Cecelia T. Roudiez
Assistant General Counsel

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verizon

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JUN 29 2007
Federal Communications Commission
Office of the Secretary

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June 29, 2007

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

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

Dear Ms. Dortch:

Pursuant to Section 64.604(c)(1) of the Rules of the Federal Communications Commission, attached please find Verizon's annual consumer complaint log summaries for the twelve-month period ending May 31, 2007 for:

(1) National Relay Service;
(2) IP Relay Service;
(3) Video Relay Service;
(4) California Relay Service;
(5) Arizona Relay Service,
(6) Tennessee Relay Service, and
(7) District of Columbia Relay Service.

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

Sincerely,

Cecelia Roudiez

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National TRS Complaint Log Summary
June 1, 2006 to May 31, 2007

Number of Complaints

June '06	July '06	Aug '06	Sept '06	Oct '06	Nov '06	Dec '06	Jan '07	Feb '07	Mar '07	Apr '07	May '07
0	0	0	0	0	0	0	0	0	0	0	0

The total number of National TRS complaints for this reporting period was 0.

IP-Relay Service Complaint Log Summary
June 1, 2006 to May 31, 2007

Number of Complaints

June '06	July '06	Aug '06	Sept '06	Oct '06	Nov '06	Dec '06	Jan '07	Feb '07	Mar '07	Apr '07	May '07
9	2	10	1	6	5	2	13	6	2	8	6

The total number of IP-Relay Service complaints for this reporting period was 70. Complaints are followed up and resolved in a timely manner.

IP-Relay Service

Log #	Opened	Description of Issue	Description of Resolution	Closed
348562	6/7/06	No Connection	Technical Issue Resolved	6/7/06
348841	6/9/06	No Connection	Technical Issue Resolved	6/9/06
349195	6/13/06	RO/CA Took Inappropriate Control of Call	RO/CA Coached	6/29/06
349400	6/15/06	RO/CA Took Inappropriate Control of Call	RO/CA Coached	6/23/06
349488	6/15/06	No Connection	Technical Issue Resolved	6/16/06
349781	6/19/06	No Connection	Technical Issue Resolved	6/19/06
350221	6/23/06	RO/CA Did not Relay Verbatim	RO/CA Coached	6/29/06
350395	6/25/06	No Connection	Technical Issue Resolved	6/25/06
350905	6/29/06	RO/CA Took Inappropriate Control of Call	RO/CA Coached	7/12/06
352345	7/13/06	RO/CA Did Not Relay Verbatim	RO/CA Coached	7/17/06
354503	7/31/06	RO/CA Did Not Follow Instructions	RO/CA Coached	8/2/06
354529	8/1/06	RO/CA Did Not Follow Instructions	RO/CA Coached	8/11/06
354547	8/1/06	RO/CA Did Not Verify Information	RO/CA Coached	8/28/06
354908	8/3/06	RO/CA Did not Relay Verbatim	RO/CA Coached	8/24/06
355277	8/7/06	RO/CA Typing/Spelling Inaccurate.	RO/CA Coached	8/7/06
355331	8/7/06	RO/CA Did Not Verify Information	RO/CA Coached	8/22/06

355438	8/8/06	RO/CA Voice Clarity	RO/CA Dismissed	9/1/06
355876	8/11/06	RO/CA Typing/Spelling Inaccurate.	RO/CA Coached	8/12/06
356002	8/13/06	RO/CA Did Not Follow Instructions	RO/CA Coached	9/12/06
356310	8/15/06	RO/CA Did Not Follow Instructions	RO/CA Coached	8/22/06
356820	8/21/06	No Connection	Technical Issues Resolved	8/21/06
358448	9/5/06	Line Disconnect.	Technical Difficulties Resolved	9/14/06
361574	10/5/06	RO/CA Did Not Follow Instructions	RO/CA Coached	10/17/06
361950	10/9/06	RO/CA Did Not Follow Instructions	RO/CA Coached	10/30/06
362428	10/13/06	RO/CA Did Not Follow Instructions	RO/CA Coached	10/30/06
362587	10/15/06	RO/CA Did Not Follow Instructions	RO/CA Coached	10/26/06
362711	10/16/06	RO/CA Typing too Slow	RO/CA Coached/Re-tested	10/30/06
363299	10/21/06	RO/CA Did Not Follow Instructions	RO/CA Coached	10/27/06
364278	11/1/06	No Connection	Temporary Technical Difficulty	11/11/06
364547	11/3/06	RO/CA Did Not Follow Instructions	RO/CA Coached	11/28/06
365835	11/16/06	RO/CA Did Not Follow Instructions	RO/CA Coached	12/1/06
365893	11/17/06	RO/CA Not Transparent	RO/CA Coached	11/20/06
366838	11/28/06	RO/CA Did Not Follow Instructions	RO/CA Coached	12/4/06
368831	12/17/06	RO/CA Did Not Follow Instructions	RO/CA Coached	12/23/06

369520	12/26/06	RO/CA Did Not Follow Instructions	RO/CA Coached	12/27/06
370059	1/2/07	RO/CA Took Inappropriate Control of Call	RO/CA Coached	1/4/06
370264	1/4/07	RO/CA Typing	RO/CA Coached	1/7/07
370561	1/7/07	RO/CA Did not Relay All Comments	RO/CA Coached	1/8/07
370717	1/8/07	RO/CA Did Not Follow Instruction	RO/CA Coached	1/30/07
370738	1/8/07	RO/CA Took Inappropriate Control of Call	RO/CA Coached	1/10/07
370782	1/9/07	RO/CA Did Not Follow Instruction	RO/CA Coached	1/9/07
371245	1/13/07	RO/CA Did not Relay Verbatim	RO/CA Coached	1/16/07
371771	1/18/07	RO/CA Did Not Follow Instruction	RO/CA Coached	1/19/07
371773	1/18/07	RO/CA Not Transparent	RO/CA Coached	2/1/07
372176	1/22/07	RO/CA Did Not Verify	RO/CA Coached	1/24/07
372227	1/23/07	RO/CA Relay Pace	RO/CA Coached	1/25/07
372282	1/23/07	RO/CA Did not Relay Verbatim	RO/CA Coached	1/23/07
372303	1/23/07	RO/CA Did Not Follow Instruction	RO/CA Coached	1/25/07
373555	2/5/07	RO/CA Not Transparent	RO/CA Coached	2/14/07
373596	2/5/07	RO/CA Typing	RO/CA Coached	2/7/07
373740	2/6/07	RO/CA Typing	RO/CA Coached	2/14/07
373755	2/6/07	RO/CA Did Not Follow Instruction	RO/CA Coached	2/8/07
374481	2/13/07	RO/CA Did Not Relay Verbatim	RO/CA Coached	2/15/07

374886	2/18/07	RO/CA Did Not Follow Instruction	RO/CA Coached	2/20/07
376475	3/6/07	RO/CA Did Not Follow Instruction	RO/CA Coached	3/13/07
376587	3/7/07	RO/CA Did Not Follow Instruction	RO/CA Coached	3/16/07
380203	4/11/07	RO/CA Typing	RO/CA Coached	4/17/07
380329	4/12/07	RO/CA Did not Relay Verbatim	RO/CA Coached	4/16/07
380539	4/15/07	RO/CA Relay Pace	Technical Issues Resolved	4/30/07
380541	4/15/07	RO/CA Relay Pace	RO/CA Dismissed	6/12/07
381015	4/19/07	RO/CA Did Not Follow Instruction	RO/CA Coached	4/23/07
381043	4/19/07	RO/CA Typing	RO/CA Coached	4/22/07
381270	4/21/07	RO/CA Answering Machines/Voice Mail/Interactive	RO/CA Coached	4/25/07
381442	4/23/07	RO/CA Took Inappropriate Control of Call	RO/CA Coached	5/14/07
382322	5/1/07	RO/CA Typing	RO/CA Coached	5/4/07
382368	5/1/07	RO/CA Did Not Follow Procedure	RO/CA Coached	5/1/07
382916	5/7/07	RO/CA Voice Clarity	RO/CA Coached	5/9/07
383453	5/10/07	RO/CA Did Not Follow Procedure	RO/CA Coached	5/11/07
384949	5/24/07	RO/CA Did Not Follow Instruction	RO/CA Coached	5/24/07
385038	5/25/07	RO/CA Did Not Follow Instruction	RO/CA Coached	5/25/07

Video Relay Service Complaint Log Summary
June 1, 2006 to May 31, 2007

Number of Complaints

June '06	July '06	Aug '06	Sept '06	Oct '06	Nov '06	Dec '06	Jan '07	Feb '07	Mar '07	Apr '07	May '07
0	0	0	0	0	0	0	0	0	0	0	0

The total number of Video Relay Service complaints for this reporting period was 0.

Verizon Relay Services*

California Complaint Log Summary
June 1, 2006 to May 31, 2007

California Relay Service
Number of Complaints

June '06	July '06	Aug '06	Sept '06	Oct '06	Nov '06	Dec '06	Jan '07	Feb '07	Mar '07	Apr '07	May '07
13	10	9	8	8	7	6	7	9	6	8	3

The total number of California Relay Service complaints for this reporting period was 94. Complaints are followed up and resolved in a timely manner.

* Verizon Relay Services are provided by MCI Communications Services, Inc. d/b/a Verizon Business Services

California Relay Service

Log #	Opened	Description of Issue	Description of Resolution	Closed
348022	6/1/06	STS ring, no answer	Temporarily high call volume	6/1/06
348051	6/1/06	CRS ring, no answer	Temporarily high call volume	6/12/06
348079	6/1/06	RO did not follow instructions and was inattentive	Investigation packet could not be processed due to a lack of information.	6/1/06
348307	6/5/06	STS ring, no answer	Temporarily high call volume	6/5/06
348336	6/5/06	RO was inattentive on a call	Supervisor reviewed call processes with RO	6/6/06
348375	6/5/06	Reaching CRS rather than IL relay via 711 on a cell phone	Referred caller to cell phone provider; provided the IL relay service voice access number	6/5/06
348545	6/7/06	Unable to complete a LD using preferred IXC	Temporary technical issue; resolved	6/22/06
348658	6/8/06	RO did not relay a message verbatim	Supervisor coached RO on the importance of relaying calls verbatim	6/8/06
348873	6/9/06	RO was not familiar with voicemail procedure	Supervisor coached RO on voicemail retrieval procedures and the importance of following callers' requests	6/13/06
349144	6/12/06	STS ring, no answer	Temporarily high call volume	6/12/06
349789	6/19/06	STS ring, no answer	Temporarily high call volume	6/19/06
350235	6/23/06	Unable to place LD calls using CRS	Temporary technical issue; resolved	6/29/06
350274	6/23/06	CA hung up on TERM; did not wait for a response STS ORIG	Supervisor coached RO on the importance of giving more time to STS users to communicate decisions for their calls	6/26/06
351227	7/3/06	RO did not follow HCO profile	RO was coached on the importance of being attentive to profiles	7/21/06
351258	7/3/06	Caller could not understand the RO	RO was coached on voice pacing	7/5/06
351269	7/3/06	CA could not understand caller	RO was coached on re-voicing techniques	7/10/06

351467	7/6/06	STS ring, no answer	Temporarily high call volume	7/6/06
351483	7/6/06	CRS ring, no answer	Temporarily high call volume	7/6/06
351763	7/8/06	CA could not understand caller	RO was coached on re-voicing techniques	7/9/06
351765	7/8/06	CA could not understand caller	RO was coached on re-voicing techniques	7/11/06
353163	7/20/06	RO left an unclear voice message	RO was coached on the importance of voice clarity when leaving messages	7/21/06
354195	7/28/06	RO did not follow HCO profile	RO was coached on the proper procedure for handling VCO calls	8/4/06
354428	7/31/06	RO did not follow instruction to not announce relay	RO was coached on the importance of following callers' instructions	8/1/06
355136	8/6/06	RO did not follow caller's instruction to request a specific party	Supervisor coached RO on the importance of following callers' instructions	8/7/06
355217	8/7/06	Unable to place a long distance call to a specific number	CSP determined that this involves the caller's telephone company and referred caller to their telephone company	8/24/06
355276	8/7/06	RO did not follow caller's instruction to not announce relay	Supervisor coached RO on the importance of following callers' instructions	8/8/06
355278	8/7/06	CRS ring, no answer	Caller hung up before CSP could get information; unable to duplicate	8/7/06
356241	8/15/06	Unable to reach CRS using 711 through a PBX	CSP explained a possible dialing restriction and referred caller to the PBX administrator to configure the system to allow 711 dialing	8/15/06
356567	8/17/06	RO would not verify if call handling instructions were understood	Supervisor coached RO on appropriate interaction with callers	8/23/06
356839	8/21/06	Caller stated that calls are dropping in the middle of a conversation or at the beginning of call being processed	Test calls were placed through MCI STS with no difficulties	8/29/06
356936	8/21/06	RO dialed the wrong number	Supervisor coached RO on screen awareness and focusing on call handling	8/24/06
357764	8/30/06	RO left an incorrect voice message on answering machine	RO number not provided; unable to determine	8/30/06

358102	9/1/06	RO had too many spelling errors	Supervisor coached RO on verifying spelling and pacing the call to minimize spelling errors	9/12/06
358494	9/6/06	RO would not provide ID number when asked	Supervisor coached RO on the importance of providing ID number when asked by the caller	9/7/06
358887	9/9/06	STS ring, no answer	CSP explained that there was a temporarily high call volume	9/9/06
359500	9/15/06	Unable to reach CRS via 711 from office telephone	CSP provided CRS access numbers; referred caller to telecom administrator to configure PBX for 711 dialing	9/15/06
359603	9/16/06	RO was inattentive; didn't follow instructions for retrieval of messages from answering machine	Supervisor coached RO on the importance of following callers' instructions and to request assistance if having difficulty on a call	9/18/06
360440	9/24/06	CA had difficulty understanding STS caller	Supervisor coached CA on re-voicing techniques	10/12/06
360921	9/28/06	RO entered an incorrect TERM number	Supervisor coached RO on call set-up and number verification	10/3/06
361077	9/29/06	CA had difficulty understanding STS caller	Supervisor coached CA on STS protocols and to ask for a buddy when necessary	10/11/06
361357	10/3/06	RO did not follow caller's instructions	Supervisor coached RO on the importance of following callers' instructions	10/4/06
361481	10/4/06	Unable to reach CRS via 711 from school telephone	CSP provided CRS access numbers; referred caller to telecom administrator to configure PBX for 711 dialing	10/4/06
362509	10/13/06	RO did not use caller's custom explanation	Supervisor coached CA on the importance of being attentive to caller profiles and custom explanation scripts	10/17/06
362783	10/17/06	CA could not understand caller	Supervisor coached CA on appropriate STS call handling	10/24/06
363016	10/18/06	Caller reports that his calls are being disconnected	Unable to duplicate; encouraged caller to obtain CA number for follow-up if it occurs again	10/31/06
363077	10/19/06	RO did not follow caller's instructions when reaching a recording	Supervisor coached CA on appropriate call set-up	10/26/06
363434	10/23/06	CA hung up during a call	Supervisor coached CA on proper disconnect procedure	10/24/06
363588	10/24/06	RO did not follow caller's instructions	RO no longer employed	10/24/06

364275	11/1/06	Unable to reach CRS via 711 from an office PBX line	CSP referred caller to their PBX system administrator and provided the CRS access number	11/1/06
364483	11/3/06	CA could not understand STS user	Supervisor coached CA on re-voicing techniques	11/3/06
364484	11/3/06	CA could not understand STS user	Supervisor coached CA on re-voicing techniques	11/10/06
365065	11/8/06	CRS 711 ring, no answer	Temporarily high call volume	11/8/06
365590	11/14/06	CRS ring, no answer	Temporarily high call volume	11/14/06
365672	11/15/06	CA could not understand STS user	Supervisor coached CA on re-voicing techniques	11/16/06
366824	11/28/06	Unable to reach CRS via 711 from an office PBX line	CSP referred caller to their PBX system administrator and provided the CRS access number	11/28/06
368089	12/10/06	CRS ring, no answer	Temporarily high call volume	12/10/06
368323	12/12/06	RO took too long to type messages	Supervisor coached RO on the importance of being attentive when handling calls	12/16/06
369392	12/22/06	RO could not understand caller	Supervisor coached RO on VCO call handling procedures	1/2/07
369403	12/23/06	RO did not wait for caller to complete instructions before dialing out	Supervisor coached RO on VCO call handling procedures	1/2/07
369404	12/23/06	RO was unresponsive to caller	Supervisor coached RO on VCO call handling procedures	1/2/07
369532	12/26/06	RO did not follow caller's instructions to not announce relay	Supervisor coached RO on the importance of following callers' instructions	1/10/07
370842	1/9/07	Unable to reach CRS via 711 through PBX	Caller was referred to PBX telecom administrator to configure system for 711 dialing; CRS access numbers provided	1/9/07
370953	1/10/07	STS ring, no answer	STS experienced a temporarily high call volume; caller was transferred to an available STS CA	1/10/07
371731	1/18/07	CRS ring, no answer	CRS experienced a temporarily high call volume; caller was transferred to an available RO	1/18/07
371893	1/19/07	STS ring, no answer	STS experienced a temporarily high call volume; caller was transferred to an available STS CA	1/19/07

372449	1/24/07	RO did not follow instructions when caller requested slower typing	Supervisor coached RO on the importance of following callers' instructions	1/31/07
372467	1/24/07	STS ring, no answer	STS experienced a temporarily high call volume; caller was transferred to an available STS CA	1/24/07
372493	1/25/07	STS ring, no answer	CSP determined that the caller had connected to STS and had calls processed and that there were no abandoned calls during the specified time frame	1/25/07
373562	2/5/07	RO did not keep caller informed of call status	Supervisor coached RO on the importance of sending (HD) every 20 seconds	2/6/07
374461	2/13/07	Unable to place a long distance call.	Caller's ANI restricted to local calls, only; CSP worked with caller and IXC to resolve high toll block	2/13/07
374839	2/17/07	Unable to place calls using AT&T as IXC	Network recording reached on call attempts; determined that AT&T changed CIC code; new CIC code installed in system; resolved	2/17/07
374900	2/18/07	RO did not follow caller's request for a Supervisor	Supervisor coached RO on Supervisor Request procedure	2/19/07
375079	2/20/07	RO did not follow caller's instructions	Supervisor coached RO on the importance of following callers' instructions	2/20/07
375081	2/20/07	Unable to place calls using AT&T as IXC	Network recording reached on call attempts; determined that AT&T changed CIC code; new CIC code installed in system; resolved	2/21/07
375183	2/21/07	CA could not understand caller	Supervisor coached CA on proper re-voicing techniques	2/23/07
375208	2/21/07	Unable to place calls using AT&T as IXC	Network recording reached on call attempts; determined that AT&T changed CIC code; new CIC code installed in system; resolved	2/22/07
375818	2/27/07	Unable to place calls using AT&T as IXC	Network recording reached on call attempts; determined that AT&T changed CIC code; new CIC code installed in system; resolved	3/6/07
376153	3/2/07	Reaches a recording via 7-1-1 when using a cell phone	Unable to duplicate; investigation shows connections to CRS	3/5/07
376365	3/5/07	Unable to reach CRS via 7-1-1 using a cell phone (calling on behalf of a friend)	CSP referred caller to the cell phone provider for resolution	3/5/07

377472	3/16/07	RO did not follow specified call handling instructions	Supervisor coached RO on the importance of following callers' instructions	3/23/07
377713	3/19/07	Unable to make long distance calls	Caller profile issue; resolved	3/19/07
377786	3/20/07	RO dialed an incorrect TERM number	Supervisor coached RO on the importance of being attentive when setting up outgoing calls	3/24/07
378047	3/22/07	RO did not offer to place a subsequent call; disconnected on caller (from Nordia)	No identifying information probided so unable to confirm that call took place; Supervisor coached RO on call handling procedures	3/26/07
379034	4/1/07	RO was not familiar with HCO call processing	Supervisor coached RO on HCO call handling procedures	4/2/07
379497	4/5/07	Caller reported that some cell phone users have difficulty contacting relay via 711	CSP explained that cell phone users may need to contact their cell phone provider for configuration; provided the toll-free CRS voice access number	4/5/07
379505	4/5/07	Console would not allow CA to dial a TERM number	Temporary technical issue; resolved	5/3/07
379733	4/7/07	No answer at STS via 711	Temporary technical issue; resolved	4/7/07
380192	4/11/07	RO did not keep caller informed of call status; left message intended for live response on an answering machine	Supervisor coached RO on the importance of following callers' instructions and keeping callers informed of call status	4/25/07
380995	4/19/07	Caller could not hear CA	Temporary technical issue; resolved	4/19/07
381751	4/25/07	RO did not keep caller informed of call status	Supervisor coached RO on the importance of keeping callers informed of call status	6/4/07
382048	4/28/07	RO did not follow specific call handling instructions; announced relay when leaving a message on an answering machine	Supervisor coached RO on the importance of following callers' instructions	5/29/07
383416	5/10/07	RO did not follow caller's instructions to not provide call status	Supervisor coached RO on the importance of following callers' instructions	5/10/07
384320	5/18/07	RO did not follow caller's instructions to not announce relay	Supervisor coached RO on the importance of following callers' instructions	5/19/07
385373	5/29/07	RO did not follow caller's instructions to not announce relay	Supervisor coached RO on the importance of following callers' instructions	5/30/07

Arizona Complaint Log Summary
June 1, 2006 to January 31, 2007*

Arizona Relay Service
Number of Complaints

June '06	July '06	Aug '06	Sept '06	Oct '06	Nov '06	Dec '06	Jan '07
5	4	3	2	4	3	2	1

The total number of Arizona Relay Service complaints for this reporting period was 24. Complaints are followed up and resolved in a timely manner.

Arizona CapTel**
Number of Complaints

June '06	July '06	Aug '06	Sept '06	Oct '06	Nov '06	Dec '06	Jan '07
2	1	2	1	4	0	2	1

The total number of Arizona CapTel complaints for this reporting period was 13. Complaints are followed up and resolved in a timely manner.

***Verizon's contract to provide Arizona Relay Service ended at midnight, January 31, 2007.**
****Verizon provided Arizona CapTel Service via subcontract with Hamilton.**

Arizona Relay Service

Log #	Opened	Description of Issue	Description of Resolution	Closed
349313	6/14/06	Unable to reach AZRS using 711 from cell phone	Referred caller to cell phone provider	6/14/06
349667	6/17/06	Operator was inattentive on a call	Supervisor coached Operator on the importance of being aware of interruptions and to stop typing immediately if the text user begins typing	6/29/06
349705	6/18/06	Operator typed slowly	Supervisor coached Operator importance of typing with a quick and accurate speed	6/24/06
350155	6/22/06	Operator did not keep caller informed of call status	Supervisor coached operator on the importance of keeping the caller informed of call status	6/23/06
351046	6/30/06	Unable to reach AZRS via 711 through a PBX	Referred caller to office telephone administrator to configure PBX for 711 dialing	6/30/06
351257	7/3/06	Operator did not effectively keep caller informed of call status on a call answered by IVRU	Supervisor coached Operator on the importance of keeping callers informed of call status and IVRU call handling procedures	7/3/06
353789	7/25/06	Operator did not follow caller's instructions to type slowly	Supervisor coached Operator on the importance of following callers' instructions	7/26/06
353877	7/26/06	Operator hung up on caller	Supervisor coached Operator on appropriate disconnect procedures	8/1/06
354263	7/29/06	Operator did not type accurately	Supervisor coached Operator on the importance of typing accurately	7/30/06
355111	8/5/06	Operator did not follow caller's instruction for handling a call to an answering machine	Operator is no longer employed with AZRS	8/17/06
355644	8/10/06	Operator had too many typing errors	Supervisor coached Operator on use of console tools	8/14/06
356789	8/20/06	Operator was inattentive on a call	Supervisor coached Operator to be attentive when handling relay calls	8/25/06

358201	9/2/06	Operator did not follow caller's instruction to transfer call to Customer Service	Operator was coached on the importance of following callers' instructions	9/17/06
360190	9/21/06	Unable to reach AZRS via 711 from hospital	AZRS toll-free access numbers provided; referred caller to contact phone system administrator	9/25/06
361383	10/3/06	Opr did not follow caller's instruction to type slowly	Opr coached on slow typing procedures and to type out the Alt keys.	10/4/06
361483	10/4/06	Caller unable to place an international call	LEC message indicated local calls, only, are allowed; caller referred to LEC for resolution	10/4/06
361500	10/4/06	Opr did not speak clearly	Unable to identify Opr	10/4/06
363648	10/25/06	Opr had too many typing errors; mishandled call	Supervisor coached Opr on the importance of being attentive when handling calls	11/1/06
365304	11/11/06	Opr did not pay attention; dialed a wrong number	Opr coached on checking dialed number before sending to ensure accuracy	11/29/06
365633	11/15/06	Opr had too many typing errors; mishandled call	Opr coached on the importance of following callers' instructions immediately	11/29/06
367136	11/30/06	Opr typed too slowly; made many typing errors	RO meets standards for typing speed and accuracy, but performance will be monitored	11/29/06
368342	12/12/06	Opr did not follow caller's instructions to type slowly	Supervisor coached Opr on the importance of following callers' instructions	12/12/06
369368	12/22/06	Opr did not follow caller's instructions to hang up	Supervisor coached Opr on the importance of following callers' instructions	1/2/07
368342	12/12/06	Opr did not follow caller's instructions to type slowly	Supervisor coached Opr on the importance of following callers' instructions	12/12/06
369368	12/22/06	Opr did not follow caller's instructions to hang up	Supervisor coached Opr on the importance of following callers' instructions	1/2/07
370921	1/10/07	Caller unable to connect to TERM number; reaches a Qwest recording	Unable to duplicate	2/13/07

Arizona CapTel

Log #	Opened	Description of Issue	Description of Resolution	Closed
8133	6/6/06	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.	6/6/06
9723	6/26/06	Disconnect/Reconnect during calls	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.	6/28/06
11260	7/19/06	Billing - General	Technical Support contacted cellular phone provider to resolve caller's inability to reach CapTel user via CapTel Service. This resolved the matter.	7/19/06
13412	8/14/06	Disconnect/Reconnect during calls	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.	8/14/06
14060	8/22/06	Billing - General	Discussed billing and took appropriate action.	8/22/06
16067	9/18/06	Billing - General	Discussed billing and took appropriate action.	9/18/06
17177	10/4/06	Captions - dropped characters/garbled text	Explained how the CapTel works and how the quality of the phone line or network affects the quality of the captions. Advised customer not to use the CapTel on a wireless phone jack.	10/4/06
17311	10/4/06	Billing - General	Advised customer to contact default Relay carrier to further discuss billing received from them.	10/17/06

17321	10/4/06	Accuracy of captions	Customer shared feedback regarding accuracy of captions. CS Rep 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, CA # for more specific follow up.	10/4/06
17555	10/4/06	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.	10/10/06
22675	12/15/06	Billing - General	Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from CapTel phone.	12/15/06
23382	12/26/06	Billing - General	Discussed need to register long distance carrier of choice with caller and registered CapTel user's long distance preference accordingly.	12/26/06
24891	1/12/07	Service - General	Inbound call technical problem reported at 8:15 am CT on 1/12/07 resulted in increased queue times. The problem was completely resolved at 10:28 am CT by CapTel Technical Support.	1/12/07

Tennessee Complaint Log Summary
June 1, 2006 to May 31, 2007

Tennessee Relay Service
Number of Complaints

June '06	July '06	Aug '06	Sept '06	Oct '06	Nov '06	Dec '06	Jan '07	Feb '07	Mar '07	Apr '07	May '07
5	3	2	1	1	1	2	1	1	4	2	0

The total number of Tennessee Relay Service complaints for this reporting period was 23. Complaints are followed up and resolved in a timely manner.

Tennessee Relay Service

Log #	Opened	Description of Issue	Description of Resolution	Closed
348031	6/1/06	TNRS ring, no answer	Temporarily high call volume	6/1/06
348106	6/2/06	TNRS ring, no answer	Temporarily high call volume	6/2/06
349552	6/16/06	Unable to reach TNRS	CAs available; referred to TDAP for possible equipment issue	6/16/06
350171	6/22/06	Unable to reach TNRS	CAs available; referred to TDAP for possible equipment issue	6/22/06
350479	6/26/06	CA did not follow specific call-handling instructions	Supervisor coached CA	6/29/06
352541	7/15/06	General complaint that CAs can not understand caller	Unable to identify specific CA(s); Filled out trouble report	7/15/06
352598	7/16/06	CA did not handle a call to an answering machine effectively	Supervisor reviewed reference manual with CA	7/21/06
352645	7/17/06	TNRS ring, no answer	Temporarily high call volume	7/17/06
355916	8/11/06	TNRS ring, no answer	Temporarily high call volume	8/11/06
357185	8/23/06	Relieving CA did not notify caller of change of operator	Supervisor coached CA on relief procedures	8/24/06
358118	9/1/06	CA was not familiar with 711 -> STS transfer process	CSP provided STS access nbr; CA coached on transfer	9/1/06
361638	10/5/06	Unable to reach TN Relay when dialing 711	CSP left follow-up msg with caller; call not returned	10/26/06
364642	11/5/06	CA did not follow answering machine procedure	Supervisor coached CA on answering machine procedure	11/7/06
367781	12/7/06	Caller stated their friend could not reach 711	CSP requested person to call into CS to troubleshoot	12/7/06
368329	12/12/06	CA did not type accurately	Supervisor coached CA on importance of accurate spelling	12/14/06
371203	1/12/07	RO did not follow instructions.	CA coached on importance of following instructions	1/23/07

374234	2/11/07	CA did not provide ID	VCO call was not set up efficiently; CA coached	2/14/2007
376487	3/6/07	CA did not remain on the line for subsequent calls	Supervisor coached CA	3/9/07
376696	3/8/07	CA did not follow specific call handling instructions	Supervisor coached CA	3/13/07
376878	3/10/07	Unable to connect to TNRS via 711 from home phone	CSP referred caller to his LEC for assistance	3/10/07
377380	3/16/07	CA did not follow specific call handling instructions	Supervisor coached CA	3/20/07
381065	4/19/07	CA disconnected caller	CA coached on proper disconnect procedures	4/21/07
381876	4/26/07	CA was not familiar with VCO => answering machine call handling	CA coached on VCO => answering machine call handling	4/27/07

District of Columbia Log Summary
April 13, 2007 to May 31, 2007*

Number of Complaints

Apr '07	May '07
0	0

The total number of DC Relay Service complaints for this reporting period was 0.

***Verizon's contract to provide DC Relay Service began at midnight, April 13, 2007.**