



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
OFFICE OF THE DEAF AND HARD OF HEARING

June 30, 2006

DOCKET FILE COPY ORIGINAL

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 03-123.

Dear Ms. Dortch:

As mandated by the Federal Communications Commission (FCC), the Office of the Deaf and Hard of Hearing (ODHH) has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a report and summary to file with the FCC. Enclosed please find the annual complaint log for the State of Washington and a summary indicating the number of complaints received by ODHH ending May 31, 2006.

Should you have any questions concerning this summary or report log, please contact me at (360) 902-8000 TTY/V or email at lichtrw@dshs.wa.gov.

Best Regards,

Robert Lichtenberg
Washington State Relay Administrator

Enclosures:

- 1) Annual Log of Consumer Complaints for period of June 1, 2005 – May 31, 2006
- 2) Annual Tally Report for period of June 1, 2005 – May 31, 2006
- 3) 3.5 diskette with files in Word doc format

cc: Blake Chard, DSHS
Eric Raff, ODHH
Kristen Russell, WUTC
Bob Shirley, WUTC
Dan Brubaker, Sprint
Pam Gregory, FCC

Number of Copies rec'd 044
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Annual Log Summary of Consumer Complaints

Attachment #1

Acronym Log

State of Washington
 Department of Social & Health Services
 Office of the Deaf & Hard of Hearing
 Washington Relay Telecommunications Services
 Sprint Relay



CA: Communication Assistant
 QAR: Quality Assurance Rep
 TL: Team Leader
 CS: Customer Service
 ODHH: Office of the Deaf & Hard of Hearing

Annual Log Summary of Consumer Complaints
 CG Docket 03-123
 June 30, 2006

RECEIVED & INSPECTED
 JUL - 6 2006
 FCC - MAIL ROOM

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/13/05	Customer stated the agent placed a call but did not inform them if there was no answer or if the line was busy. Customer asked agent to redial and agent hung up. Apologized, informed complaint would be forwarded to the call center. No follow up requested.	06/13/05	CA said that she was not working any time near the time that this contact was prepared. She said she didn't have any calls like this and would never disconnect a customer.
06/25/05	WA TTY user was transferred to customer service by agent. Customer wanted to check their voice mail, customer gave agent all the instructions, instead of calling the voice mail for the customer, the agent transferred customer to customer service. Customer Service apologized to the customer. Customer does not want a follow up.	06/30/05	Met with agent stated the only call she remember transferring was when the caller wanted her to call his/her TTY number to check the equipment. She transferred this call to customer service because we do not provide this service. The caller did not ask her to check voice mail. Agent is aware of the importance of following instructions. No follow up requested.
07/01/05	WA TTY user complains his call was refused when applying for job as they insisted on speaking with him directly. Customer feels relay agents should inform callers of this and make everyone aware of relay being confidential. Apologized, explaining relay can not force anyone to accept a relay call. Let customer know I will pass their suggestions on to the account manager. No contact wanted.	07/01/05	Complaint taken into consideration. No contact information for follow up. Closing contact.

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07/06/05	Voice call recipient couldn't tell if the agent was saying "75th" or "76th" so recipient tried to ask agent to clarify, but agent would interrupt and say "Speak to the customer." Recipient explained what was needed three times and agent would simply interrupt again, simply saying "Speak to the customer" and refused to listen to what recipient was asking. All agent needed to say was "seventy-five" or "seventy-six". Recipient finally had to ask agent to ask the customer to clarify by stating the numbers as "seven" and "six" instead of "seventy-six" since the agent refused to clarify her speech.	07/06/05	The ID number identified by the customer is not assigned to an employee in this call center. The contact does not provide enough information to permit further investigation, therefore further action is possible at this time. E-mail sent to customer on 7/6, and a follow up on 7/12. Customer replied on 7/15 saying that he was satisfied with the follow up.
07/11/05	Customer complained agent did not stop typing a recording even though the VCO Customer hit the space bar numerous times. The VCO was trying to get the agents attention to let her know what option to press on the recording but the agent ignored the VCO's typing. Thanked caller for feedback and apologized for the inconvenience. Follow up requested, complained no one follows up with him even when he requests to do so.	07/11/05	Followed up with this agent and according to agent she did stop typing when interrupted and during that time, a voice person came on line and agent chose to continue with the call. Agent followed proper procedure in this situation. Followed up with the customer thru e mail 1 pm today.
07/28/05	Voice user works with deaf customers, complains agent typed she laughed at her TTY caller. This incorrect information relayed to her caller caused serious problem, resulting in his complaint toward her. Apologized for the problem, explaining the account manager will be notified, as the ID # was not available for follow up with the agent. Customer does want contact from account manager.	07/28/05	Called the customer, and discussed how the agents would occasionally describe background noises, which could lead to some misunderstanding on both parties. The customer was satisfied with the follow up.

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07/30/05	(received via e-mail) On Monday July 25 around 11:30 pm CST, I received a message from an agent. This message was apparently meant for someone else, as I know of no one in WA and did not have a clue what the message was about. I am contacting you because I have received several calls since Monday during odd hours. Some of the calls were at 1:30 am CST! I would like all calls to stop. It is my cell phone and I do not know how anyone got the number in the first place. Also the message said something about how was Ohio, and I live in Iowa. Anyway, please let the right person know that they are to stop calling, it is the wrong number.	07/30/05	Because of the transparency and confidentiality requirements for relay providers, there is nothing a relay agent can do to prevent someone from calling a wrong number or leaving a message. The inbound caller is in control of the call. E-mailed customer and explained relay service.
08/08/05	Customer states the CA was careless. There were too many typing errors on the call. The customer states it was not technical because when she reached the next CA, the text was clear. Apologized. No follow up.	08/08/05	Trainer met with the agent and coached the agent on the importance of using appropriate phrases to pace the customer in order to eliminate so many errors. Agent understands. No follow up requested..
08/08/05	Customer called to report problem with TTY line outdial. Bill was transferred via Sprint LEC operator, who had tested the line for trouble and found no problems. Bill also had the equipment checked and replaced(an Ultratec Pro 80 Superprint), but is still unable to dial out. Apologized for inconvenience. Opened TT#263223. Follow-up requested.	08/22/05	The customer discovered that the telephone line was given away to somebody else, although the resident is still being billed for the telephone line service. Awaiting for follow-up by the caretaker (of the resident). Non-relay related issue, thus closing contact.
08/22/05	Customer states that the agent had just hung up on him in the middle of relaying his call. Thanked customer for letting us know and that we would forward this to the appropriate supervisor. Customer would also like follow-up from the agent's supervisor via e-mail.	08/22/05	Reviewed proper procedures with agent. Emailed customer to let them know that I went over the complaint with the agent and reviewed the proper procedures.

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08/27/05	VCO customer is having trouble getting the operator to hear her voice. Apologized, TT 353422. Follow-up requested.	08/30/05	Customer contacted on 8/30/05. It was determined that the VCO equipment was faulty, and the customer was advised to return the equipment for troubleshooting and/or replacement.
08/29/05	CA was rude, took a long time to dial out, and hung up on customer. Customer complained that is discrimination. Wishes to be contacted back by letter and by phone. Forwarded to AM per 10/7/04 email/fax.	09/07/05	Spoke with CA, she did remember having trouble with a Washington call, with garble. CA resolved garble issue and dialed out. Did not disconnect caller, but caller disconnected shortly after dialing out. CA followed normal procedure for resolving garble issues. Letter with explanation and apology was sent to customer on 9/7/05.
09/12/05	VCO customer called to complain that agent "wouldn't put the call through" to her brother, but didn't give an explanation why. Apologized. No follow-up requested.	09/12/05	Agent number is unassigned. Unable to follow up with agent without a correct Agent number.
09/14/05	Complaint: Voice caller complaint that operator did not know correct procedures. No follow up requested.	09/14/05	Discussed with operator. Went over proper procedures with operator.
09/15/05	A WA TTY customer called to say that the agent hung up on him while he was getting equipment to help him read the number he was calling. RCS: Apologized for the handling of the call No Contact requested	11/05/05	CA followed proper procedure to disconnect call after caller was idle for 3 minutes. CA apologizes for giving a bad experience.
09/22/05	WA VCO user complains that there is a continual problem with this agent not typing to her on her incoming calls, and she has no way to know who is calling her. Customer feels agent needs additional training. Apologized for problem, explaining I will be letting supervisor know for follow up with the agent. Test called and the transmission was fine. Customer does not want contact, just correct the problem.	09/22/05	Agent number has not been assigned. Unable to follow up with agent without a correct agent number.

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09/27/05	Caller said she could not receive a call from her mother who is deaf calling through WA Relay. Gets message "Your call cannot be completed as dialed." Apologized to caller for the problem and opened TT ID 495696. Follow up required for problem resolution.	10/27/05	ITS had made some test calls over several weeks. Most calls went through, and some calls failed. Calls through the 800 number went through, however calls through 711 or SRO were haphazard. ITS spoke with customer who stated that the issue has been resolved as the mother has been able to place calls without problem.
10/07/05	Customer states that this agent had too many spelling errors during the call. This seemed very unusual for relay operators. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated so that the problem could be investigated further. No call back requested	11/15/05	CA tested on typing speed and accuracy. Met standards. CA encouraged to constantly work on improving speed and accuracy.
10/14/05	On Thursday, 10/13/05, the agent kept repeating the message to the outbound voice customer. That made the outbound voice customer mad so she hung up before the call was finished. Thanked customer for information. No follow up needed.	10/14/05	Agent coached on proper procedure to remain transparent.
10/19/05	TTY customer unable to dial number thru Relay to grocery store agent hears recording "number has been disconnected or no longer in service" the number can be dialed direct without a problem (apologized for problem encountered advised trouble ticket and complaint would be entered) T.T. 596293 Customer did not request contact	10/19/05	Sprint Tech: I have placed this test call numerous times - sometimes I am able to reach the Safeway, sometimes I reach the recording. I also reached the recording once from my desk phone. This is not a Relay issue but is more likely a problem with circuits between here and Washington, here and our host site in CA, or between CA and WA.
10/20/05	TTY user asked CA to dial an 800 number and hold for a live representative, but it appeared the CA hung up on him. Apologized for inconvenience and told TTY user this info would be forwarded to appropriate center for discussion to be held with CA.	10/20/05	Met with CA; didn't remember this particular call, but did mention that they had lots of TTY to 800 calls that morning. CA did mention that they had lots of calls holding for live reps and the inbound TTY would hang up. Some garbling also seen and the inbound TTY would also hang up then.

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10/24/05	Customer asked CA to dial 425-xxx-xxxx. But the CA asked customer for the phone number again a couple of times when customer already gave to CA.	12/6/2005	Discussed with CA. Went over proper procedures.
10/24/05	CA did not respond to the caller very rude.	10/24/05	At time of complaint, this agent was not active.
10/31/05	Customer was not able to get the Operator's attention by using the space bar during the call. Says that this is a consistent problem. Updated customer notes to say "may interrupt with space bar." Would like the CA to be coached on the issue.	10/31/05	Operator coached regarding TTY users using the space bar to interrupt. CA will be more attentive in the future.
11/13/05	On November 8th this agent did not follow customer notes. Customer notes said when VCO user hits the space bar he wants agent to stop typing. Apologized for inconvenience and said would pass on to immediate supervisor. Customer would like email contact.	11/13/05	Supervisor met with agent and coached the agent on the importance of following the VCO user's instructions. Agent understands. Followed up with customer via email 11/21/05 and explained agent was coached on the importance of following VCO user's instructions.
11/14/05	A voice customer called to complain that the calls he made through WA Relay 711 were not being "routed properly." He has been making test calls to the company's TTY and the operators tell him it is constantly a "fast busy" signal. He says this is not possible, that relay must be routing the calls incorrectly. Apologized for inconvenience. Referred to LEC for 711 issue. He insisted it was a relay issue so I opened TT#727536. Follow-up requested.	11/16/05	Tech made test calls. Problem is on all major carriers, not only Sprint. Reported to Comcast, which is the LEC. Customer reported on 11/16 that calls are processing normally. Trouble ticket closed.
11/23/05	He/She hung up on me while I was talking to important customer for an appointment.	11/23/05	Apologized to customer for inconvenience. No follow up requested.

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11/24/05	Customer was upset that the agent didn't follow his requests. Once the outbound person disconnected the customer asked how the caller sounded and what was the last relayed message. This occurred on November 19, 2005. Apologized for the inconvenience. Customer was informed that this would be sent on to the CA's supervisor for review. Customer requests a letter back with resolution at address given.	11/24/05	Customer was sent a follow up letter letting him know the CA followed procedure. He was informed that the CA is not allowed to give out information after the call is over for confidentiality reasons and that the CA is not allowed to give personal opinion.
11/28/05	Customer stated the agent dialed wrong number and after caller informed agent they dialed wrong number and that they were very upset about the situation, the agent disconnected the call. The caller is very upset and wants corrective action taken, would also like a follow up and does not want to hear there was technical difficulty. Advised customer this complaint would be forwarded to appropriate supervisor. Follow up requested.	11/28/05	Agent could not remember the call. Reviewed proper procedures with agent. Called customer 12/1/05 at 12:41 pm - left message on answering machine. Called customer 12/5/05 at 1:51 pm - busy. Called customer 12/5/05 at 2:03 pm - busy. Attempted to contact the customer again at 9:26 pm on 12/5/05 - no answer. Sent email to customer provided by WA TRS Account Manager on 12/8/05.
11/30/05	Customer complained that CA didn't keep them informed. They asked to let them know if the number called was answered TTY or voice. Got no response from CA. Asked for follow-up	11/30/05	Met with CA. CA remembered call. Said she connected TTY to TTY when she heard tones. CA was coached on proper procedure on TTY to TTY calls. Called customer as requested and explained that the reason there was no response was because CA connected TTY to TTY and this would disconnect them. Explained procedure more thoroughly and customer was satisfied with explanation. Apologized for his inconvenience.

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 June 30, 2006

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12/01/05	Customer said they gave CA a number to dial and told them it could be either TTY or voice answer. CA dialed out, TTY received Ringing 1-5 and then no response. TTY waited, and eventually disconnected. Redialed relay and got same CA again. Asked for supervisor who apologized. CA continued call, dialed out, and TTY user says they received Ringing 1-2, and then no response, waited and hung up. Apologized to customer. No follow up required.	12/01/05	This CA is not scheduled to work at all today. Possible wrong CA number. Due to how the TTY to TTY system is set up, once the agent sets the call up to be ready for TTY to TTY, the caller will not receive anything from relay or the outbound until something on the outbound is reached. If the outbound is answered TTY the CA follows procedure and then has no idea what happens with the outbound or inbound caller. Could be the connections weren't compatible so the inbound never received the outbound transmission.
12/03/05	Upset VCO complaining that the CA will stop typing. He gives them the number to dial, they dial out and it keeps ringing so he tells them to redial and when they redial "it rings once, then twice, then three times and quits. Nothing. It happens all the time." When I tried to ask for more details, the caller became more upset and repeated what he already told me. I asked if he wanted a call back after the CAs were met with and he said he asked for call backs in the past and it "never happens". The caller hung up at that point.	12/03/05	Spoke with the agent about the issue and reviewed proper disconnect procedures. Agent does not remember hanging up on any customer but is advised of the consequences of doing so.
12/05/05	Upset VCO complaining that the CA will stop typing. He gives them the number to dial, they dial out and it keeps ringing so he tells them to redial and when they redial "it rings once, then twice, then three times and quits. Nothing. It happens all the time." When the supervisor tried to ask for more details, the caller became more upset and repeated what he already told. The supervisor asked if he wanted a call back after the CAs were met with and he said he asked for call backs in the past and it "never happens." The caller hung up at that point.	12/05/05	Supervisor met with agent who did not recall an event as described by the customer, however the agent was reminded to contact a supervisor if problems occur. As stated in the problem field, customer became more upset when tried to obtain more details and then hung up. Without pertinent information an investigation is impossible.

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 Sprint Relay
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12/19/05	Caller said that she received a call (voice to VCO) thru relay but the agent refused to process the call because the outbound was able to speak. She said the agent at first refused to provide her id or get a supervisor when asked. Thanked caller for taking time to let us know and assured her a supervisor would follow up with the agent. Customer does request a follow-up call (VCO).	12/19/05	Agent remembered call and said the phone was answered by a voice customer who said they would interpret for the VCO user. The agent said relay would only be able to continue call if outbound had a TTY/VCO device on the phone. When outbound requested agent's number, the agent complied. The Outbound then started screaming for a supervisor and then disconnected. Attempted to contact customer for follow up: 12/20/05 8:22 PM - left message on answering machine with call back number 12/21/05 7:04 PM - left message on answering machine with call back number 12/23/05 6:36 PM - left message on answering machine with call back number Did not receive call back so closing ticket
12/20/05	Per customer notes, when customer hits space bar in an attempt to interrupt, CA does not acknowledge it.	12/20/05	Apologized to caller. No follow up requested.
12/23/05	WA VCO customer having garbling issues. Customer service did a test call and customer still had garbling. Customer service put in TT 917868. Customer would like a follow up when this issue is resolved.	12/27/05	According to back-up tech on 12/27, customer is no longer having garbling issue. Trouble ticket closed on 12/27.
12/30/05	Caller stated that CA would not connect TTY to TTY call for her. She then asked for CA to dial another number and CA would not then hung up on caller. Apologized to caller and informed her it will be discussed with CA. No follow up requested.	12/30/05	Supervisor met with agent who did not remember an event of this nature and stated would never just hang up on any caller. The agent demonstrated knowledge of proper TTY to TTY procedures. No follow up requested.

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01/05/06	A VCO customer called to complain that the agent did not stop typing even after he repeatedly pressed the space bar to interrupt the agent. The customer's notes specifically say, "May interrupt with space bar." Apologized. Follow up requested via email.	01/05/06	Spoke with agent. She does not recall this situation specifically but she said she remembers a call where something similar happened. She stopped typing and waited to receive typing from customer. She never received any typing and the caller hung up. Followed up with customer via e-mail and apologized for the problem.
01/14/06	The outbound answered voice (call from TTY user) and then put on TTY phone. As they tried to answer with TTY by answering call, Relay kept overtyping them and was not allowing them to introduce.	01/14/06	Spoke with agent on proper procedure.
01/26/06	Customer complained that he made several calls and the last number given was a toll free number, CA never dialed it. Customer waited for a while then CA disconnected the call. Apologized to caller and informed him that it will be discussed with CA. No follow up requested.	01/26/06	Spoke with agent -- call happened over two weeks ago, agent doesn't remember call. Coached on proper procedure and made aware of complaint.
02/02/06	Customer's complaint is that the agent did not show the ringing macro when placing a TTY to TTY call. Customer Service agent apologized to the caller and explained to the caller that TTY to TTY calls do not require agent to show the ringing. Caller requests a follow up.	03/08/06	Called 3/2 at 3:02 pm, no answer. Called 3/22 at 4:38 pm, no answer. Called 4/27 at 7:03 pm, no answer. Closing contact.

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02/06/06	VCO caller said this agent didn't get the correct website address when they took it off the answering Machine of the company he was calling and they spelled it wrong. They were calling revelmonogram.com and the agent typed revel only. I explained the agent may not have known how to spell the company name however she should have gotten the rest of the information. I apologized and said I would write up a complaint. No Follow up.	02/06/06	Agent does not remember this call. She said that the recorder may have cut the information off or she may have been going back to the line to see if a live person answered. Reminded the agent to type all recordings verbatim unless instructed by the caller otherwise.
01/05/06	A VCO customer called to complain that the agent did not stop typing even after he repeatedly pressed the space bar to interrupt the agent. The customer's notes specifically say, "May interrupt with space bar." Apologized. Follow up requested via email.	01/05/06	Spoke with agent. She does not recall this situation specifically but she said she remembers a call where something similar happened. She stopped typing and waited to receive typing from customer. She never received any typing and the caller hung up. Followed up with customer via e-mail and apologized for the problem.
02/07/06	TTY user placed a call, but the receiver had hung up. Then the TTY user wanted to know what the person sounded like (i.e. friendly, helpful, etc.), the CA responded with "CA does not have that info" and hung up on the caller before they could place another call. Caller did not want a call back. I informed the caller that I would pass this information on to the CA's supervisor.	02/07/06	CA coached on proper procedure regarding voice tone emotion descriptive use. CA coached on procedure for disconnecting callers.
02/13/06	Customer was upset. Said agent hung up on him while he was trying to give a number to dial. Apologized to customer.	02/13/06	Spoke to agent. He didn't recall this customer, although he did experience a few calls throughout the evening where the call would pop in as the TTY user began typing the # call the red disconnect banner would appear. I told agent to keep Team Leaders posted when this happens.

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02/14/06	Customer's database did not populate to CA in the MN center. Customer database notes were entered in March 2001 and customer depends on CA having the information. Apologized. Assured customer we would investigate problem. TT 1172868 entered. No follow up requested.	02/14/06	Tech had reset the customer database. Tech made test calls to verify that the customer database notes were showing. Customer notified that issue has been resolved.
02/21/06	Customer states she was clear in her instructions. She had the CA call a number for automated banking. The customer explained that some CA's are able to effectively follow directions and get the information; the CA identified in this complaint needs additional training. Apologized. Supervisor will be notified. No follow up.	02/21/06	CA had trainer come over and observe the call, the automated banking was complex and the instructions given were not clear enough for the CA to complete on the first go round. Customer asked after the CA how it could be clearer and Trainer suggested up front letting the CA know how many accounts they will access and so forth and then give the instructions. Trainer did Coach the CA to ask in the beginning if they are unsure.
02/27/06	A WA TTY user called to complain that she was "very inflamed and flabbergasted" by the CA's handling of the call. She gave the agent instructions for dialing to an automated banking system, and in the middle of giving the instructions, the agent was dialing out and typing "(recording playing)" before she was finished. She asked the agent for the customer service number and he simply redialed the bank number. Apologized for inconvenience. Follow-up requested.	02/27/06	Met with agent, but he has no recollection of this specific call. Coached agent on always keeping focus on the call, and to never interrupt a customer while they are typing instructions. As well as following those instructions on every call.
03/01/06	Customer called in and gave calling to information and gave a "ga", but the agent did not respond. Caller gave several go aheads before disconnecting from the agent with still no response. Apologized to the customer for the inconvenience. Customer did not request follow-up call.	03/01/06	Unable to resolve complaint, because this specific agent number is not assigned to anybody.

Annual Log Summary of Consumer Complaints

State of Washington
 Department of Social & Health Services
 Office of the Deaf & Hard of Hearing
 Washington Relay Telecommunications Services
 Sprint Relay
 Annual Log Summary of Consumer Complaints
 CG Docket 03-123
 June 30, 2006

Attachment #1



Acronym Log

CA: Communication Assistant
 QAR: Quality Assurance Rep
 TL: Team Leader
 CS: Customer Service
 ODHH: Office of the Deaf & Hard of Hearing

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
03/10/06	Customer experiencing problems connecting to OR relay instead of WA relay when dialing to 711. Entered TT # 1300145 as requested by Account Manager to find resolution to the problem.	03/10/06	Customer lives half mile from state border. LATA testing complete without any problems. Customer needs to verify the location of his/her LEC. If the LEC is located in Oregon, then 711 calls would be routed to the Oregon Relay number.
03/13/06	Customer calling on behalf of his mother. Her VCO Ultratec phone is receiving calls, but cannot make calls. When she tries to dial it says "IR" on the screen. Agent thanked customer for calling. Agent took necessary information so someone can call the mother back and give her the needed assistance. Customer requested a call back.	03/13/06	Account Manager called customer, and found out that they had resolved the issue as the wiring was not configured correctly. No further assistance necessary.
03/15/06	Agent needs to take a class on communication. VCO user typed message stating to retrieve voice mail, but gave no # to dial (meaning the customer needed Answering Machine Retrieval). Became angry when agent asked for number calling.	03/18/06	Coached agent on proper procedure.
03/16/06	Caller says that phone numbers are not showing up on her Caller ID. This problem only occurs with calls through Relay. She says she has spoken to a couple of people at Customer Service already, but the problem still persists. Told caller that the information would be passed along and somebody will call her back. The caller would like a call back. Entered TT # 1342695.	03/16/06	Customer unavailable after three attempts. Tech is not able to proceed further without review with the customer concerning this problem. Unable to reproduce problem as reported.
03/17/06	TTY user was upset. They reached an answering machine (thought they got a recording) and wanted a live person -- kept calling the CA a robot -- then wanted a supervisor -- would not let me type -- every time I'd type -- they'd start with "No response is not a response."	03/18/06	Not agent error as the customer reached an answering machine, without any means of reaching live person.
03/28/06	Relay did not respond promptly.	03/28/06	Coached agent regarding response times for calls.

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Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
04/28/06	Non-agent error. VCO sometimes comes in on voice line, when switches over to TTY line, reads "Nbr calling pls" instead of "voice or type now" Only happens with Sioux Falls Center.	04/28/06	VCO customer came in on Voice line. When the call was transferred to TTY line, the VCO greeting does not appear even if the customer was branded VCO. Only standard TTY greeting. The customer did not wish a follow-up call so we were unable to offer re-branding.
05/01/06	WA VCO user complains her callers can not hear her voice through WA Relay. Apologized, explained I will let the technicians know to check the problem, referred to manufacturer to check her equipment also. Entered TT 1600745 Customer does want contact.	05/01/06	Tech has made test calls outside of Sprint network, and had concluded that the issue remains within her telephone line. Customer contacted on 5/18 and 6/6.
05/13/06	customer said agent did not inform customer when turbo code had been disabled. Customer had asked agent to disable turbo code and agent asked for number to dial. Apologized to customer and said contact would be filed.	05/13/06	Agent was coached on proper procedures to follow when requested to turn off turbo code. Follow up letter sent on 5/15/06.
05/13/06	Customer said agent did not tell customer when turbo code was disabled. customer called in and said to disable turbo code. Agent asked for number calling to. Customer did not know if turbo code had been disabled. Apologized to customer and said contact would be filed.	05/13/06	Operator was spoken to. Was advised that, in the future, to let the customer know when she disables the turbo code. Usually however, an operator just disables the turbo code and proceeds with the call.
05/14/06	VCO customer said that the CA did not inform her if turbo code was disabled. Customer has notes saying to disabled turbo code. At the beginning of the call, VCO asked if turbo code was disabled. The reply was "number you are calling to please." VCO asked again, and received the same response and then said "yes, just did that." Apologized for the inconvenience.	05/14/06	Invalid agent ID.

DOCKET NO.

13 123

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