



DEPARTMENT OF HUMAN SERVICES

DIVISION OF REHABILITATION SERVICES

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June 21, 2007

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

RE: CG Docket 03-123

As required by FCC, South Dakota is submitting their annual consumer complaint log summary for the 12-month period ending May 31, 2007. CSD (SD's Relay Provider) has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services. South Dakota is filing a Complaint and Summary log along with a report that indicates the number of complaints received for South Dakota. Included are the following reports:

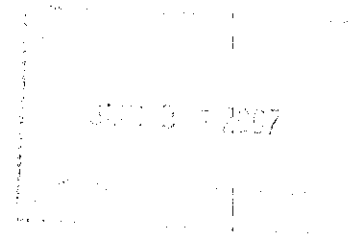
- A summary with the total number of complaints received between June 1, 2006 and May 31, 2007.
- Annual Complaint Log which includes complaints received between June 1, 2006 and May 31, 2007 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

This log contains a summary of the total number of complaints received for this twelve-month period. South Dakota is confident that CSD's records and systems will support any additional requirements, should the FCC order them.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. Per South Dakota's provider, CSD, the provision of call volume data will be voluntary; therefore providers are not required to provide the number of relay calls with their reports. Accepting that this information is accurate, South Dakota considers this report to be in compliance with the Rules and is submitting this log without this interstate relay call information.

South Dakota's provider, CSD and Sprint, agrees to provide information to the FCC concerning the number of call. However, Sprint will do so under seal since call volume information is proprietary and confidential.

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If you have any questions pertaining to this consumer complaint log please contact Janet Ball at (605) 773-4547.

Sincerely,

A handwritten signature in black ink that reads "Grady Kickul". The signature is written in a cursive, flowing style.

Grady Kickul
Division Director/DRS
Department of Human Services

Attachments

- 1) Total Number of Complaints
- 2) Log Sheet
- 3) CD

South Dakota Relay Service - June 1, 2006 through May 31st, 2007

1. Total Number of TRS complaints: 67

Complaint Tracking for SD (06/01/2006-05/31/2007). Total Customer Contacts: 67

Nature of Complaint	Date of Resolution	Explanation of Resolution
Customer had instructions in notes to verify the number before dialing out, and after giving the number, the operator dialed without verifying.	05/17/07	Customer did not request follow up. Case is
Customer called to report that agent was rude and did not follow her instructions when she requested a supervisor. She was very upset.	05/17/07	Customer did not leave his/her contact inform closed.
Customer said agent did not follow customer instructions and when trying to discuss instructions with agent afterwards, caller was disconnected.	05/15/07	Team Leader went over the complaint with a agent on proper disconnect procedures and customer instructions. Agent did not remember apologized for the inconvenience to customer emailed customer on 5/15/07 as requested for
Agent did not verify number to be dialed back to the customer, didn't keep customer informed of what she was doingm, and didn't follow customer's instructions.	05/04/07	A trainer was observing the call at the time a the agent on following customer instructions repeating the phone number back to customer apologized for processing the call incorrectly
VCO caller said agent did not follow database instructions of verifying number before dialing out and did not respond when VCO user was typing to interrupt.	04/09/07	Followed up with agent at time of call occurred on following database instructions and encouraged to ring for a supervisor when there are questions process the call.
Agent disconnected caller. Agent disconnected the caller a second time about two hours later, per agent complaint	04/02/07	Forwarded to Team Leader and Center Manager coaching Center Manager and Team Leader both met discuss proper procedures and the importance of disconnecting callers.

SD VCO caller complained of Sprint charges when using Qwest.	04/02/07	Apologized, verified selected carrier, and said they would be alerted. They were, and customer called back.
VCO user asked operator if she understood VCO user's requests but operator hung up.	03/15/07	Operator remembered this call. Said the caller wanted to do an international call, did not want relay and had several instructions including calling card number that was given to operator quickly. When operator asked customer to repeat part of the instructions, the customer cursed and hung up.
Call was disconnected. Caller thought it may have been an accident or technical.	02/14/07	Non-gent error. Line disconnected immediately after coming in.
Customer asked agent to repeat number dialed. Agent replied that they no longer had that info and disconnected caller.	02/12/07	Complaint was forwarded on to agent's Team Leader. No such agent at this center. No action taken.
Customer said agent disconnected	02/06/07	Team Leader spoke to agent, who remembered the incident and said inbound caller hung up.
Agent disconnected caller multiple times after continuous redials into relay and receiving same agent. Customer asked for supervisor and agent disconnected caller.	01/29/07	Team Leader spoke with agent, who thought the incident was switching between TDD and Voice lines that resulted in a kid on the line. Explained the importance of calling a supervisor when requested and following proper disconnect procedures.
TTY user finished with first call and wanted to place a second call but agent typed GA to SK and did not respond. TTY user made three attempts to get response. After no response from agent, the TTY user hung up.	01/12/07	Agent said she doesn't recall the incident. Ed advised to closely watch the screen for any response.

The agent disconnected the line after the customer said to hold, right before they gave the number. The call was disconnected before the customer said "GA" Customer was apologized to.	01/12/07	The agent number given is currently unassigned. Agent was contacted to make sure there were no call center problems with premature disconnects
Agent disconnected after customer received a busy signal and told agent to hold.	01/08/07	Complaint forwarded to correct center for supervisor follow up. Agent did not remember this call, but was educated on the importance of not disconnecting calls. Also educated agent on the consequences of doing so.
Caller gave the number to agent to dial and agent hung up without explaining why.	01/06/07	Forwarded complaint on to correct center. Supervisor spoke with agent who did not remember this call. Educated on proper procedures for hanging up on any caller. Educated on proper procedures.
Agent disconnected the line and did not dial the number or redial the number.	01/01/07	Team Leader spoke to agent, who said he accidentally disconnected call. Coached agent to be careful and always call over a Team Leader when that happens.
VCO customer was unable to reach FL Relay at (800) 955-8771 between 7:50 AM and 8:05 AM on 12-18-06 When customer reached relay operator, the operator advised s/he didn't know of any problem and VCO needed to transfer to Customer Service to be informed about the hours of operation. Customer was very concerned that relay would not be available 24 hours a day, especially for emergencies. Customer requested follow up.	12/22/06	Apologized for problem and assured customer that relay was available 24 hours a day. Also stated that Customer Service department would be contacted. Forwarded complaint to technician to follow up.
Customer didn't like how agent responded to her questions with only a "yes" or "no" She wanted agents to say "yes" or "no" then repeat the question. Example: is it cold today? "Yes, it is cold today."	11/30/06	Non-agent error. Question was asked and question was answered. Customer needs to be more specific at the beginning of call if special requests such as that. Agent did nothing wrong.
Customer said that CA disconnected him. Requested a follow-up	11/30/06	Forwarded complaint on to correct center; CA was re-employed.

<p>Caller gave CA 800 # and pin # and then CA hung up twice. Would like follow-up via letter.</p>	<p>11/30/06</p>	<p>Forwarded complaint on to correct center; CA employed.</p>
<p>Caller contacted a para-transit company and asked agent to let her know when the representative disconnected, but the agent was non-responsive for "quite some time." Customer looked at signal light to find the agent disconnected her and was very frustrated; there was no communication that the agent disconnected.</p>	<p>11/27/06</p>	<p>Apologized to customer. Agent did not recall and stated that he would never hang up on a customer. Apologized for the mistake.</p>
<p>Supervisor got online to explain relay and was very rude. Did not allow caller to talk, talking over caller. The caller did not feel this was proper for supervisor conduct. Clarified questions concerning general relay service and procedures.</p>	<p>11/26/06</p>	<p>Repeatedly apologized to the caller for the incident and treatment. No follow up requested. Center manager met with this supervisor to discuss complaint.</p>
<p>Agent disconnected caller. customer called back, asked for another agent, agent transferred caller.</p>	<p>11/24/06</p>	<p>Spoke to agent, who dialed toll free number, customer asking to hold for live person. Agent said that customer said agent was lazy and asked for another CA. Agent sent (one moment pls) and the customer disconnected before could transfer to another agent.</p>
<p>Customer complained that agent sent a "leaving message" message even though customer didn't ask to leave a message and then agent disconnected him.</p>	<p>11/24/06</p>	<p>Operator did not remember call but stated that agent did not hang up on any caller. Instructed her to let customer know if she has technical problems during a call.</p>
<p>Agent hung up on voice caller.</p>	<p>11/05/06</p>	<p>Spoke to a supervisor who said agent did not hang up. Typing was confusing at times during the call. Forwarded complaint on to team leader in correct center. Team leader took proper call handling with agent.</p>
<p>Customer complained that a male agent (she did not get number) hung up on her.</p>	<p>10/31/06</p>	<p>Team Leader apologized and told her that she should expect better service than that. She was placed on hold for apology. No further action taken.</p>

<p>Operator asked caller "# calling please" and didn't switch to VCO. Caller, very frustrated, gave the number three times and operator never responded.</p>	<p>10/31/06</p>	<p>Apologized to customer and forwarded complaint to supervisor. Operator was not able to recall the incident, and was aware of call processing steps for callers who come in as a TTY caller.</p>
<p>VCO customer said agent did not respond to request to repeat CA number and gender. Inbound caller hung up and got same agent when calling back into relay. Caller asked for supervisor and CA hung up.</p>	<p>10/31/06</p>	<p>Agent was spoken to by Team Leader about call processing. Agent was also coached on disconnecting customers and the ramification of improper disconnect. CA didn't remember disconnecting call but apologized for inconvenience to customer.</p>
<p>This customer travels out of the country for his business often. Last night he called from China and said that when he dialed the relay inbound international number, he had no problem reaching an agent but when he asked for English-to-Spanish, he was transferred to another center with garbled messages. He was then transferred to another agent and it was still garbled so he hung up. He tried calling back again and the same thing happened. Once he asked for English to Spanish, the garbling was so bad he could not make his call. He hung up and called MCI international relay and the call worked fine. Customer requested a call back through VRS.</p>	<p>10/26/06</p>	<p>Apologized for the problem and entered a Transfer. Customer was not available for follow up. VOIP follow up email address was left with customer.</p>
<p>Customer stated that agent did not handle a call well. Caller asked for a live representative in the mortgage department, but agent did not provide all information or options.</p>	<p>10/20/06</p>	<p>Agent could not process the call any further and transferred customer giving account information for the next agent.</p>

<p>Caller said that agent disconnected the line; the caller had finished a call and had given a second number to the agent with dialing instructions, but got no response from the agent. While the caller was waiting for the agent to dial out, received "skskkks" before relay disconnected. Caller also said that s/he tried to get relay agent's attention and typed that s/he was not done but relay disconnected anyway. Caller was unhappy.</p>	<p>10/18/06</p>	<p>Apologized for the problem and said a supervisor would meet with the agent about this incident. Caller received a mail reply. Met with CA, who stated s/he would not type SKSK to inbound caller unless there was a message from the caller. CA followed proper disconnection procedure.</p>
<p>Caller complained that someone called her through relay. When call came in, agent did not turn on VCO despite her customer notes. Agent also used too many "XXXs."</p>	<p>10/08/06</p>	<p>Apologized for inconvenience and told her that she would be coached by her supervisor. CA was a former operator from Minnesota Relay; unable to follow up with Minnesota Relay. Sent to Sioux Falls.</p>
<p>VCO caller tried placing a call. Gave operator the number and the operator didn't dial out. Caller waited for several minutes and no response. Stated s/he was very disappointed with service.</p>	<p>10/02/06</p>	<p>Apologized to customer and forwarded to supervisor. Operator no longer employed.</p>
<p>Caller said agent was rude. Did not read TTY user's greeting, and only said GA instead of "Hello this is..." Agent spoke very fast and caller could not understand him. When asked to please repeat or to talk slower, agent refused and was very rude.</p>	<p>09/29/06</p>	<p>No such agent. No further action taken.</p>

Agent disconnected when customer wanted to dial a second number.	09/29/06	Forwarded complaint on to agent's Team Leader for coaching on proper disconnect procedures. Agent was spoken to about proper disconnect procedures.
Agent did not wait for GA and interrupted several times while TTY user was typing information/instructions.	09/29/06	Agent was coached by Team Leader on allowing user to type first, not interrupting them while typing and to follow their instructions.
Agent did not follow notes and started typing before "GA" was given.	09/29/06	Apologized to customer and transferred to next available agent. Agent was coached by Team Leader on following notes and the customer database.
Agent disconnected after giving greeting.	09/29/06	Forwarded on to agents TL for coaching on proper disconnect procedures. Agent ID number was noted for further action taken.
TTY customer was upset that CA voiced TTY typing to DA operator when it was meant just for CA and not for DA operator.	09/27/06	Customer was told that his concerns were taken and supervisor would meet with CA, who see screen protocol. Met with CA. After observing screen protocol for handling DA calls exactly as PRD, reading everything typed to the voice person and requested follow-up.
TTY caller said agent disconnected the line after the caller said to hold, right before giving the number and typing "GA."	09/12/06	Apologized to customer, who then made another call. Forwarded contact to correct center.
Caller said agent interrupted him while he was typing the number., then did not respond when caller asked him to repeat. Agent then hung up on caller.	09/08/06	Agent was coached by Team Leader on the proper procedure for dialing out a call and correct disconnect procedures. Agent did not remember call.

<p>Caller gave CA specific instructions on how to process call and agent hung up.</p>	<p>09/02/06</p>	<p>Apologized to customer. CA is no longer emp</p>
<p>Agent hung up on caller when inbound caller made a reference to God.</p>	<p>08/31/06</p>	<p>Coached agent. Agent does not remember ca not to hang up on a customer.</p>
<p>Caller stated agent was rude and when the call was finished, asked for a supervisor - operator said "time's up" and hung up the line.</p>	<p>08/29/06</p>	<p>Complaint was forwarded on to agent's team coaching on proper etiquette, disconnect pro following customer instructions. No follow up No agent by that number. No action taken.</p>
<p>Agent seemed confused about processing at beginning of call. Customer said agent used inappropriate pacing procedures.</p>	<p>08/29/06</p>	<p>Team Leader coached agent on proper pacin Thanked caller for feedback.</p>
<p>Non-branded VCO typed NTD and agent was confused about proper procedure. Agent dialed number and sent "voice now" and then "person hung up" and never opened VCO.</p>	<p>08/29/06</p>	<p>Team Leader coached agent on proper proce processing non-branded VCO calls.</p>
<p>Customer was upset with CA, who switched with another CA without customer's approval and disconnected with outbound caller.</p>	<p>08/29/06</p>	<p>Team Leader coached agent on the importan customer know when an agent change is bein following customer instructions.</p>
<p>NJ voice customer using SD relay stated the CA did not follow her instructions or the outbound person's notes. The instructions are to send the announcement right away because the mother is deaf and will get confused if the CA tries to speak. The CA tried to talk to the outbound VCO user and this made the outbound person confused and disconnect. When this happens, the voice caller has to wait a while before calling again because the mother will not answer her phone if she thinks she's getting prank calls.</p>	<p>08/28/06</p>	<p>Apologized to customer, who requested a foll supervisor. CA stated she sent the macro and answers by TTY, there is no problem but this mother always answers hello. CA said the inb was yelling at her who said she sent the mac GA. She added that she has had the same pe many times and understands how to handle h</p>

<p>Agent didn't follow customer instructions as requested, and didn't let the next agent taking over call know the instructions. No follow up requested.</p>	<p>08/26/06</p>	<p>Operator stated customer would not give her respond and kept interrupting during an agent. Apologized to customer for the mix-up.</p>
<p>A bomb threat was made through the relay service to an airport regarding another airport. Gave Sprint Corporate Security number to corporate security person of the airport. Sprint Corporate Security called regarding this issue and provided information needed.</p>	<p>08/26/06</p>	<p>Non-agent error. No action taken</p>
<p>Asked agent to redial but she hung up instead.</p>	<p>08/25/06</p>	<p>Thanked customer for feedback and would follow up with supervisor. No follow up requested. Supervisor contacted agent who stated she would not hang up on a customer and did not remember this incident, however, supervisor reminded of the importance of following customer instructions. Agent understands.</p>
<p>Caller says agent disconnected caller and did not redial as instructed. Agent typed "line disconnected" after second redial and did not redial.</p>	<p>08/25/06</p>	<p>Customer wants phone call or e-mail follow up. Supervisor contacted customer for feedback. Supervisor met with a customer and stated customer only typed redial once and the agent did which is according to procedures. Contacted customer via e-mail 8/30/06 and explained if customer typed redial once, the agent will redial one time. If customer wants the agent to redial until someone answers, the agent will "redial until someone answers" and the agent will stop redialing. Customer seems satisfied.</p>
<p>Customer asked CA to verify information and was disconnected.</p>	<p>08/25/06</p>	<p>System lock up error. Supervisor was aware and was able to communicate with caller. Apologized for the problem.</p>

<p>Customer says CA was lazy. CA did not open voice bridge when asked to, did not respond to customer, and hung up on customer.</p>	<p>08/23/06</p>	<p>Thanked customer for information, and said t would be passed on to the agent's supervisor. Coached agent on correct call handling procedure. Stated she was confused and made a mistake. Hung up on customer.</p>
<p>Upset caller asked agent to hold while looking up a new number and agent hung up.</p>	<p>08/21/06</p>	<p>Thanked caller for feedback and said the agent followed up with Team Leader spoke with the caller. Says s/he waited three minutes and asked for "calling please." There was no answer and after one minute, agent typed that they would have to call to please call back. Proper procedure was followed. Agent error.</p>
<p>Agent hung up on customer</p>	<p>08/17/06</p>	<p>Agent knew not to hang up on customers, and supervisor know if there is any problems with</p>
<p>Branded-VCO customer called and asked CA to verify ID number. CA did not type response or respond; customer said "Hello? Hello?" and eventually hung up due to no response.</p>	<p>08/10/06</p>	<p>CA tried to open line but there was no response. Macro but party hung up. Apologized to customer. Mix-up.</p>
<p>Customer gave number to dial, and reached a voice person who then transferred customer to answering machine. Agent didn't let customer know it was an answering machine and let her begin speaking then interrupted with xxx's and typed "you were transferred and on answering machine now." Customer was very upset.</p>	<p>07/26/06</p>	<p>Educated agent to stay focused on calls. Agent doesn't recall this situation.</p>

Sprint IP customer called to complain that the agent disconnected the call.	07/23/06	Apologized for inconvenience. No follow-up did not remember call. Was coached on not calls and if there were any questions, to call
Customer said hello many times to the agent and he never responded so she hung up.	07/21/06	Coached agent on proper call handling. He s understands and doesn't recall this particular
Agent announced relay on a call when told not to. Agent did not verify number to dial and did not respond to customer's questions when asked.	07/04/06	Coached agent of proper call handling proce
Customer wondered why this CA hung up on her after simply saying, "good evening."	06/28/06	Coached CA on proper call handling and not supervisor if there is a problem on a call.
Call thought CA should immediately redial number that was disconnected without any instructions from the caller.	06/23/06	CA followed relay procedure.
Agent hung up on outbound party and then hung up on inbound when requesting to talk to a supervisor	06/23/06	Spoke with the operator who did not rememb Reminded the operator of the penalty for disc customer. QA will monitor throughout the mo
Very upset customer called in to complain about an agent who took over a call to Access Para transit, then was supposed to make another call. CA did not identify gender or type "GA." After a long pause, CA sent (PERSON HUNG UP) GA OR SK, then disconnected without waiting for a response.	06/23/06	Reviewed proper call handling procedures w

06/01/06	VCO customer was unable to do an Answering Machine Retrieval call with the agent and the agent asked that the person hang up and call back. Customer wanted a service complaint entered.	06/01/06	It is unclear as to if this was an agent error, a technical problem, or a phone problem and was entered as a service and technical issue. Apologized to customer, who requested follow up. The customer was e-mailed to advise that the problem could have been technical, and that the CA had been coached. Apologized again via e-mail.
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DOCKET NO. 03-13

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