



North Carolina
 Department of Health and Human Services
Division of Services for the Deaf and the Hard of Hearing
 1100 Navaho Dr., GL-3 • 2301 Mail Service Center, Raleigh, NC 27699-2301
 Tel: 919-874-2212 (Voice/TTY)
 Michael F. Easley, Governor • Carmen Hooker Odom, Secretary • Jan Withers, Director

June 21, 2007



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

Re: CG Docket # 03-123

Dear Mrs. Dortch:

Enclosed you will find an original and four copies of North Carolina's annual complaint log, annual summary, annual tally report and a diskette for the 12 month period between June 1, 2006 through May 31, 2007.

Should you have questions concerning the reports, please feel free to contact me at Pamela.Lloyd@ncmail.net or 919-874-2249.

Thank you in advance for your support for our Relay service for Deaf, Hard of Hearing, Deaf-blind and Speech Impaired people.

Sincerely,

Pamela Lloyd-Ogoke, Program Administrator
 Telecommunications Access of North Carolina

Cc: Kendrick Fentress, Public Staff, NC Utilities Commission
 Dana Jackson, Federal Communications Commission
 Jan Withers, DSDHH

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Together with NEXTEL

Sprint Nextel

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Kevin W. Earp

Account Manager
Email: kevin.w.earp@sprint.com

June 14, 2007

Ms. Pamela Lloyd-Ogoke, TRS Administrator
Telecommunications Access of North Carolina
2301 Mail Service Center
Raleigh, NC 27699-2301

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Lloyd-Ogoke,

Sprint has provided you the following information to support your filing with the FCC for the State of North Carolina:

- An annual Complaint Log which includes complaints received between June 1, 2006 and May 31, 2007 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint 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 summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

Please note that for your state you must send (1) an original and four copies of the printed report and (2) an electronic copy of the complaint log on a CD (formatted in an IBM compatible format using Word 97 or compatible software) on or before Monday, July 2, 2007. These items should be sent to the Commission's Secretary (via US Postal Service, First Class Mail, Express Mail or Priority Mail):

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

Please also note that your state is also encouraged to send an additional printed copy on or before July 2, to the Consumer & Governmental Affairs Bureau of the FCC to:

ATTN: Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th St., SW, Rm 3-C417
Washington, DC 20554

Should you have any questions concerning this report, please contact me.

Sincerely,



Kevin W. Earp
Account Manager
Relay North Carolina

Attachments:
1) Log Sheets
2) CD

Complaint Tracking for NC (06/01/2006-05/31/2007). Total Customer Contacts: 69

Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
21/07	NC S2S customer stated that when placing a call using S2S operator and outbound is connected, the outbound is unable to hear his voice.	05/21/07	Apologized for problem and entered a Trouble Ticket. No follow up requested. Unable to duplicate the problem. There are many reasons this could have happened such as connection issues, surges within the system, etc.
06/07	Customer stated the CA was "sighing" heavily while she was giving the CA the number to call and said "whatever" very sarcastically when she repeated the number for the CA to dial out.	05/06/07	Spoke with CA, who did remember this call. He said the caller was actually very impatient and used the words "whatever" when he asked her to repeat the number to dial out. He said there was some static on the outdial and that the inbound hung up. Returned customer's call per request and let her know that the CA in question had been spoken to and felt the problem was resolved. She thanked me for the call and disconnected.
05/07	Customer was trying to reach a deaf friend and had the operator redial a few times, because it takes a while for the friend to answer the TTY. The operator in a rude tone said, "You don't need to keep calling that number, they're not there!. This made customer feel bad and she hung up.	05/05/07	Apologized to the customer and informed her that she would redial to reach her friend as many times as she needs. We appreciate her using our relay service. Customer was happy with this and does not want a call back. Measured operator who stated that this did not happen. Operator stated number was dialed and let it ring. There was no answer either by a person or an answering machine. The caller wanted to redial, which the operator stated s/he would redial several times. When the operator was asked how many times a customer can redial, the operator correctly answered with, "as many times as they want." Operator displayed correct knowledge of redial procedure.
02/26/07	Disconnect/Reconnect during calls	04/26/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.

02/26/07	Caller complained agent left her hanging, after a call at 7:43 on 4/26/07. Caller asked to redial to leave a message, but agent typed GA to SK and disconnected.	04/26/07	Apologized; customer requested contact from Program Manager. Agent stated she remembered this call. The customer gave agent number to dial and message to leave if answering machine. Agent followed procedure. After message was left, she sent correct macro informing customer message was left. At that time, customer typed "I want to talk to Daniel" repeatedly. Agent redialed and the line was busy. The customer typed "Damn you" and disconnected. Agent followed correct procedures. Attempted to contact customer on 5/1/07, and received recording saying the number was disconnected.
04/06/07	TTY/VCO customer was using TTY today and stated that agent got an answering machine and the customer asked the agent to redial so she could leave a message and there was no further response. The customer was then confused and did not know if someone picked up or what but she then asked for a supervisor and there was still no response. She then asked if the agent was still on the line and no response. This occurred today, 4/6/07 at approximately 9:00 AM EDT.	04/06/07	Apologized. No follow-up requested. Met with CA who remembered a call where the VCO customer said s/he was going to use voice and CA sent macro "Voice Now GA" CA then pressed Alt-V to hear and there was no response. VCO again typed, "I will use my voice." CA sent the macro again but there was no response. Inbound then hung up. CA appears to have followed proper procedure.
04/04/07	Accuracy of captions	04/04/07	Customer shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and number more specific follow up.
03/16/07	Accuracy of captions	03/16/07	Customer shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and number more specific follow up.
03/09/07	Accuracy of captions	03/09/07	Customer shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and number more specific follow up.

08/07	Service - General	03/08/07	Customer reported incidence that occurred on 3/5/07. Technical problem identified on 3/5/07. Resolution provided by network vendor on 3/5/07 at 1:30 PM Central Time.
07/07	Technical - General	03/07/07	Customer shared feedback regarding accuracy of captioning. Captioning Assistant had noted a technical difficulty at station. Apologized for incidence and thanked customer for the feedback.
05/07	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.
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01/07	Customer wanted to establish relay equipment for his father, and has emailed and called to numbers listed on www.RelayNC.com, twice a day for over a week with no return calls from anyone.	03/01/07	Apologized; follow up requested. Customer has been contacted by CapTel Account Manager.
02/07	Disconnect/Reconnect during calls	02/21/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
02/07	Customer stated that she has been trying to reach Relay NC for approximately one hour from 9 AM to 10 AM (EST) and inquired whether or not there is a problem within this center.	02/16/07	Apologized to the customer for the inconvenience and assured that we are not experiencing any problem with this center, and made a call for her. Follow up requested. Tried to contact customer several times, with no success.
02/07	Disconnect/Reconnect during calls	02/13/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
02/07	NC customer states they received two fraudulent calls through Relay NC. Fraudulent caller requested multiple sheds to purchase using a credit card. Customer became suspicious and notified Relay Customer Service. Internal Update performed	02/12/07	Apologized for this problem and referred customer to local police department and the FCC. No follow up requested. If we are contacted, then we will refer to Corporate Security.
02/07	Caller reported about a call placed by a visitor using VCO from her home on Tues. Jan. 30 at approx. 5:30 PM. Two separate operators located at the NM call center could not get a local call through. Should have been to a 704 area code and kept stating that they were given 706. Third attempt reached CA in MN and the call went through fine.	02/02/07	Thanked the caller for letting us know, apologized, and her Trouble Ticket would be entered and account manager would be advised of the problem. No follow up requested. The customer was typing 706 instead of 704 for where she wanted to contact. The original number that was given to the customer does not have any listings. There was no problem on Sprint's part.
01/07	Disconnect/Reconnect during calls	01/31/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
01/07	Disconnect/Reconnect during calls	01/31/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.

01/17/07	Caller's database profile is not showing.	01/17/07	Apologized for problem and opened Trouble Ticket; follow up needed for resolution. Checked the system and the database has been working fine. AM has attempted to contact customer several times to follow up with them but no response. Customer can contact us again if problem persists.
01/16/07	Customer called to report that he received a lot of garbling today over the past hour (approximately 11 a.m. EST) when he calls Relay NC. Customer says it is not his TTY.	01/16/07	Apologized for inconvenience. Trouble ticket was issued. No follow-up requested. Test calls to customer were made and no problems were detected. Update on system was performed.
03/12/07	Customer complained agent typing was too slow and contained multiple errors	03/14/07	Apologized to customer; does not request follow up. Agent was spoken to about the issue and given a typing test to ensure adequate speed and accuracy.
01/12/07	Customer complained relay agent typed very slowly and was not very efficient. Things got to the point where she felt compelled to disconnect and redial relay for a better agent. Internal Update Performed	01/18/07	Supervisor apologized to customer; customer satisfied. Agent did not remember this particular call but was coached on the importance of typing speed and responding in a timely manner. Appropriate action was taken
01/11/07	VCO caller not coming in as branded VCO, only TTY. Wanted this fixed ASAP.	01/11/07	Non-agent error. Trainer contacted Customer Service to brand this number as VCO and follow-up with a phone call to customer. Team Leader called and then left a message on customer's answering machine.
01/08/07	VCO customer stated that she completed her relay call at approximately 12:57 PM and wished to place another call after receiving the call closure phrase follow by "GA or SK" The customer never got any response from the agent and eventually the line was disconnected.	01/08/07	Apologized for the inconvenience and assured customer that agent would be talked with. No follow up necessary. Agent stated that he did not hear the request to place second call and utilized the disconnection procedure. Agent was coached.
12/29/06	TTY customer stated agent hung up during a call.	12/29/06	Apologized; no follow up requested. Agent did not remember this call, but demonstrated knowledge of the correct procedures and was coached on the importance of not disconnecting calls.

10/06	VCO customer came in on the voice line. She thought the CA was ignoring her and wasn't typing because she didn't understand the customer.	12/11/06	Explained that although I didn't know about the CA, customer did come in on the voice line and because she began to speak right away, the computer locked her in person that can hear and speak. I offered to put in her customer notes that she is a VCO user and also brand. agreed. Supervisor met with agent who stated she did remember this call and it came in on the voice line and system did not allow her to switch over due to the customer using voice. Agent followed procedures. Customer is branded now.
12/06	Disconnect/Reconnect during calls	11/27/06	Advised customer to perform physical and electronic resetting of CapTel phone. Also advised customer to contact digital cable telephone provider to discuss the need for an analog connection.
11/06	NC VCO user called to complain that she could not get through to a number using relay service. She was getting an error message stating " all circuits are busy." Customer stated that others in her household could get through to the number although they were not using relay.	11/14/06	Entered Trouble Ticket; customer wants follow up. Reassigned technical complaint to AM. AM contacted consumer to let her know that we have tried to find out her problem was but have not been able to do so. We have not been able to locate any problematic or technical issues that may cause her to get a busy signal.
12/06	VCO customer made call via NC Relay at 11:59 AM today and reached agent; after customer gave phone number there was no further response and line disconnected. Customer has experienced the same problem with the same call center last week; problem was reported and supervisor was advised of problem. Customer also reports agents do not hear her voice even though her phone number is branded VCO customer believes problem is with specific call center.	12/19/06	Apologized for problem; customer requested follow up, saying in the past they have never received callbacks from supervisor. Attempted to contact this customer multiple times with no success.
11/06	Caller stated that her daughter had received a call through relay (unsure if regular or Internet relay). The message to her daughter through relay was a quote the daughter recognized from a movie "We're going to play a game...a game you know...TAG...you're it--DEAD." Her daughter was quite upset and therefore she wanted to know if anything could be done. The number that came up on her daughter's cell phone caller ID was shared with Customer service. Internal Update Performed	11/12/06	Customer was informed she needs to file a police report and then the police will be referred to corporate security.

11/10/06	NC VCO customer called to report that relay is unable to complete her call to a TX number. Apparently it is not connecting. This has been happening for about three days.	11/10/06	Apologized and opened Trouble Ticket. Follow-up requested. Attempted to contact customer to share the problem. Have not been able to locate the problem. It may have been an error in the system that has been reset. No luck in reaching customer.
10/16/06	Accuracy of captions	10/16/06	Customer shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow-up. Suggested customer document the date, time and number for more specific follow up.
10/16/06	Disconnect/Reconnect during calls	10/16/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
09/28/06	Disconnect/Reconnect during calls	09/28/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
09/28/06	Disconnect/Reconnect during calls	09/28/06	Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
09/25/06	NC voice customer called to complain that she has not been able to get through to her VCO sister in NY. The operators reach a recording: "your call cannot be completed as dialed." She has never had this problem before this weekend. She says her sister has the same problem calling her.	09/25/06	Apologized for inconvenience. Opened Trouble Ticket. Follow up requested. Problem has been corrected; informed the consumer of this. Customer will contact us if she has more problems in the future. She appreciated our assistance with this.
09/24/06	NC VCO customer called to complain that she has not been able to make LD calls to MI since Friday.	09/24/06	Apologized for inconvenience. Checked all database information; notes are clear and LD is in place. Trouble Ticket was issued. Follow-up requested. Tried to contact customer unsuccessfully, as did Tech Support.

09/06/06	Caller reported that the CA did not provide ID number in the beginning of the incoming call from her son. Made many typos and there was a delay in typing causing the call to cost her son extra minutes for the long distance call.	09/06/06	Apologized for inconvenience and said report would be sent to the call center supervisor. Follow up requested. Team Leader met with agent, who doesn't remember the call. Agent stated that she always gives ID; maybe technical problem. Told CA that if have any problems to call for supervisor. Agent understood. 9/22/06 Called number provided, person did not know anyone with customer's name.
09/02/06	VCO customer says the agent had poor spelling and was typing very slow.	09/02/06	Apologized. No follow-up requested. Team Leader met with agent and reviewed proper call procedures and the importance of accuracy and correct spelling. Agent understood.
08/23/06	On 8/21/06, voice customer stated that at 1:05 PM, call was placed and heard someone answering the phone; however the agent said that it was an answering machine and then called the voice person an "idiot" and disconnected the call.	08/23/06	Apologized; customer requested follow up by phone. According to the assistant supervisor who took the complaint, the voice person wasn't sure if it was agent 1485. Followed up with the agent who denied this. Left message for customer on 8/21.
08/22/06	Disconnect/Reconnect during calls	08/22/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
08/22/06	Disconnect/Reconnect during calls	08/22/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
09/12/06	Customer states that this agent was very slow in typing and in asking her to repeat and typed the wrong names. She received very poor service with relay.	09/12/06	Thanked the customer for letting us know and assured the complaint would be sent in as stated. No call back requested. Addressed issue and resolved
08/16/06	Customer who has Cerebral Palsy stated his speech is difficult to understand and has used NC Relay many times with no problem. Wrote in e-mail, "tried to place a phone call using NC relay but the operator would not even try to understand what I was saying. This person kept hanging up on me, please retrain this person."	08/16/06	Apologized and replied that the complaint would be documented and sent to the AM. Follow up requested. AM; AM contacted the customer and thanked the customer for bringing this to our attention.

3/12/06	VCO customer said there were too many problems on her call. She said there were pauses, wrong information typed and many repetitions.	08/12/06	Apologized for the difficulties and assured of follow up with the agent. Agent was just released from training and was nervous. Both the inbound and outbound were difficult to understand Reviewed VCO procedures, pacing and the need to ask for spelling when appropriate. Called the customer back and told her I had followed up with the agent. She was satisfied.
7/01/06	VCO customer complained about typing of agent who spells incorrectly and puts spaces in the middle of words.	08/26/06	Follow up requested. Educated agent on proper call handling - second time, same complaint. Told her she needs to focus on speed and spelling. Agent stated she understood.
7/22/06	Voice customer unable to call from NC to SC using prepaid calling card.	07/22/06	Apologized; Trouble Ticket was issued. Follow-up requested.. Reassigned to NC AM, who tested this card and found it to work; no calls were made using it. Tried to contact customer with no luck.
7/22/06	VCO customer states they receive garbling from this agent and it happens often with this agent. Customer believes agent is playing games and doing this on purpose, or possibly the agent's computer. The call happened at approximately 10:40 AM, CST, 7/22/06.	07/22/06	Apologized; Trouble Ticket was issued. No follow-up requested. This agent has been monitored and observed with several calls. No garbling was experienced. There could have been poor line quality, static in the line or other issues involved which were not results of Relay Service. Everything is working correctly on our end.
7/04/06	Caller received a fraudulent call through relay. She already contacted her police department, but she wanted to make us aware of this too.	07/04/06	Told caller complaint would be forwarded to appropriate person.
6/26/06	Disconnect/Reconnect during calls	06/28/06	Apologized and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
6/20/06	Voice customer requested voice branding 4 times without success; customer dials 711 and reaches TTY tones.	6/28/2006	Apologized for problem and filed Trouble Ticket; follow-up requested ASAP. We re-branded this customer's number and informed the customer that number is now branded to receive 711 voice. Customer was pleased.
6/20/06	Disconnect/Reconnect during calls	06/20/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent letter with tips to reduce occurrence.

/19/06	Voice customer in past would always reach voice operator immediately when dialing 711. Lately voice customer reaches TTY tones first when dialing 711.	06/19/06	Apologized to customer, and opened Trouble Ticket; follow up requested. Unable to duplicate this issue with the customer. It could be an issue with branding, or it could have been a LEC Issue. Customer has been informed to contact us if it happens again.
/19/06	NC voice customer is receiving prank phone calls through our service. Customer inquired if she could get the name of the person that is calling her through our service. Customer said she has a restraining order against someone and was wondering if this was a way for this person to contact her.	06/19/06	Apologized for the inconvenience. No follow up needed. Educated the caller on the policies of relay and suggested she call her local authorities.
/14/06	Dialing Issue - Unable to dial regional 800 number	06/16/06	Technical Support made an adjustment and now the customer can successfully make captioned call to a regional number.
/06/06	Accuracy of captions	07/03/06	Customer shared feedback regarding accuracy of captions and captioning speed. Apologized for incidence and thanked customer; informed customer that the feedback would be shared with appropriate captioning service staff.
6	Captions - dropped characters/garbled text	06/30/06	Advised customer to contact telephone company to check and possibly upgrade phone line quality.

DOCKET NO. 03-123

DOCUMENT OFF-LINE

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

DISK