relay, too long to answer	Temporarily high call volume	12/15/05
328991	12/15/05	IP-Relay, too long to answer	Temporarily high call volume	12/15/05
329107	12/15/05	RO did not relay verbatim	RO coached	12/15/05
329195	12/16/05	RO interrupted too often on a call	RO coached	12/21/05
329397	12/18/05	RO did not follow caller's instructions	RO coached	12/21/05
329542	12/19/05	RO did not follow caller's instructions	RO coached	12/22/05
329559	12/19/05	IP-Relay, too long to answer	Temporarily high call volume	12/19/05
329625	12/20/05	RO interrupted too often on a call	RO coached	12/21/05
329816	12/21/05	RO did not follow caller's instructions	RO coached	12/22/05
329845	12/21/05	RO did not follow caller's instructions	RO coached	1/4/05
330005	12/22/05	RO was inattentive on a call	RO coached	12/23/05
330483	12/27/05	RO did not follow caller's instructions	RO coached	12/30/05
330646	12/29/05	RO did not follow caller's instructions	RO coached	12/30/05
330708	12/29/05	RO did not follow caller's instructions	RO coached	12/30/05
330889	12/31/05	RO did not leave ID/gender	RO coached	1/6/06

January 2006

Log #	Opened	Description of Issue	Description of Resolution	Closed
331076	1/2/06	RO took inappropriate control of call	RO coached	1/17/06
331122	1/3/06	RO did not follow caller's instructions	RO coached	1/10/06
331212	1/3/06	RO did not have good typing skills	No RO identified, all RO s given review of procedures	1/8/06
331847	1/9/06	RO interrupted too often on a call	RO coached	1/12/06
332212	1/11/06	RO took inappropriate control of call	RO coached	1/19/06
332248	1/11/06	RO did not follow caller's instructions	RO coached	1/11/06

332646	1/15/06	RO did not relay verbatim	RO coached	1/16/06
332935	1/17/06	RO was inattentive on a call	RO coached	1/19/06
334047	1/26/06	RO gave caller "false information"	RO coached	2/8/06
334324	1/29/06	RO did not follow caller's instructions	RO coached	2/2/06
334625	1/31/06	RO did not have good voice clarity	RO coached	2/2/06
334670	1/31/06	RO did not follow caller's instructions	RO coached	2/2/06
334671	1/31/06	RO was not transparent on a call	RO coached	2/2/06

February 2006

Log #	Opened	Description of Issue	Description of Resolution	Closed
334829	2/1/06	RO took inappropriate control of call	RO coached	2/2/06
335067	2/3/06	RO took inappropriate control of call	RO coached	2/16/06
335383	2/7/06	RO did not follow caller's instructions	RO coached	2/7/06
335434	2/7/06	RO did not have good typing skills	RO coached	2/8/06
335614	2/8/06	RO did not relay verbatim	RO coached	2/9/06
335753	2/9/06	RO was inattentive on a call	RO coached	2/16/06
336448	2/15/06	RO did not follow caller's instructions	RO coached	2/21/06
336998	2/20/06	RO did not leave ID/gender	RO coached	2/23/06
337456	2/23/06	RO did not have good voice clarity	RO coached	2/27/06

March 2006

Log #	Opened	Description of Issue	Description of Resolution	Closed
338631	3/5/06	RO took inappropriate control of call	RO coached	3/13/06
338670	3/6/06	RO did not explain relay services	RO coached	3/7/06
338885	3/7/06	RO interrupted too often on a call	RO coached	3/8/06
339566	3/13/06	RO did not follow caller's instructions	RO coached	3/13/06
339859	3/15/06	RO did not follow caller's instructions	RO coached	3/17/06

339954	3/15/06	RO did not relay verbatim	RO coached	3/19/06
340032	3/16/06	RO did not follow caller's instructions	RO coached	3/22/06
340053	3/16/06	RO did not follow caller's instructions	RO coached	3/23/06
340430	3/20/06	RO took inappropriate control of call	RO coached	3/25/06
340523	3/20/06	RO did not follow caller's instructions	RO coached	1/1/00
340825	3/23/06	RO did not follow caller's instructions	RO coached	3/27/06
340916	3/24/06	RO took inappropriate control of call	RO coached	4/3/06
341068	3/25/06	RO violated caller confidentiality	RO coached	3/31/06
341685	3/30/06	RO did not follow caller's instructions	RO coached	4/3/06
341702	3/30/06	RO did not follow caller's instructions	RO coached	4/2/06
341778	3/31/06	RO did not follow caller's instructions	RO coached	4/3/06

April 2006

Log #	Opened	Description of Issue	Description of Resolution	Closed
342342	4/5/06	RO did not follow caller's instructions	RO coached	4/10/06
342416	4/6/06	RO took inappropriate control of call	RO coached	5/15/06
342424	4/6/06	RO took inappropriate control of call	RO coached	4/7/06
342456	4/6/06	RO did not verify information	RO coached	4/7/06
343951	4/20/06	RO did not relay verbatim	RO coached	4/20/06
344048	4/21/06	IP-Relay, too long to answer	Temporarily high call volume	4/21/06
344149	4/23/06	RO did not follow caller's instructions	RO coached	4/26/06

May 2006

Log #	Opened	Description of Issue	Description of Resolution	Closed
345207	5/3/06	RO did not follow caller's instructions	RO coached	5/5/06
345684	5/8/06	RO did not follow caller's instructions	RO coached	5/13/06
345748	5/8/06	RO did not follow caller's instructions	RO coached	5/15/06

347787	5/30/06	RO did not follow caller's instructions	RO coached	6/5/06
346498	5/16/06	RO did not follow caller's instructions	RO coached	5/19/06
345972	5/10/06	RO did not relay verbatim	RO dismissed	5/15/06
347847	5/30/06	Ro did not have good grammatical skills	RO coached	5/31/06
345093	5/2/06	RO was inattentive on a call	RO coached	5/6/06
347984	5/31/06	RO was inattentive on a call	RO coached	6/1/06
347891	5/31/06	RO took inappropriate control of call	RO coached	6/2/06
346899	5/19/06	RO did not have good typing skills	RO coached	5/25/06
345124	5/2/06	RO violated caller confidentiality	RO dismissed	5/3/06



**FCC Summary Log
for
Video Relay Service**

June 1, 2005 to May 31, 2006

Number of Complaints received from June 1, 2005 to May 31, 2006

June '05	July '05	Aug '05	Sept '05	Oct '05	Nov '05	Dec '05	Jan '06	Feb '06	Mar '06	Apr '06	May '06
0	0	0	0	0	0	0	0	0	0	0	0

During this report period Verizon received no consumer complaints for Video Relay Service alleging a violation of the FCC mandatory minimum standards.



FCC Summary Log for California Relay Service & CRS STS

June 1, 2005 to May 31, 2006

Number of Complaints received from June 1, 2005 to May 31, 2006

June '05	July '05	Aug '05	Sept '05	Oct '05	Nov '05	Dec '05	Jan '06	Feb '06	Mar '06	Apr '06	May '06
25	26	27	14	11	18	16	15	9	12	7	8

The total Number of Complaints for this reporting period was 188. Complaints are followed up and resolved in a timely manner.

June 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
305361	6/4/05	STS CA stopped revoicing during a call	Unable to identify CA	6/4/05
305594	6/6/05	CRS calls dialed using the 800 number are not getting through	CSP explained that there are multiple CRS vendors; provided customer the toll-free access number	6/6/05
305670	6/6/05	RO did not follow customer's instructions on a call to an answering machine	Supervisor coached RO on call handling procedures	6/8/05
305679	6/6/05	CA could not understand STS user	Supervisor coached RO on techniques for understanding voice patterns of STS users	6/20/05
306039	6/9/05	RO hung up on customer	Supervisor coached RO on call handling procedures	6/20/05
306287	6/11/05	RO could not place a call using third-party billing	Caller hung up before CSP could troubleshoot	6/11/05
306301	6/11/05	CA could not understand STS user	Supervisor coached RO on techniques for understanding voice patterns of STS users	6/20/05
306342	6/12/05	RO would not repeat a portion of a conversation that was unclear to caller	Supervisor coached RO on call handling procedures	7/1/05
306388	6/12/05	STS CA added words to caller's message rather than simply re-voicing what caller had said	Unable to identify CA	6/30/05

306417	6/13/05	STS ring, no answer	CSP explained that there was a temporarily high call volume	6/13/05
306480	6/13/05	CRS ring, no answer	CSP explained that there was a temporarily high call volume	6/13/05
306502	6/13/05	CRS calls dialed using the 800 number are not getting through	CSP explained that there are multiple CRS vendors; provided customer the toll-free access number	6/13/05
306518	6/13/05	RO did not keep caller informed of call status	Supervisor coached RO on the importance of keeping callers informed of call status	6/29/05
306582	6/14/05	Caller reported that his outgoing CRS call attempts were reaching a fast-busy signal	Temporary technical issue; resolved	6/14/05
306807	6/15/05	STS ring, no answer	CSP explained that there was a temporarily high call volume	6/15/05
307021	6/17/05	Caller reported that he could not place a call to a TERM number	TERM number does not accept calls from numbers with "privacy"; CSP explained process for unblocking ANI	6/17/05
307138	6/18/05	Caller reported that he was unable to place a call using a calling card	Caller hung up before CSP could troubleshoot	6/18/05
307197	6/19/05	Caller was unable to place an International call	CSP determined that caller has a restriction on his line	6/19/05
307468	6/21/05	RO inappropriately transferred caller to Customer Service	Supervisor coached RO on call handling procedures	6/29/05
307478	6/21/05	RO inappropriately transferred caller to Customer Service	Supervisor coached RO on call handling procedures	6/21/05
307815	6/23/05	CA could not understand STS user	Supervisor coached RO on techniques for understanding voice patterns of STS users	6/28/05
307896	6/24/05	RO delayed relaying caller's conversation	Supervisor coached RO on call handling procedures	7/1/05
308022	6/25/05	Call was disconnected	Unable to determine what happened; caller stated earlier problems with LEC - possible temporary technical issue	7/20/05
308435	6/29/05	STS user reported that a CA hung up during a call	Unable to identify CA	6/29/05
308648	6/30/05	Caller reported that a call would not go through using preferred carrier	Console would not dial the number entered; outgoing call attempt resulted in neither a busy nor a ring tone; caller stated in follow up that calls are now going through	9/8/05

July 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
308936	7/4/05	RO did not follow procedure when caller requested Supervisor's assistance	Investigation determined that RO did follow procedure and that Supervisor assisted on the call	7/14/05
308961	7/4/05	STS user could not hear CA or TERM party	CSP and technicians unable to duplicate	7/13/05
309026	7/5/05	Unable to reach CRS using 7-1-1	Referred caller to LEC/telecomm provider; provided direct CRS numbers	7/5/05
309430	7/8/05	RO did not follow instructions for handling IVRU call	Supervisor coached RO on the importance of following callers' instructions	7/29/05
309554	7/9/05	RO hung up on caller	RO no longer employed	9/6/05

310193	7/14/05	Unable to reach CRS using 7-1-1	Referred caller to LEC/telecomm provider; provided direct CRS numbers	7/14/05
310376	7/16/05	RO hung up on caller	Supervisor coached RO on call handling procedures	7/19/05
310377	7/16/05	RO hung up on caller	Supervisor coached RO on call handling procedures	7/20/05
310420	7/16/05	Unable to reach CRS using 7-1-1	Referred caller to LEC/telecomm provider; provided direct CRS numbers	7/16/05
310491	7/17/05	RO hung up on caller	Supervisor coached RO on call handling procedures	7/18/05
310493	7/17/05	RO hung up on caller	Supervisor coached RO on call handling procedures	9/6/05
310553	7/18/05	RO either did not announce call properly, or garbled transmission	Unable to identify call to MCI by this caller; call may have gone to another CRS provider	7/25/05
310812	7/20/05	RO did not follow instructions to not announce relay	Supervisor coached RO on the importance of following callers' instructions	7/22/05
311287	7/23/05	CA was unable to hear STS user	CSP and technicians unable to duplicate	7/23/05
311336	7/24/05	RO was unfamiliar with handling requests for RO gender preference	Supervisor coached RO on appropriate process for handling requests for RO gender preference	8/12/05
311717	7/27/05	Unable to reach CRS using 7-1-1	Referred caller to LEC/telecomm provider; provided direct CRS numbers	7/27/05
311785	7/27/05	STS ring, no answer	Temporarily high call volume	7/27/05
311807	7/27/05	CA did not follow instructions when asked by STS user to call Customer Service	Unable to identify RO who handled the call	7/27/05
277417	7/23/04	RO had bad spelling	Supervisor placed RO on a performance improvement plan for spelling/typing	7/30/04
277597	7/26/04	RO spoke too fast to be understood by caller	Supervisor coached RO on appropriate relay pacing	7/27/04
277623	7/27/04	RO did not follow caller's instructions for handling a call answered by an IVRU	Unable to identify RO	8/1/04
277634	7/27/04	RO did not follow caller's profile for no background noises and no tone of voice	Supervisor coached CA on the importance of following callers' profiles	8/1/04
277678	7/27/04	RO did not relay portion of a conversation verbatim	Supervisor coached RO on the importance of relaying conversations verbatim	8/1/04
277704	7/28/04	CRS ring, no answer	Temporary technical issue, resolved	7/28/04
277900	7/30/04	RO dialed a call before the caller could give the RO call handling instructions and "GA"	Supervisor coached RO on call handling procedures	8/3/04
277939	7/31/04	RO was inattentive in handling a call to an answering machine	Supervisor coached RO on the importance of following callers' instructions	8/3/04

August 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
312307	8/1/05	CA did not revoice accurately	Supervisor coached RO on appropriate re-voicing	8/4/05
312586	8/2/05	RO hung up before caller could provide TERM number	Supervisor coached RO on allowing callers time to provide TERM numbers	8/5/05

312595	8/2/05	RO was not familiar with answering machine procedure	Supervisor coached RO on answering machine procedures	8/15/05
312638	8/3/05	RO would not adjust the volume on a call	Supervisor coached RO on console operation	8/4/05
313193	8/7/05	RO hung up on caller	Supervisor coached RO on console operation	8/10/05
313656	8/10/05	RO spoke too fast	Supervisor coached RO on the importance of voice clarity	8/22/05
313677	8/10/05	RO hung up on caller	Supervisor coached RO on console operation	8/12/05
313755	8/11/05	CA was not attentive during a call	Supervisor coached CA on the importance of being attentive when handling calls	8/12/05
313792	8/11/05	CA could not understand caller	Supervisor coached CA on ways to facilitate understanding of speech patterns	8/25/05
314310	8/16/05	RO did not follow profile for no background sounds and no tone of voice	Supervisor coached RO on the importance of following callers' profile	8/22/05
314406	8/17/05	Caller could not reach Directory Assistance through CRS	Unable to duplicate; listing provided as a courtesy by CSP	8/17/05
314739	8/19/05	CA could not understand caller	Supervisor coached CA on ways to facilitate understanding of speech patterns	8/22/05
315534	8/25/05	RO could not spell or pronounce some words	Supervisor coached RO on the importance of requesting clarification of spelling/pronunciation from callers	8/29/05
315678	8/27/05	RO did not provide their closing statement; would not adjust volume; and was not familiar with spelling of common name	Unable to identify RO; number does not appear to be an MCI operator ID	8/27/05
315698	8/27/05	CA did not revoice accurately	Unable to identify CA	9/6/05
315866	8/29/05	RO took too long in relaying a call; long pauses with no typing	Supervisor coached RO on screen awareness and the use of courtesy phrases to keep caller informed of call status	9/9/05
316228	8/31/05	RO did not follow profile for no background sounds and no tone of voice	Supervisor coached RO on the importance of following callers' profile	9/8/05
279327	8/22/04	RO hung up on caller	Supervisor coached RO on call processing	8/24/04
279332	8/22/04	RO did not follow instructions to type a message that the caller did not hear	Supervisor coached RO on the importance of following callers' instructions	8/30/04
279422	8/23/04	RO typed "SKGA" mid-conversation	Supervisor coached RO on call processing and placed RO on improvement plan	8/26/04
279632	8/26/04	RO was inattentive; caller had to repeat phone number several times	Supervisor coached RO on the importance of being attentive	8/28/04
279657	8/26/04	CRS ring, no answer	CSP explained temporarily high call volume; suggested caller try again	8/26/04
279702	8/27/04	RO did not follow procedures for transferring a 711 call to STS; kept prompting for a number to dial	Supervisor coached RO on 711-to-STS procedures	8/27/04

279737	8/27/04	RO interrupted too often prompting for a TERM number while caller was trying to give the RO the TERM number to dial; caller profiled for slow typing	Supervisor coached RO on the importance of being attentive to callers' profiles	9/2/04
279802	8/29/04	RO did not follow profile for no tone of voice or background noises	Supervisor coached RO on the importance of being attentive to callers' profiles	9/5/04
279831	8/30/04	RO did not follow instructions to not relay greeting from an answering machine; relayed entire greeting	Supervisor coached RO on the importance of following callers' instructions	8/30/04
279850	8/30/04	RO did not follow profile for no tone of voice or background noises	Supervisor coached RO on the importance of being attentive to callers' profiles	9/7/04

September 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
316730	9/6/05	RO typed to an HCO user	Supervisor coached RO on HCO procedures	9/19/05
316998	9/7/05	CRS Spanish ring, no answer	CSP informed caller that Spanish operators are available and to try calling again	9/7/05
317328	9/10/05	RO did not keep caller informed of call status during a "hold" period on a call	Supervisor coached RO on the importance of keeping callers informed of call status	10/3/05
317421	9/12/05	RO did not provide ID or gender	CSP explained that ROs provide their ID/gender at the beginning and end of calls; also that callers may request the ID/gender at any time during a call	9/12/05
318170	9/18/05	RO did not transfer caller to STS as instructed	Supervisor coached RO on the importance of following callers' instructions	9/23/05
318274	9/19/05	Unable to place a long distance call through CRS	CSP unable to replicate; test call placed successfully; instructed caller to call again if problem persists	9/19/05
318319	9/19/05	RO typed too fast	Unable to identify RO after extensive search	9/19/05
318320	9/19/05	RO spoke too fast	Supervisor coached RO on the importance of pacing and voice clarity	9/20/05
318414	9/20/05	Unable to reach CRS via 711 from business phone	CSP provided toll-free CRS access numbers; referred caller to phone administrator to resolve 711 issue	9/20/05
318714	9/22/05	RO unable to process a call correctly - unable to connect to a TERM number	Supervisor coached RO on the importance of verifying the number to be dialed	9/24/05
318763	9/22/05	STS ring, no answer	Temporarily high call volume; CSP transferred caller to an available CA	9/22/05
319380	9/28/05	ROs are not following caller profile; specific op code not provided	Unable to identify specific RO; CSP explained the importance of having the RO # and/or call information for follow-up purposes	9/28/05
319506	9/29/05	RO did not respond to caller's request and did not provide ID	Supervisor coached RO on appropriate interaction with callers and the importance of following procedure for giving ID at the end of a call	9/30/05
319551	9/29/05	RO did not accurately relay a call; mistyped a number and a word	Supervisor coached RO on the importance of being attentive when	9/30/05

			processing calls	
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October 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
320171	10/4/05	RO was not familiar with HCO call handling procedures	Supervisor coached RO on HCO call handling procedures	10/27/05
320648	10/8/05	Could not place collect calls to TERM number	Explained collect calling to TERM	10/8/05
320942	10/11/05	RO misspelled an email address during a call	Supervisor coached RO on the importance of spelling accuracy	10/12/05
321080	10/12/05	RO did not follow IXC profile	Supervisor coached RO on the importance of following callers' profiles	10/18/205
321209	10/12/05	Could not place collect calls to TERM number	Test call to TERM number revealed that TERM does not accept collect calls	10/12/05
321862	10/18/05	RO could not spell words correctly	Supervisor coached RO on the importance of spelling accuracy	10/18/05
322139	10/20/05	Customer stated their line was disconnected. Customer requested to edit their profile.	Console rebooted, successful test calls placed	10/20/05
322150	10/20/05	RO is unfamiliar with entering a phone number using letters rather than numbers	Supervisor coached RO on the procedure for entering phone numbers that are given as letters	10/27/05
322692	10/24/05	RO did not follow instructions to turn VCO on	Unable to identify RO	10/24/05
322711	10/25/05	CA sometimes voices incorrectly without confirming what is being said	Supervisor coached RO on the importance of revoicing accurately and provided revoicing techniques to RO	10/27/05
323437	10/31/05	RO unfamiliar with process for accessing voice mail	Supervisor coached RO on voice mail procedures	11/2/05

November 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
323476	11/1/05	Unable to reach CRS from office via 711	CSP referred caller to office telecom administrator for 711 configuration; CRS TTY access numbers provided	11/1/05
323626	11/2/05	Operator did not follow caller's request to stop sending "HD"	Supervisor coached RO on the importance of following caller's instructions	11/4/05
323951	11/5/05	RO typed too slowly	Supervisor coached RO on appropriate relay pacing	11/8/05
324264	11/8/05	RO would not repeat TERM number when line rang busy	Supervisor coached RO on the importance of following caller's instructions	11/14/05
324352	11/9/05	CA did not follow customer's profile for a female CA	Supervisor coached CA on the importance of following callers' profiles	11/10/05
324584	11/10/05	STS ring, no answer	Possibly a temporarily high call volume; CA available at time of customer service call	11/10/05
324601	11/10/05	RO dialed incorrect TERM number	Supervisor coached RO on the importance of being attentive when relaying calls	12/2/05
324840	11/13/05	711 via cell phone reached a state TRS other than CRS	CSP referred caller to cell phone provider; CRS Voice access number provided	11/13/05

325028	11/14/05	CA could not understand STS user	Supervisor coached CA on techniques for understanding speech patterns	11/17/05
325043	11/14/05	Caller reported that someone may have taken his mother's credit card information from an earlier relay call	Unable to find call to MCI; explained CRS multi-vendor to caller and referred caller to other providers to lodge concern	11/14/05
325480	11/17/05	RO would not redial TERM number	Caller's ANI was blocked for long distance calls; caller referred to Fraud Control to resolve issue	11/23/05
325774	11/20/05	Unable to place a long distance "bill to ANI" call	Caller's Customer referred to contact Fraud Control, as a service block was placed with that company.	11/30/05
325801	11/21/05	Caller reported that someone had called his mother and identified himself as the caller and requesting credit card information (follow-up of contact #325043)	Unable to find call to MCI; explained CRS multi-vendor to caller and referred caller to other providers to lodge concern	11/21/05
325818	11/21/05	RO did not follow caller's instructions on a call answered by an IVRU	Caller originally instructed RO to leave a message, which the RO did; caller clarified to convey message to a live person not to an answering machine	12/12/05
325929	11/21/05	RO hung up on caller during a relay call	Supervisor coached RO on console functions	11/29/05
325933	11/21/05	Unable to place long distance "bill to ANI" call from Hospital	CSP referred caller to telecom administrator to obtain long distance carrier; informed caller of alternate billing methods	11/21/05
326040	11/22/05	RO would not allow caller to interrupt and explain relay to TERM party	Supervisor coached RO on the proper procedure for handling VCO calls	12/8/05
326805	11/29/05	STS CA did not provide call status to relieving CA	CA coached on the importance of providing call detail to relieving CA	12/1/05

December 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
327601	12/5/05	VCO user stated that Voice-to-VCO call was not connected properly	Unable to locate call record; CSP explained CRS multivendoring and that call was likely handled by another CRS CCS provider	12/5/05
327637	12/5/05	RO typed to an HCO user	Supervisor coached RO on HCO call handling procedures	12/7/05
328179	12/9/05	Could not reach CRS using the 800 access number	CSP explained that dialing 800 could direct the call to one of three CRS providers	12/9/05
328350	12/11/05	STS CA could not hear caller, and caller could not hear CA	CSP unable to duplicate	12/11/05
328513	12/12/05	Unable to reach CRS via 711 from office environment	CSP referred Caller to their phone administrator and provided toll free access numbers	12/12/05
329541	12/19/05	RO did not follow caller's "do not explain relay" profile	Supervisor coached RO on the importance of following callers' profiles	12/22/05
329665	12/20/05	Unable to reach CRS via 711 from office environment	CSP referred Caller to their phone administrator and provided toll free access numbers	12/20/05
329741	12/21/05	CA could not understand STS user	Supervisor coached CA on techniques for understanding STS user speech patterns	12/22/05

329973	12/22/05	STS ring, no answer	Temporarily high call volume; CSP offered to transfer caller to an available CA; caller declined offer	12/22/05
330126	12/24/05	CA could not understand STS user	Caller hung up before CSP obtain additional information	12/24/05
330332	12/27/05	CA could not understand STS user	Supervisor coached CA on techniques for understanding STS user speech patterns	12/30/05
330401	12/27/05	RO was inattentive; did not dial TERM number	Supervisor coached RO on the importance of being attentive when handling calls	1/1/06
330473	12/27/05	RO misspelled several words	Supervisor coached RO on the importance of verifying spelling	1/2/06
330592	12/28/05	RO misspelled several words	Supervisor coached RO on the importance of verifying spelling	1/1/06
330761	12/29/05	STS ring, no answer	Temporarily high call volume	12/29/05
330855	12/30/05	STS user reported that original CA did not convey call handling instructions to relieving CA	CSP explained procedures for disclosing call content to relieving CA	12/30/05

January 2006

Log #	Opened	Description of Issue	Description of Resolution	Closed
331261	1/4/06	RO did not type verbatim	Supervisor coached RO on the importance of relaying calls verbatim	1/6/06
331435	1/5/06	RO did not follow caller's profile	Supervisor coached RO on the importance of being attentive to callers' profiles	1/7/06
331512	1/5/06	RO made a lot of corrections in relaying a conversation	Supervisor coached RO on the importance of being attentive and spelling accurately	1/7/06
331658	1/6/06	CA could not understand STS user	Supervisor coached CA on ways to facilitate understanding of speech patterns	1/8/06
331804	1/8/06	CA did not follow instructions in custom explanation	Supervisor coached CA on the importance of being alert to and following custom explanations	1/10/06
331917	1/9/06	CRS ring, no answer	Possible temporarily high call volume	1/9/06
331924	1/9/06	CRS ring, no answer	Possible temporarily high call volume	1/9/06
332388	1/12/06	CA did not follow caller's profile	Supervisor coached CA on the importance of being attentive to callers' profiles	1/24/06
332531	1/13/06	RO had many typing errors	Supervisor coached RO on the importance of being attentive and spelling accurately	1/19/06
333222	1/19/06	RO did not dial out TERM number	Unable to determine what took place; Supervisor coached RO on the importance of following callers' instructions	2/1/06
333425	1/21/06	Receiving emergency calls to a non-emergency number	Referred to Network team; database updated	2/6/06
333568	1/23/06	RO did not follow specific call-handling instructions	Supervisor coached RO on the importance of following callers' instructions	1/25/06
333589	1/23/06	STS ring, no answer	Possible temporarily high call volume	1/23/06
334178	1/27/06	Unable to reach CRS using 711 through a PBX	Referred caller to office telecommunications personnel	1/27/06

334462	1/30/06	RO did not remain on the line for subsequent calls	RO is not an MCI RO	1/30/06
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February 2006

Log #	Opened	Description of Issue	Description of Resolution	Closed
337522	2/23/06	RO did not follow instructions to repeat what was voiced	Supervisor coached RO to follow customers' requests	2/28/06
337734	2/26/06	RO did not follow customers HCO profile	Supervisor coached RO on HCO call processing	2/26/06
338020	2/28/06	RO did not follow profile to not announce relay	Supervisor coached RO on the importance of following caller's profiles	3/1/06
335701	2/9/06	RO was inattentive when retrieving calling card information	Supervisor coached RP on the importance of using information customers provide and to clarify if unsure	2/19/06
335778	2/9/06	RO did not keep HCO caller informed of call status	Supervisor coached RO on HCO call processing	2/10/06
337343	2/22/06	CA could not understand STS user	Supervisor coached RO on techniques for understanding speech patterns	2/23/06
337521	2/23/06	STS ring, no answer	Unable to duplicate; possible temporarily high call volume	2/23/06
336065	2/12/06	STS user unable to reach directory assistance	Multiple test calls placed; unable to duplicate	2/16/06
337537	2/23/06	Customer unable place a CRS call to an 800 number	Unable to duplicate; subsequent calls processed	2/28/06

March 2006

Log #	Opened	Description of Issue	Description of Resolution	Closed
338229	3/2/06	RO did not follow caller's instructions not to type "(HD)"	Supervisor coached RO on the importance of following callers' instructions	3/3/06
338931	3/7/06	RO hung up on caller	Temporary technical issue; power line inadvertently unplugged	3/8/06
338954	3/7/06	Reached "dead air" when calling STS	Unable to duplicate	3/7/06
339242	3/9/06	RO took inappropriate control of call by prematurely disconnecting ORIG	Supervisor coached RO on appropriate CRS disconnect procedure	3/10/06
339421	3/11/06	CA could not understand STS user	Supervisor coached RO on proper procedures	3/14/06
339554	3/13/06	RO did not follow HCO profile; typed to caller	Supervisor coached RO on the importance of following customers' profiles and HCO call set-up	3/15/06
339728	3/14/06	CA did not revoice for STS user	Unable to identify CA	3/14/06
339821	3/14/06	Unable to reach CRS using 711 from a PBX telephone line	Provided toll-free CRS access number; referred caller to telecom system administrator to configure the PBX	3/14/06
340117	3/16/06	RO did not follow specific call-handling instructions provided by caller	Supervisor coached RO on the importance of following callers' instructions	3/18/06
340148	3/17/06	Caller unable to reach CRS from home phone	Unable to duplicate	3/26/06
340368	3/19/06	RO did not keep caller informed of call status	Supervisor coached RO on the importance of keeping callers informed of call status	4/13/06

341699	3/30/06	RO did not follow HCO profile; typed to caller	Supervisor coached RO on the importance of following customers' profiles and HCO call set-up	4/10/06
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April 2006

Log #	Opened	Description of Issue	Description of Resolution	Closed
342526	4/6/06	RO did not listen to instructions and made many typing errors	Supervisor coached RO on the importance of being attentive to callers' instructions and to typing/spelling accuracy	4/11/06
342555	4/7/06	Unable to connect with CRS using 711 from office	Provided toll-free CRS access number; referred caller to telecom system administrator to configure the PBX	4/7/06
342707	4/8/06	STS ring, no answer	Temporarily high call volume; transferred caller to an available CA	4/8/06
342917	4/10/06	Unable to connect with CRS using 711 from home	Provided toll-free CRS access number; caller later called back to say she is no longer experiencing the problem	4/10/06
343384	4/14/06	RO stopped responding after connection to called party	Unable to duplicate; possibly a temporary technical issue	4/14/06
343538	4/17/06	STS ring, no answer	Temporarily high call volume; CAs were available at time of the Customer Service call	4/17/06
343942	4/20/06	CA did not follow caller's custom explanation profile	Supervisor coached CA on the importance of being attentive to callers' profiles	4/21/06

May 2006

Log #	Opened	Description of Issue	Description of Resolution	Closed
345151	5/3/06	CRS 711 ring, no answer	CSP explained CRS multi-vendor; provided toll-free access number; offered to profile caller for 711 choice	5/3/06
345250	5/3/06	STS ring, no answer	Transferred caller to an available CA	5/3/06
345312	5/4/06	CRS 711 ring, no answer	CSP explained CRS multi-vendor; provided toll-free access number; offered to profile caller for 711 choice	5/4/06
345720	5/8/06	Unable to connect to CRS via 711 through PBX	Referred caller to telephone administrator for PBX configuration	5/8/06
346193	5/12/06	Unable to place long distance calls	CSP created an IXC profile for caller and call went through	5/12/06
346311	5/14/06	Unable to connect to CRS via 711 through cell phone	Referred caller to cell phone provider for 711 configuration	5/14/06
346617	5/17/06	Unable to place a call using a prepaid calling card	Unable to resolve; caller will make bill-to-ANI call	5/17/06
347876	5/30/06	Unable to connect to CRS via 711 through PBX	Referred caller to telephone administrator for PBX configuration	5/30/06



**FCC Summary Log
for
Arizona Relay Service and AZRS STS
June 1, 2005 to May 31, 2006**

Number of Complaints received from June 1, 2005 to May 31, 2006

June '05	July '05	Aug '05	Sept '05	Oct '05	Nov '05	Dec '05	Jan '06	Feb '06	Mar '06	Apr '06	May '06
3	2	4	2	6	5	3	4	6	4	3	4

The total Number of Complaints for this reporting period was 46. Complaints are followed up and resolved in a timely manner.

June 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
305036	6/1/05	Operator violated call confidentiality	Operator terminated	6/20/05
306310	6/11/05	Unable to reach AZRS dialing 711 from a cell phone	CSP referred caller to their cell phone provider to report the issue, and provided caller the AZRS 800 access number	6/11/05
306742	6/15/05	Operator spoke too fast to be clearly understood	Supervisor coached Operator	7/6/05

July 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
310744	7/19/05	Operator did not follow caller's profile	Supervisor coached Operator	7/20/05

310195	7/14/05	Operator was inattentive	Supervisor coached Operator	7/14/05
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August 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
313441	8/9/05	Unable to reach AZRS via 711 from home	LEC configuration issue; CSP requested LEC name for follow-up, but caller did not provide that information	8/9/05
313476	8/9/05	Unable to reach AZRS via 711 or toll free numbers from work	Call management system configuration issue; caller was referred to office telecommunications personnel	8/9/05
314896	8/21/05	Operator could not connect to TERM	Unable to duplicate; possible temporary technical issue	8/25/05
315903	8/29/05	Unable to reach AZRS via 711 from office	Provided direct access number; referred caller to office telecommunications personnel to configure PBX	8/29/05

September 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
318463	9/20/05	Operator typed too slowly during a conversation	Supervisor coached Operator on more effective use of recording tool	9/21/05
318721	9/22/05	Unable to connect to AZRS using 711 from office	CSP provided AZRS toll-free access number; advised caller to contact the phone administrator re 711 dialing	9/22/05

October 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
319856	10/2/05	Operator did not leave a message on an answering machine	It was determined that there was a temporary technical issue which was resolved	10/12/05
320514	10/6/05	Reached a fast-busy tone when dialing AZRS	Unable to replicate, possibly temporary LEC issue that was resolved by the LEC	10/6/05
320624	10/7/05	Operator had poor typing speed and spelling skills	Supervisor coached Operator on the importance of being attentive when handling calls	10/18/05
320625	10/7/05	Operator typed too slowly; did not use professional judgement	Supervisor coached Operator on the importance of being attentive when handling calls	10/18/05
321666	10/16/05	AZRS ring, no answer	Temporarily high call volume	10/16/05
322643	10/24/05	AZRS ring, no answer	Temporarily high call volume	10/25/05

November 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
323604	11/2/05	Unable to place long distance "bill to ANI" call	Caller's ANI is blocked for long distance calls; CSP explained alternate billing methods	11/2/05
325095	11/15/05	Operator did not keep caller informed of call status	Supervisor coached Operator on the importance of keeping callers informed of call status	11/30/05

326729	11/29/05	Operator could not understand VCO user	Supervisor coached Operator on the importance of requesting clarification	12/1/05
326741	11/29/05	Operator could not process a VCO call	Supervisor coached Operator on VCO call handling	12/10/05
326920	11/30/05	Unable to place International call	Supervisor coached Operator on procedure	12/29/05

December 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
327892	12/7/05	Operator hung up during a relay call	Supervisor coached Operator on console functions	1/3/05
329251	12/17/05	AZRS ring, no answer	Unable to duplicate; caller was transferred to an available operator to place a call	12/17/05
330219	12/25/05	Calls from correctional institution are disconnecting	Caller referred to correctional institution telephone administrator	12/25/05

January 2006

Log #	Opened	Description of Issue	Description of Resolution	Closed
332826	1/17/06	Operator hung up during a relay call	Unable to identify Operator as caller disconnected before CSP could solicit more information	1/17/05
333333	1/20/06	AZRS ring, no answer	Unable to duplicate; Operators available; caller will try again using another telephone line	1/20/06
333572	1/23/06	AZRS ring, no answer	Unable to duplicate; Operators available	1/23/06
334310	1/29/06	Operator did not speak clearly	Supervisor coached Operator	2/3/06

February 2006

Log #	Opened	Description of Issue	Description of Resolution	Closed
334841	2/1/2006	Unable to place long distance calls using AZRS	Caller's ANI is restricted; referred to telephone administrator for resolution	2/1/2006
334952	2/2/2006	Caller's long distance carrier unavailable through AZRS	Referred caller to his state TRS where the carrier would be available; provided alternate billing methods	2/2/2006
335509	2/7/2006	Unable to place International call	Billing restriction; referred caller to his long distance carrier	2/7/2006
336451	2/15/2006	Operator would not provide ID during a relay call	Supervisor coached Operator to always provide ID on request; professionalism and courtesy were also covered	2/22/2006
337208	2/21/2006	Unable to place local relay call relay from a cell phone	Cell phone sends out-of-state ANI; calls show as long distance; referred caller to his cell phone provider	2/21/2006
337471	2/23/2006	Caller reported that his long distance carrier is not an available option	Unable to duplicate; carrier is available on C/S console	2/23/2006

March 2006

Log #	Opened	Description of Issue	Description of Resolution	Closed
338613	3/5/06	Operator typed too slow	Supervisor coached Operator to provide call status so that it does not appear to text user that typing is slow	3/13/06
339705	3/14/06	Operator was inattentive; did not follow instructions	Supervisor coached Operator on the importance of following callers' instructions	3/20/06
340132	3/17/06	Operator typed too slow	Supervisor coached Operator to provide call status so that it does not appear to text user that typing is slow	4/18/06
341827	3/31/06	Operator would not place a VCO-to-TTY call	Supervisor reviewed process with Operator	4/18/06

April 2006

Log #	Opened	Description of Issue	Description of Resolution	Closed
342875	4/10/06	Unable to place long distance call via AZRS	Default billing option red-lined; CSP provided other long distance billing options	4/12/06
343176	4/12/06	Unable to reach AZRS via 711 from home phone	CSP provided the toll-free AZRS access number and referred caller to the LEC to report the issue	4/12/06
344892	4/30/06	Operator kept interrupting for number to call; hung up	Supervisor coached Operator on the process for non-responsive callers	5/2/06

May 2006

Log #	Opened	Description of Issue	Description of Resolution	Closed
346024	5/11/06	Operator did not follow instructions to stop typing	Supervisor coached Operator on the importance of following callers' instructions	5/15/06
346348	5/15/06	Operator typed too slowly	Supervisor monitored Operator; noticed no typing deficiencies, but coached Operator on pacing	5/15/06
347220	5/23/06	Operator did not follow instructions given at beginning of call	Supervisor coached Operator on the importance of following callers' instructions and on use of notepad	5/23/06
347888	5/31/06	RO hung up on caller		OPEN



FCC Summary Log for Tennessee Relay Service and TNRS STS

June 1, 2005 to May 31, 2006

Number of Complaints received from June 1, 2005 to May 31, 2006

June '05	July '05	Aug '05	Sept '05	Oct '05	Nov '05	Dec '05	Jan '06	Feb '06	Mar '06	Apr '06	May '06
7	5	3	1	1	1	5	3	4	2	4	2

The total Number of Complaints for this reporting period was 38. Complaints are followed up and resolved in a timely manner.

June 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
305743	6/7/05	Unable to complete long distance calls	Temporary technical issue; resolved	6/9/05
305901	6/8/05	Unable to complete long distance calls	Temporary technical issue; resolved	6/9/05
305909	6/8/05	Unable to complete long distance calls	Temporary technical issue; resolved	6/8/05
305989	6/8/05	CA hung up on caller	Supervisor coached CA on call handling procedures	6/21/05
306010	6/9/05	Unable to complete long distance calls	Temporary technical issue; resolved	6/16/05

307614	6/22/05	CA did not follow instructions	Supervisor coached CA on following callers' instructions	7/14/05
308219	6/27/05	TNRS ring, no answer	Temporarily high call volume	6/27/05

July 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
308851	7/2/05	CA hung up on caller	Supervisor coached CA	7/2/05
309508	7/8/05	CA did not follow instructions	Supervisor coached CA	8/30/05
310161	7/14/05	Fast-busy at TERM via TNRS	Temporary technical issue; resolved	7/15/05
310198	7/14/05	CA did not follow instructions	Supervisor coached CA	8/30/05
310220	7/14/05	Fast-busy at TERM via TNRS	Temporary technical issue; resolved	7/16/05

August 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
312623	8/3/05	Unable to reach TNRS via 711	Provided TNRS Voice number	8/3/05
313005	8/5/05	Unable to reach TNRS via 711	Provided TNRS TTY number	8/5/05
313580	8/10/05	CA did not have good voice quality	Supervisor coached CA	8/30/05

September 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
319340	9/27/05	CA did not keep caller informed of call status	Supervisor coached CA	10/4/05

October 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
322158	10/20/05	Caller reported being charged by incorrect IXC	CSP contacted billing IXC and requested a credit	10/20/05

November 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
326804	11/29/05	CA did not allow caller to add comments while on hold	CA coached on appropriate interaction with callers	12/2/05

December 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
327617	12/5/05	TNRS ring, no answer	Temporarily high call volume	12/5/05
328015	12/8/05	Unable to place a local call via TNRS	Unable to duplicate; subsequent calls were processed	12/8/05
328562	12/12/05	TNRS ring, no answer	Temporarily high call volume	12/12/05
330062	12/23/05	TNRS ring, no answer	Temporarily high call volume	12/23/05
330586	12/28/05	TNRS ring, no answer	Temporarily high call volume	12/28/05

January 2006

Log #	Opened	Description of Issue	Description of Resolution	Closed
330995	1/1/06	CA did not follow VCO profile	Supervisor coached CA on VCO call handling	1/17/06
333085	1/18/06	Unable to use specific IXC	Invitation extended to IXC to be added to CoC list	1/25/06
334602	1/31/06	CA did not have good voice clarity	Supervisor coached CA	2/9/06

February 2006

Log #	Opened	Description of Issue	Description of Resolution	Closed
335424	2/7/2006	Unable to reach TNRS via 711 from a cellular phone	CSP provided TNRS toll-free access number	2/7/2006
335749	2/9/2006	CA was inattentive while handling a call	Supervisor coached CA on VCO<->HCO call handling	2/14/2006
336930	2/19/2006	Unable to reach TNRS via 711 from home TTY	CSP provided TNRS toll-free access number	2/19/2006
337860	2/27/2006	Caller reported being charged by incorrect IXC	CSP contacted billing IXC and requested a credit	2/28/2006

March 2006

Log #	Opened	Description of Issue	Description of Resolution	Closed
338188	3/1/06	TNRS ring, no answer	Temporarily high call volume	3/1/06
338553	3/4/06	Unable to reach TNRS using 711	Bell South was contacted and resolved the issue	3/4/06

April 2006

Log #	Opened	Description of Issue	Description of Resolution	Closed
342585	4/7/06	CA did not relay IVRU options verbatim	Supervisor coached CA	4/14/06

343111	4/12/06	Caller's IXC not available for long distance calls	Unable to duplicate; possible temporary technical issue	5/1/06
343807	4/19/06	TNRS ring, no answer	Unable to duplicate; test calls were answered immediately	4/19/06
344028	4/21/06	CA transferred call inappropriately	Supervisor coached CA	4/23/06

May 2006

Log #	Opened	Description of Issue	Description of Resolution	Closed
345351	5/4/06	Caller reported that CA hung up on a call	Caller declined to provide information to identify CA	5/4/06
347790	5/30/06	CA repeatedly asked Voice caller to repeat	Supervisor coached CA on appropriate pacing skills	5/30/06