



STATE OF NEW MEXICO  
COMMISSION FOR DEAF AND HARD OF HEARING PERSONS

JUL 16 2007

FCC-MAILROOM

Bill Richardson  
Governor

Thomas J. Dillon, III  
Executive Director

June 28, 2007

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW Room TW-B204  
Washington, DC 20554

ORIGINAL FILE COPY One

Re: CG Docket No. 03-123

Dear Commissioners:

Greetings from the State of New Mexico!

Enclosed you will find one original and four copies of three complaint log documents:

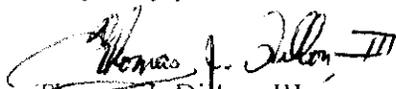
1. Annual Complaint Log includes number of complaints received that allege a violation of federal TRS minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.
2. Annual Summary includes total outbound calls, total complaints for the reporting period June 2006-May 2007, and percentage of complaints to total outbound calls information.
3. Annual Tally Report will be total complaints by category.

Also enclosed is a standard CD ROM with electronic copies recorded.

Our agency (Commission for Deaf and Hard of Hearing Persons) is responsible for monitoring the quality of services for Telecommunications Relay Services and for receiving internally unresolved complaints. I am pleased to note that New Mexico's number of complaints has decreased by 21% when compared to year 2001-2002. Also significant is the fact that no complaints were escalated to the state level.

Please contact me directly at (505) 827-7270 or [tom.dillon@state.nm.us](mailto:tom.dillon@state.nm.us) should you have further questions regarding our submission.

Very truly yours,

  
Thomas J. Dillon, III  
Executive Director

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**Complaint Tracking for NM (06/01/2006-05/31/2007). Total Customer Contacts: 18**

	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/27/06	CapTel customer called to report a Disconnect/Reconnect problem during calls	06/27/06	Advised customer to try hooking up the CapTel phone at a different phone jack which resolved the problem. Advised customer to have the phone jack checked. Test calls were made (inbound and outbound) successfully.
04/06	CapTel customer called to report a Disconnect/Reconnect problem during calls	07/05/06	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 their occurrence.
10/06	CapTel customer called to report a Disconnect/Reconnect problem during calls	10/10/06	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.
06/06	TTY user complained that operators are unable to read his garbled text message whenever he dials 711.	12/06/06	Apologized to the customer and performed a test call which showed that the problem still persisted. Customer asked to be informed of resolution by fax. Reviewed the Trouble Ticket file and found that the customer was using the same line for TTY and fax, which can cause garbled text. Account Manager sent a fax to customer and encouraged him to have separate TTY and fax lines to avoid garbling problems. The technician conducted tests from Sprint call center sites and there were no problems.
11/06	TTY customer experienced a lot of garbled text when using relay, and wasn't sure if it was due to the operator's typing or a technical issue. Customer requested follow-up.	02/09/07	Customer was contacted to get more details about garbled text problem and to see if he was still experiencing that problem. Customer said that he had a Qwest technician come out, and it turned out that there was a problem with the line. Qwest fixed that problem, and customer hasn't had a problem since then. Customer is satisfied.
12/29/06	CapTel customer reported a problem with the accuracy of captions, and shared feedback.	12/29/06	Apologized to the customer and suggested that the customer document the date, time and operator (CA) number in the future for more specific follow-up.
05/07	CapTel customer complained that captions lagged too far behind the conversation of the voice caller.	01/05/07	Apologized to the customer and suggested that the customer document the date, time and operator (CA) number in the future for more specific follow-up.
12/07	CapTel customer complained about a technical problem with their CapTel phone.	01/12/07	Inbound call technical problem was reported at 8:15 a.m. CST on 1/12/07, which resulted in increased queue waiting time. The problem was completely resolved at 10:28 a.m. CST by CapTel Technical Support.
12/07	TTY customer stated that after completing the first call, the customer repeatedly asked the operator to dial another number and received no response. Customer was then disconnected.	01/12/07	Operator did not remember this case, but was coached on the importance of not disconnecting calls and was advised of the consequences of doing so.
05/07	CapTel customer called regarding a general network problem.	03/05/07	Technical problem identified. Resolution provided by network vendor.

	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/20/07	TTY user has been having trouble with NM Relay English operators and keeps getting Spanish operators at the English number. The latest problem happened at approximately 10 a.m. on 3/20/07. Customer requested follow-up.	03/20/07	Apologized to customer and a Trouble Ticket was issued. Action taken on Checked Trouble Ticket file, and the problem could not be reproduced when testing the English toll-free relay number. Relay Program Manager called the customer to follow up and the customer stated that he wasn't having this problem anymore.
03/23/07	Voice customer could not hear the VCO user through the relay. No follow-up needed.	Resolution pending and will be resolved within the required 180 days	Apologized to the customer and a Trouble Ticket was issued. Technicians are working on a resolution to the VCO voice degradation problem and the Relay Program Manager will follow up next week to see if a resolution is in place. Resolution is pending and will be resolved within the required 180 days.
04/02/07	TTY customer stated that while on hold during a call, the operator informed the customer that he couldn't hold any longer and then disconnected the call.	04/12/07	Operator remembered this case and stated that while on hold, the receptionist transferred the call to another TTY and he bridged the call. Operator was coached on the proper procedure of informing the inbound caller when a TTY has been reached before connecting them. Contacted the customer and apologized for the disconnection.
04/11/07	CapTel customer complained about a technical problem with CapTel phone.	04/11/07	Investigated the case and learned there was an accidental disconnection of the CapTel call. Apologized to customer for the incident.
04/16/07	CapTel customer called to report a Disconnect/Reconnect problem during calls	04/16/07	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 their occurrence.
04/24/07	Voice customer stated that when he made calls through this operator two times, the operator was rude. Customer asked operator to repeat information, and operator ignored request, simply typing the question to the caller without answering or saying anything. Customer asked many times and received no answer, and operator just kept typing. Operator read a phone number too fast and did not repeat when asked to and just typed the question to the TTY caller. Customer requested follow-up.	04/24/07	Apologized to the customer and later contacted the customer and apologized again for any inconvenience. Customer was satisfied. The operator remembered some details about this case and was coached on the proper responses for when information is asked to be repeated.
04/24/07	TTY customer stated that the operator kept asking for the number to dial after the number had been repeatedly given by the customer.	04/24/07	Apologized to the customer and told the customer that it may have been a technical problem. Operator recalled having several calls where the inbound caller didn't type a number to dial or the message was garbled. Proper procedures were followed.
04/26/07	CapTel customer complained about a technical problem with their CapTel phone.	04/26/07	Technical Support made adjustment so that the CapTel customer could successfully make captioned calls to the regional 800 number.

DOCKET NO. 03-123

DOCUMENT OFF-LINE

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