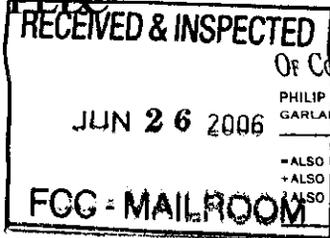


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MERITAS LAW FIRMS WORLDWIDE

June 19, 2006

DOCKET FILE COPY ORIGINAL

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

Re: FCC/CG Docket NO. 03-123

Dear Ms. Dortch:

On behalf of the state of Arkansas, the Arkansas Deaf and Hearing Impaired Telecommunication Services Corporation (ADHITS), submits the Consumer Complaint Log Summary for the annual period ending May 31, 2006.

Enclosed you will find the original and four copies of the printed report, together with an electronic disc copy of the Complaint Log on a standard 3.5 inch diskette (formatted in an IBM compatible format using Word 97 or compatible software).

As requested by the FCC, we are also providing a copy of the printed report to Pam Gregory, along with a copy of this letter.

Should you need additional information from Arkansas, please feel free to call or contact me.

Very truly yours,

DOVER DIXON HORNE PLLC

Steve L. Riggs
Steve L. Riggs

SLR:mc
Enclosure

cc: Pam Gregory
Ken Musteen
Tommy Walker

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JUN 26 2006

Arkansas Relay Service Complaints -- June 1, 2005 to May 31, 2006

PRO-MAILROOM

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/04/06	VCO customer is not receiving Caller ID information through Relay. Assured customer we would check into the problem. TT CS957282 was opened. No follow up wanted.	01/04/06	Tech rebooted the ACC and CI is now working. No follow up required
03/16/06	Customer has been billed improperly during the past four months. Advised by those long distance companies these calls were billed through in error, customer contacted SRSC to verify correct company was in her profile as COC. Customer requests that Account Manager at AR Relay look into her billing issues and follow up with a phone call during the afternoon. AR Relay service is accessed primarily by TTY user in the customer's home.	03/16/06	Account Manager contacted customer as requested and discussed problem and gave customer tips.
03/21/06	An AR voice customer's COC is not being routed correctly. This mistake was found by an agent in the MO Relay center and forwarded to customer service. Opened TT 1359100. No follow-up requested.	03/21/06	Correct Routing was set up for customer
04/13/06	Customer is being casually billed through sprint for long distance calls that should be billed through SBC. RCS response: Apologized for the problem and assured that a trouble ticket would be turned in on the issue. Call back requested Trouble Ticket 1498018	06/07/06	Caller carrier of choice profile was established for customer.
04/20/06	Customer reported inability to call in to CapTel at 11:32 AM on 4/20/06	04/20/06	The problem was resolved at 1:52 PM by CapTel technical support.
06/17/05	AR TTY customer was transfered by Opr. xxxxF to customer service, when customer asked to dial an 800 number. Customer did not want to speak to Relay Customer Service. Customer Service apologized to the customer for the inconvenience and the customer would like a follow up from the supervisor anytime.	06/22/05	On the top of the ticket the agent ID is showing XX52, in the paragraph under customer issue/problem it is showing agent XX42. I called the customer to find out which agent she complained about and she did not remember, nor could she tell me anything about the call or the complaint. I stated I was calling for a followup per her request and needed more information in order to appropriately handle this complaint. Due to the fact she was not able to provide this important information I informed her I was closing this ticket. Customer seemed satisfied. (the call was handled by a lady who was interpreting for her)
06/28/05	Customer reports that they gave the agent a number to dial and the agent did not dial the number. They disconnected the customer instead. Apologized for the inconvenience and noted that this would be forwarded to the appropriate supervisor. Incident occurred on 6-24-05. No follow-up requested.	06/29/05	Manager met with agent. Appropriate action was taken. No follow-up requested.
08/29/05	Voice user unable to connect to CapTel Service Number	08/29/05	Apologized for this incidence as we work to identify and remedy this technical incidence. The incidence has been reported to engineering for further investigation and they are looking into why calls are not reaching CAs.

09/27/05	An AR TTY user called to complain that they had to get the agent's attention after their first call had ended. Caller had wanted to place another call and tried to get agent's attention, but only received an SKSK from the operator. Caller hung up out of frustration. Apologized for the problem. Customer did not request follow up.	09/27/05	Agent did not remember the call. Reminded agent of the importance of paying attention on all calls. Also reminded the agent that if she has any technical problems, to get a supervisor immediately. The agent understands the consequences of not following customer instructions and not focusing on calls.
10/07/05	Captions - dropped characters/garbled text	10/07/05	Advised customer to contact telephone company to ensure a functional line. Advised testing unit away from the home to see how it performs.
11/07/05	Customer states that people are calling her in the middle of the night and harassing her using SRO relay service. She said she will be contacting the FCC about this in the future. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back request	10/7/2005	Advised customer Sprint was working hard to eliminate harassing calls, and if she knew the caller, to file a police report.

DOCKET NO. 03-123

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This page has been substituted for one of the following:

- o This document is confidential (NOT FOR PUBLIC INSPECTION)
- o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.
- o Microfilm, microform, certain photographs or videotape.
- o Other materials which, for one reason or another, could not be scanned into the ECFS system.

The actual document, page(s) or materials may be reviewed (**EXCLUDING CONFIDENTIAL DOCUMENTS**) by contacting an Information Technician at the FCC Reference Information Centers) at 445 12th Street, SW, Washington, DC, Room CY-A257. Please note the applicable docket or rulemaking number, document type and any other relevant information about the document in order to ensure speedy retrieval by the Information Technician

~~CONFIDENTIAL~~
[Handwritten signature]

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