Oregon
Theodore R. Kulongoski, Governor

Public Utility Commission
550 Capitol Street NE, Suite 215
Mailing Address: PO Box 2148
Salem, OR 97308-2148
Consumer Services
1-800-522-2404
Local: 503-378-6600
Administrative Services
503-373-7394

June 20, 2005

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW Room TWB204
Washington, D.C. 20554

RE: In the matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket 03-123

Enclosed is the State of Oregon's response to the Federal Communications Commission (FCC) requirement to submit an annual log referencing consumer complaints about relay services for June 1, 2004 to May 31, 2005.

The following materials are submitted:

- Cover letter from Sprint
- A copy of the FCC notice regarding the Annual Summary of Consumer Complaints
- A "tally sheet" summarizing the type of complaint, the month and the total number of complaints
- A descriptive log of the Traditional TRS Complaints and CapTel Complaints, including tracking number, date of complaint, category of complaint, nature of complaint, date of resolution and explanation of resolution.
- A 3.5 diskette with an electronic file of the enclosed documents

A copy of these materials will also be sent to Dana Jackson, FCC, Consumer and Governmental Affairs Bureau.

Please note that the FCC TRS Complaint Contact page for Oregon is current and does not need to be modified. If you have any questions, please contact me at damara.paris@state.or.us or call 711 to reach me at 503-373-1413 TTY. You may also send faxes to me at 503-378-6047.

Sincerely,

Damara Paris, RSPF Manager
Telecommunications Assistance Programs

cc: Dana Jackson, FCC Consumer and Governmental Affairs Bureau
Lee Beyer, Chair, PUC Commission
Ray Baum, PUC Commissioner
John Savage, PUC Commissioner
Rick Willis, PUC Executive Director
Vicki McLean, PUC Central Services Division
Aparna Lele, Sprint OTRS Account Manager

Sprint

Relay OR

6/04 - 5/05

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
	SERVICE COMPLAINTS													
#00	Answer Wait Time	0	0	0	0	0	0	0	0	1	0	0	0	1
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	1	1
#03	Didn't Follow Cust. Instruct.	0	1	0	0	2	1	0	1	0	0	0	2	7
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0
#05	Agent Disconnected Caller	0	0	1	0	1	2	0	0	1	0	1	1	7
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0
#07	Typing Speed/Accuracy	0	0	0	0	0	0	1	0	1	0	0	0	2
#08	Poor Voice Tone	0	1	0	0	0	0	0	0	0	0	0	0	1
#09	Everything Relayed	0	0	0	0	0	1	0	0	0	0	0	0	1
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	1	0	0	1
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17	Agent Was Rude	0	0	0	0	1	0	1	0	0	0	0	0	2
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	3	3
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	0	0	1	1	0	1	0	0	0	0	0	3	6
	TOTAL	0	2	2	1	4	5	2	1	3	1	1	10	32
	TECHNICAL COMPLAINTS													
#22	Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	0	0	0	0	0	0	0	0	1	0	1	2
#25	Line Disconnected	2	1	0	1	0	0	1	0	0	3	1	1	10
#26	Garbled Message	0	0	1	0	0	0	0	0	0	0	0	1	2
#27	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	1	0	0	1	0	1	1	0	0	0	2	0	6
#57	Caller ID	0	0	0	0	0	0	0	0	0	0	2	0	2
#58	Regional 800 Calls	0	0	0	0	0	0	1	1	0	3	0	0	5
#59	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL	3	1	1	2	0	1	3	1	0	7	5	3	27
	MISC COMPLAINTS													
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0
#35	Other	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTACT	3	3	3	3	4	6	5	2	3	8	6	13	59

ditional TRS Complaints

Tracking #	Date of Complaint	Category # Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
					July-0
K6475776	07/18/04	#03	Customer stated that she asked CA six times for F or M and CA would not give a number.	07/23/04	Supervisor assisted the CA during the call. Customer was not clear on the instructions to repeat and kept sending the same message. CA followed proper procedures by asking for a number to call.
K6475849	07/28/04	#08	Customer was disappointed with the relay service. The CA was asked to speak louder, but he ignored the request. The medical business has received many relay calls and they depend on clear communication from CAs. With the CA being uncooperative, the caller and service provider were needlessly frustrated.	07/30/04	This CA ID # is currently unassigned. The customer did not want follow up, therefore further investigation is not possible.
					August-0
Tracking #	Date of Complaint	Category # Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64109971	08/16/04	#21	Customer stated that s/he wanted to make a second call and typed to the CA "Thank you 461." CA interrupted the customer and typed "(Your welcome) sksk."	08/17/04	Coached the CA that she needs to wait for "GA" before doing anything and cannot assume what TTY user wants.
K64110025	08/17/04	#26	Customer stated that she could not get through to relay service sometimes after dialing the VCO number. When she does get through to relay service, messages are garbled.	08/17/04	Customer Service followed up with her on the troubleshooting issue such as testing the calls. She now no longer receives garbled messages through relay service after dialing th VCO number.
K64110198	08/18/04	#05	Customer stated that during the phone call, the CA interrupted and hung up.	08/18/04	Coached the CA not to interrupt or hang up on any relay call.

Traditional TRS Complaints

Tracking #	Date of Complaint	Category # Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
					Septembe
K64138287	09/29/04	#21	Customer said she called a friend through relay and was not able to understand the friend, because the CA was not willing to translate the ASL from the caller. The voice user asked the CA to translate into English and the CA responded, "I don't know ASL." The customer said she was very frustrated.	09/29/04	Coached CA to request a supervisor's assistance with ASL translation.
					Octobe
Tracking #	Date of Complaint	Category # Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64315185	10/04/04	#03	TTY customer called to say that the CA would not dial a number and hung up.The customer dialed relay again and got the same agent and gave the number again to dial and then waited for 2 minutes with no response.	10/04/04	Met with the CA to discuss the problem. Coached the CA to remain attentive and if ther no response, let a supervisor know so it can be documented.
K64316597	10/20/04	#03	Customer was very displeased with all relay calls and said that her messages were not left for different people that she called. Customer was able to provide one of the CAs' number who did not leave a message.	10/21/04	Spoke with the CA who did not remember this call. CA is well experienced and said he always left messages as requested. He did not know how this could have happened. However, he was coached on following the instructions at all times.
K64312813	10/25/04	#17	TTY customer called to say when he asked the CA to dial a number, CA did not use the right attitude.	10/28/04	Coached the CA on always remaining polite and professional in tone.
K64260878	10/27/04	#05	TTY customer said that they called to report that a CA hung up on them.	12/16/04	Coached the CA on following proper procedure for handling relay calls.

ditional TRS Complaints

November-04

Tracking #	Date of Complaint	Category # Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64505689	11/04/04	#05	Customer said CA dialed a number and the number was busy. CA was instructed to dial again but the CA hung up on her.	03/18/05	CA was terminated so there was no possible way to meet and discuss this with the CA.
K64181264	11/08/04	#09	CA kept typing "GA" whenever the voice caller paused or went too fast instead of pacing him/her. Voice caller asked the CA if she had gotten certain things, but the CA would not acknowledge voice person, and only said "CA still online."	11/11/04	Coached the CA on call processing procedures: keeping customer informed, reading verbatim, typing verbatim, and accuracy in spelling. Informed the CA that continued poor call processing service is unacceptable.
K64181367	11/18/04	#05	Customer called to report that the CA hung up on her.	11/19/04	Met with the CA to review the information and call procedures.
K64181461	11/24/04	#03	After a call was made, the CA disconnected the caller although the caller wanted to make another call.	12/01/04	Coached the CA on proper procedures for handling the ending of a call.
K64262627	11/29/04	#21	Customer called to say that CA transferred the call to customer service without customer's request. Customer said the message came in garbled and so he asked CA to repeat it three times, but each time the message was garbled. After the third time, the customer found himself transferred to customer service.	12/03/04	Supervisor assisted CA with the call. CA disabled turbo code to attempt to correct the garbled messages. This step did not work, so the CA typed messages to the TTY user anc they were all garbled. As a last resort, the supervisor requested the CA to transfer the call to customer service to see if they could help the customer. The CA followed the proper procedure for garbled messages.

aditional TRS Complaints

Tracking #	Date of Complaint	Category # Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
					December-
K645611135	12/07/04	#17	Customer complained that the CA was rude, disrespectful, and very unprofessional. CA acted as if he didn't know what the service was. CA did not announce the greeting properly.	04/05/05	Coached CA on the proper way to handle the call and to exhibit patience throughout ALL calls.
K64294368	12/27/04	#07	Customer reported that the CA typed sloppily. Customer asked why the typing was so sloppy, and asked for the CA to repeat, but even after repeating, the typing continued to be sloppy.	01/05/05	Met with CA and stressed the importance of typing accurately to ensure quality of servic
					January-
Tracking #	Date of Complaint	Category # Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64309064	01/03/05	#03	Customer complained that the agent did not wait for GA before dialing out.	01/06/05	Coached CA on the importance of waiting until the TTY user types GA before completing the call.
					February-
Tracking #	Date of Complaint	Category # Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64420521	02/12/05	#05	VCO user was very upset that CAs were not following procedures. VCO user stated that all CAs disconnected calls all the time and did not allow her to make other calls or to leave a message. She wants this issue to be addressed to all relay centers.	02/24/05	Mailed a follow up letter notifying the customer that the concern was addressed company wide via our internal network. Furthermore, we advised the customer to provide us a CA number in the future to better assist us in addressing the customer's concerns with the appropriate CA.
K64411122	02/14/05	#07	Customer complained that the CA did not type accurately (i.e. many typos and backspacing, incomplete or fragmented sentences).	03/04/05	Coached CA on the importance of typing correctly and efficiently.
K64445497	02/28/05	#00	Customer stated that the CA asked her to repeat the number to dial twice. Customer also waited for the CA's response for 5 minutes and then the line was disconnected.	03/01/05	CA stated that the number was garbled and she had to ask customer to repeat the numbe After a few attempts to get the number from the customer, there was no response for nearly 5 minutes.The CA then disconnected the line. Coached CA on closing a call properly and to send a message to the TTY user informing them that there was no response prior to disconnecting the line.

ditional TRS Complaints

March-05

Tracking #	Date of Complaint	Category # Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64446287	03/02/05	#11	VCO customer complained that the CA did not know the procedure of handling VCO calls.	03/31/05	Met with CA. Coached on proper procedures of VCO calls and keeping VCO users informed.
K64514372	03/29/05	#24	A voice customer called in to complain that she had difficulty calling a TTY user through the relay service due to a blocked call error. Apparently, the last agent was able to process the call by doing something but did not tell the customer what was done.	03/29/05	Apologized to the customer for the inconvenience. Suggested supervisor assistance on further calls and explained the use of star 82.

April-05

Tracking #	Date of Complaint	Category # Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64626414	04/18/05	#05	Customer complained that the CA hung up on her.	06/01/05	Spoke to CA and she did not remember this call. Coached CA on the severity of hanging up on customers.
K64646814	04/26/05	#29	A voice customer called to report that he reached Relay Illinois after dialing the Oregon Relay number.	04/26/05	If his number is showing up incorrectly on the screen, he could be dialing from a cell phone and the tower is passing the incorrect digits. We also need time and dates of the calls in order to do a Customer Detail Report search.

May-05

Tracking #	Date of Complaint	Category # Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
K645611338	05/04/05	#05	Customer complained that CA was rude when she shared feedback that the CA did not clearly type the list of appointment times.	05/30/05	Coached CA on the importance of always remaining polite and typing accurately to ensure quality of service.
K641273013	05/10/05	#18	TTY customer called to say that the message the CA left on the answering machine was unreadable.	05/10/05	Coached CA on the importance of always typing accurately and verbatim.

aditional TRS Complaints

K641272966	05/10/05	#18	TTY customer called to say that the messages left on the answering machine were unreadable.	05/10/05	Coached CA on the importance of always typing accurately and verbatim.
K641273144	05/10/05	#18	TTY customer called to say that the message left on the answer machine was unreadable.	05/10/05	Coached CA on the importance of always typing messages accurately and verbatim. Th may have been a technical issue on the caller's end, since they filed a similar complaint the same day.
K643085066	05/18/05	#21	TTY user complained that the CA did not wait for "GA" before dialing out.	05/24/05	Coached CA on the importance of waiting until TTY user types GA before dialing out.
K645601277	05/23/05	#21	Caller stated that the CA did not wait for "GA" before dialing out.	05/23/05	Coached CA on the importance of waiting until TTY user types GA before dialing out.
K645601479	05/23/05	#02	TTY customer called to complain that the CA did not follow his database notes, which said "VCO is not used anymore." The customer asked the CA twice to dial and typed the number. Both times, the CA typed "voice now" in response.	05/23/05	Coached CA to read customer database notes carefully.
K645601330	05/23/05	#21	Caller said the CA did not wait for "GA" before dialing the number.	05/23/05	CA was coached on the importance of waiting until the TTY user types GA before dialing the number.
K645670952	05/31/05	#03	TTY customer called to complain that the CA dialed a number without asking the customer's permission.	05/31/05	CA was coached on the importance of following the customer's instructions such as asking for permission to redial a number.
K645671316	05/31/05	#03	TTY customer called to complain that the CA redialed a number without asking the customer's permission.	05/31/05	CA was coached on the importance of following the customer's instructions.

CapTel Complaints

Tracking #	Date of Complaint	Category # Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution or Status
					June 2004
1015	6/1/04	#29	Dual Tone Multi Frequency (DTMF) Tone Interference	6/1/04	Technical Support made adjustments to address DTMF tone to pass through. Customer acknowledged this resolved matters immediately.
1031	6/3/04	#25	Disconnection/Reconnection during calls	6/23/04	Customer gave background information to technical support for further investigation. Customer Service has been in contact with customer to try and identify the cause on 6/7, 6/11, and 6/23. Sent an over the wire update to customer's CapTel unit. Customer has not experienced disconnection while talking with son since this update.
1032	6/30/04	#25	Disconnection/Reconnection during calls	6/30/04	Sent customer information explaining the difference between CapTel and a traditional phone. Explained to customer why the disconnections may be happening, and shared some suggestions on how to prevent this. Customer was satisfied with the resolution.
					July 2004
1057	7/26/04	#25	Disconnection/Reconnection during calls	7/27/04	Emailed tips on possible causes of disconnections and possible remedies. Asked questions to clarify situation. Customer appreciated the support.

oTel Complaints

					September 2004
3	9/8/04	#29	DTMF Tone Interference	9/8/04	Tech support adjusted DTMF interference with customer's voice mail system. Immediate resolution was provided.
4	9/25/04	#25	Disconnection/Reconnection during calls	9/27/04	Technical Support enabled prompt to see reconnection status. Customer Service Representative explained that this incident was most likely related to the quality of the phone network. Sent customer information regarding impact of the quality of the phone network and potential of Electromagnetic Interference (EMI) of nearby devices.
					November 2004
0	11/23/04	#29	Account Login Failure	11/23/04	Unit's account re-activated. Unit is now operational.
					December 2004
8	12/10/04	#58	Inability to reach voice customer by dialing toll free number due to network congestion	12/10/04	Explained to customer that there was a transmission congestion within the nationwide toll-free network. This disruption prevented some consumer calls from reaching our Captioning Center. Managers of that network confirmed that the transmission difficulties should be resolved.
9	12/22/04	#25	Disconnection/Reconnection during calls	12/22/04	Gave verbal and written suggestions for alleviating disconnection/reconnection incidence. Advised customer to contact the phone company regarding line quality to support data transmissions.
0	12/23/04	#29	Echo Sounds	12/23/04	Technical Support upgraded the customer's unit with echo cancellation software. The upgrade was done over the wire.

Tel Complaints

					January 2005
	1/31/05	#58	Inability for CapTel user to reach the Data Toll Free Number	2/2/05	Explained to customer that there were problems within the nationwide toll-free telephone network that prevented the CapTel from routing properly to the CapTel Service, and that this problem was unrelated to the CapTel Captioning Service itself. Managers of the toll-free network took steps to resolve the problem on afternoon of 2/2/05. Customer was notified of this resolution. Confirmed that customer is now able to make outgoing captioned calls.
					March 2005
	3/7/05	#25	Disconnection/Reconnection during calls	2/8/05	Customer was advised of the causes of disconnections/reconnections and given tips to avoid further disconnections. Customer will contact local telephone company regarding line quality to support data transmissions.
	3/15/05	#25	Disconnection in middle of call	3/15/05	After doing some troubleshooting, Technical Support recommended that customer may want to contact his/her phone company to verify lines for supporting a solid data modem connection.
	3/28/05	#58	Inability for CapTel users to reach the data toll free number	3/28/05	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that s/he is able to make calls.
	3/28/05	#58	Inability for CapTel users to reach the data toll free number	3/28/05	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that s/he is able to make calls.
	3/28/05	#58	Inability for CapTel users to reach the data toll free number	3/28/05	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that s/he is able to make calls.
	4/18/05	#25	Disconnect/Reconnect during calls	4/18/05	Customer has both analog line and DSL line. Switched CapTel to DSL line and problem was resolved. Will contact local telephone company to have analog line quality checked.

ıpTel Complaints

					April 2005
95	4/20/05	#25	Disconnect/Reconnect during calls	4/20/05	Emailed tips on the possible causes of disconnections and explanation of possible remedies. Asked questions to clarify situation. Customer appreciated the support.
96	4/21/05	#29	DTMF Tone Interference	4/21/05	Technical support adjusted DTMF interference with customer's voice mail system. Immediate resolution was provided.
97	4/22/05	#57	Caller ID shows number but not name	4/22/05	Our technicians have reported this problem to the IXC network managers for the correction. This continues to be investigated.
98	4/28/05	#57	Caller ID shows number but not name	4/28/05	Our technicians have reported this problem to the IXC network managers for correction. This continues to be investigated.
					May 2005
12	9/3/04	#25	Disconnect/Reconnect during calls	9/15/04	Customer did not respond to repeated phone messages offering assistance. Did not find evidence of ongoing disconnect/reconnect problem.
52	5/9/05	#24	Incoming connection-captioned calls	5/25/05	Technical support identified and remedied the circumstances of false time out with a system change on 5/25/05. Customer was notified and provided with a resolution.
53	5/27/05	#26	Garbled captioning	5/27/05	Advised customer to contact phone company and verify line quality. Advised customer to hang up and dial again on problematic calls as they seem to be network line related.

Aparna Lele
Sprint Relay
7770 SW Mohawk St, Bldg F
Tualatin, OR 97062
800-377-1150 TTY
503-612-1116

June 13, 2005

Damara Paris, Manager
Telecommunications Assistance Programs
Oregon Public Utility Commission
550 Capitol Street NE, STE 215
P.O. Box 2148
Salem, Oregon 97308-2148

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

Dear Ms. Paris,

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

- Annual Complaint Log which includes the number of complaints received from June 1, 2004 through May 31, 2005 that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

- Annual Tally Report with total complaints by category to give you an overall view of the nature of TRS complaints.

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 will need to make clear that it is a reference to the **CG Docket 03-123,** as above.

Please note that for your state you must send (1) an original and four copies of the printed report and (2) an electronic disk copy of the complaint log on a standard 3.5 inch diskette (formatted in an IBM compatible format using Word 97 or compatible software) on or before Thursday, July 1, 2005. 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 1st, to the Consumer & Governmental Affairs Bureau of the FCC to:

Dana Jackson, Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th St., SW, Rm CY-C417
Washington, DC 20554
or by email: Dana.Jackson@fcc.gov

For your reference, Sprint has included a copy of the FCC Public Notice from June 16, 2005 requiring this action.

Should you have any questions concerning this report, please contact me at aparna.lele@mail.sprint.com.

Sincerely,

Aparna Lele

Aparna Lele
Sprint Account Manager
Oregon Telecommunications Relay Service

Attachments:

1) Log Sheet
2) Tally Sheet
3) 3.5 inch diskette
4) Copy of FCC Public Notice

PUBLIC NOTICE

Federal Communications Commission
445 12th St. S.W.
Washington, D.C. 20554

News media Information 202/ 418-0500
Fax-On-Demand 202/418-2830
TTY 202/418-2555
Internet: http://www.fcc.gov
ftp.fcc.gov

DA 05-1681
Released: June 16, 2005

CONSUMER & GOVERNMENTAL AFFAIRS BUREAU REMINDS STATES AND TELECOMMUNICATIONS RELAY SERVICES (TRS) PROVIDERS THAT THE ANNUAL SUMMARY OF CONSUMER COMPLAINTS CONCERNING TRS IS DUE FRIDAY, JULY 1, 2005

The Federal Communications Commission's Consumer & Governmental Affairs Bureau reminds states and telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2005, on or before July 1, 2005.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.[1] State TRS programs should report all complaints made to the state agency, as well as those made to the state's TRS provider. TRS providers that provide interstate TRS, interstate STS, interstate Spanish relay, interstate captioned telephone relay, VRS, or IP Relay are also required to submit complaint log summaries. These summaries are intended to provide an early warning system to the Commission of possible service quality problems. Additionally, this information allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints and to spot national trends that may lend themselves to coordinated solutions. This information further enables states to learn how other states are resolving complaints.[2]

Complaint log summaries should include information pertaining to complaints received between June 1, 2004, and May 31, 2005. Complaint log summaries shall include, at a minimum, the number of complaints received that allege a violation of the federal TRS mandatory minimum

[1] *See Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order and Further Notice of Proposed Rulemaking, FCC 00-56, 15 FCC Rcd 5140, at 5144-5145, para. 9 (March 6, 2000) (*Improved TRS Order);* 47 C.F.R. §64.604(c)(1) (TRS "mandatory minimum standards" requiring filing of consumer complaint logs).

[2] *Improved TRS Order*, 15 FCC Rcd 5140, at 5190-5191, para. 122.

standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.[3]

We note that according to the data presented in the state complaint log summary submissions for 2004, approximately sixteen hundred complaints were reported that alleged a violation of one or more of the Commission's mandatory minimum standards for TRS. Over seventy-seven percent of all complaints alleged violations of the operational mandatory minimum standards and stemmed from the interaction between the calling party and the communications assistant (CA). We therefore remind TRS providers and state administrators that their CAs must, among other things, be knowledgeable of TRS procedures, follow customer's instructions, and continue to keep callers informed about the progress of their call.

All filings must reference CG Docket 03-123. States and interstate TRS providers who choose to submit by paper must submit an original and four copies of each filing on or before Friday, July 1, 2005. To expedite the processing of complaint log summaries, states and interstate TRS providers are encouraged to submit an additional copy to Attn: Dana Jackson, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, SW, Room CY-C417, Washington, DC 20554 or by email at Dana.Jackson@fcc.gov. States and interstate TRS providers should also submit electronic disk copies of their complaint log summaries on a standard 3.5 inch diskette formatted in an IBM compatible format using Word 97 or compatible software. The diskette should be submitted in "read-only" mode and must be clearly labeled with the State or interstate TRS provider name, the filing date and captioned "Complaint Log Summary."

Filings can be sent by hand or messenger delivery, by electronic media, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor, Natek, Inc., will receive hand-delivered or messenger-delivered paper filings or electronic media for the Commission's Secretary at 236 Massachusetts Avenue, NE, Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial and electronic media sent by overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, Marlene H. Dortch, Office of the Secretary, Federal Communications Commission, 445 12th Street, SW, Room TW-B204, Washington, DC 20554.

The full text of this document and copies of any subsequently filed documents in this matter will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW, Room CY-A257, Washington, DC 20554. This document and copies of subsequently filed documents in this matters may also be purchased from the Commission's duplicating contract, BCPI, Inc., Portals II, 445 12th Street, SW, Room CY-B402, Washington, DC 20554. Customers may contact BCPI, Inc. at their web site www.bcpiweb.com or call 1-800-378-3160.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* can also be downloaded in Word or Portable Document Format (PDF) at:

[3] *See* 47 C.F.R. § 64.604 (c)(1).

http://www.fcc.gov/cgb/dro.

For further information regarding this *Public Notice*, contact Dana Jackson, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-1475 (voice), (202) 418-0597(TTY), or e-mail Dana.Jackson@fcc.gov.

- FCC -

Oregon
Theodore R. Kulongoski, Governor

Public Utility Commission
550 Capitol Street NE, Suite 215
Mailing Address: PO Box 2148
Salem, OR 97308-2148
Consumer Services
1-800-522-2404
Local: 503-378-6600
Administrative Services
503-373-7394

June 26, 2006

MARLENE H DORTCH
OFFICE OF THE SECRETARY
FEDERAL COMMUNICATIONS COMMISSION
445 12TH STREET SW ROOM TWB204
WASHINGTON DC 20554

RE: In the matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket 03-123

Enclosed is the State of Oregon's response to the Federal Communications Commission (FCC) requirement to submit an annual log referencing consumer complaints about relay services for June 1, 2005 to May 31, 2006.

The following materials are submitted:

- Cover letter from Sprint
- A copy of the FCC notice regarding the Annual Summary of Consumer Complaints
- A descriptive log of the Traditional TRS Complaints and CapTel Complaints including tracking number, date of complaint, category of complaint, nature of complaint, date of resolution and explanation of resolution.
- A 3.5 diskette with an electronic file of the enclosed documents

A copy of these materials will also be sent to Pam Gregory, FCC, Consumer and Governmental Affairs Bureau.

Please note that the FCC TRS Complaint Contact page for Oregon is current and does not need to be modified. If you have any questions, please contact me at vicki.mclean@state.or.us or call me at 503-378-6661. You may also send faxes to me at 503-373-7950.

Sincerely,

Victoria L. McLean
Central Services Division Administrator

Cc: Pam Gregory, FCC Consumer and Governmental Affairs Bureau
Lee Beyer, Chair, Public Utility Commission
Ray Baum, Commissioner, Public Utility Commission
John Savage, Commissioner, Public Utility Commission
Rick Willis, PUC Executive Director
Damara Paris, Sprint OTRS Account Manager

Sprint
together with NEXTEL
Sprint Nextel
700 SW Taylor STE 300
Portland, OR 97205
(503) 937-2381 Phone
(913) 628-9873 Fax
Damara G. Paris
Account Manager
Email: damara.g.paris@sprint.com

June 12, 2006

Vicki McLean, CSD Administrator
Oregon Public Utility Commission
P.O. Box 2148
Salem, OR 97308-2148

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. McLean:

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

- A summary of the total number of complaints received between June 1, 2005 and May 31, 2006.

- Annual Complaint Log, which includes complaints received between June 1, 2005 and May 31, 2006, 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 will need to clearly reference **CG Docket 03-123** in your cover letter to the FCC.

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 FCC 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 interstate 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 disk copy of the complaint log on a standard 3.5 inch diskette (formatted in an IBM compatible format using Word 97 or compatible software) on or before Monday, July 3, 2006. 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 3rd, to the Consumer & Governmental Affairs Bureau of the FCC to:

Pam Gregory, Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th St., SW, Rm 3-C417
Washington, DC 20554
or by email: pam.gregory@fcc.gov

For your reference, Sprint has included a copy of the FCC Public Notice from May 31, 2006 requiring this action.

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

Sincerely,

Damara Paris

Damara Paris,
Account Manager
Oregon Telecommunications Relay Service

Attachments:
1) Summary Sheet
2) Log Sheets
3) 3.5 inch diskette
4) Copy of FCC Public Notice

PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

News Media Information 202 / 418-0500
Internet: http://www.fcc.gov
TTY: 1-888-835-5322

DA 06-1175
Released: May 31, 2006

CONSUMER & GOVERNMENTAL AFFAIRS BUREAU REMINDS STATES AND TELECOMMUNICATIONS RELAY SERVICES (TRS) PROVIDERS THAT THE ANNUAL SUMMARY OF CONSUMER COMPLAINTS CONCERNING TRS IS DUE MONDAY JULY 3, 2006

CG DOCKET NO. 03-123

The Federal Communications Commission's Consumer & Governmental Affairs Bureau reminds states and interstate telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2006, on or before July 3, 2006.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.[1] State TRS programs should report all complaints made to the state agency, as well as those made to the state's TRS provider. TRS providers that provide interstate traditional TRS, interstate Speech-to-Speech (STS), interstate Spanish relay, interstate captioned telephone relay, Video Relay Service (VRS), or IP Relay are also required to submit complaint log summaries. These summaries are intended to provide an early warning system to the Commission of possible service quality problems. Additionally, this information allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints and to spot national trends that may lend themselves to coordinated solutions. This information further enables states to learn how other states are resolving complaints.[2]

Complaint log summaries should include information pertaining to complaints received between June 1, 2005, and May 31, 2006. Complaint log summaries shall include, at a minimum, the total number of interstate relay calls by type of TRS (*i.e.*, traditional TRS, STS, captioned telephone, IP Relay, VRS), the number of complaints received that allege a violation of the federal TRS mandatory minimum standards,

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[1] *See Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, FCC 00-56, Report and Order and Further Notice of Proposed Rulemaking, 15 FCC Rcd 5140, at 5144-5145, para. 9 (March 6, 2000) (*Improved TRS Order*); 47 C.F.R. §64.604(c)(1) (TRS "mandatory minimum standards" requiring filing of consumer complaint logs).

[2] *Improved TRS Order*, 15 FCC Rcd at 5190-5191, para. 122.

the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.[3]

All filings must reference CG Docket No. 03-123. States and interstate TRS providers who choose to submit by paper must submit an original and four copies of each filing on or before Monday, July 3, 2006. To expedite the processing of complaint log summaries, states and interstate TRS providers are encouraged to submit an additional copy to Attn: Pam Gregory, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, SW, Room 3-C417, Washington, D.C. 20554 or by email at Pam.Gregory@fcc.gov. States and interstate TRS providers should also submit electronic disk copies of their complaint log summaries on a standard 3.5 inch diskette formatted in an IBM compatible format using Word 97 or compatible software. The diskette should be submitted in "read-only" mode and must be clearly labeled with the State or interstate TRS provider name, the filing date and captioned "Your State_Complaint Log Summary."

Filings can be sent by hand or messenger delivery, by electronic media, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor will receive hand-delivered or messenger-delivered paper filings or electronic media for the Commission's Secretary at 236 Massachusetts Avenue, NE, Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial and electronic media sent by overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, Marlene H. Dortch, Office of the Secretary, Federal Communications Commission, 445 12th Street, SW, Room TW-B204, Washington, D.C. 20554.

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For further information regarding this *Public Notice*, contact Pam Gregory, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-2498 (voice), (202) 418-1169 (TTY), or e-mail Pam.Gregory@fcc.gov.

- FCC -

[3] *See* 47 C.F.R. § 64.604(c)(1).

Oregon Telecommunications Relay Service – June 1, 2005 through May 31st, 2006

1. Total Number of TRS complaints: **61**

OTRS Complaint Tracking (6/1/05 to 5/31/06)

Traditional Relay Calls (TTY, Voice, VCO, HCO, CapTel) Number of Complaints: 61

of pl	Nature of Complaint	Date of Resolution	Explanation of Resolution
7/05	Caller said agent kept redialing the number dialed. Customer did not request a redial. The call took place approximately between 11:00 and 11:30 AM on 6/6/05. Customer Service Response: Apologized for the agent error and let the caller know the complaint would be filed. Caller is requesting a call back from supervisor on this issue.	06/07/05	Met with agent, but the agent did not remember this call. Coached agent on always following a customers instructions, and not take control of any calls. Contacted customer regarding resolution.
9/05	Agent dialed the number and then hung up on the TTY user. TTY user requested a follow up on the resolution.	06/16/05	Met with agent and appropriate action was taken. Made attempt to follow up with customer via phone, however person aswering stated I had the wrong phone number. I dialed XXX-XXX-XXXX. 6/16/05. Contact closed due to inability to reach customer.
7/05	Dual Tone Multi Frequency (DTMF) issues.	06/17/05	Tech Support addressed DTMF tone pass through difficulties and made adjustments.
0/05	Customer complainted that the relay agent left the call after customer typed "Please Hold," then typed the number. Customer Service apologized for the inconvenience. Follow up requested.	06/30/05	Met with agent. Agent did not remember the call. Coached agent that if a customer request for the agent to hold for a period of time, agent must meet their request. If agent feels that caller may have disconnected, they must get supervisor assistance to determine if caller is still there or not. Customer service attempted to reach the consumer three times and was unable to connect with them to follow up on the call.
9/05	Customer stated that the number was given to the agent to dial along with a few requests on how to process the call. The agent never dialed out and there was no further response at all. RCS response: Thanked the customer for letting Customer Service know and assured them that a complaint would be sent in so that the problem could be investigated further. Let the customer know that there was an on-going problem of the lines disconnecting at times and that the technicians were working on a solution. No call back requested.	07/14/05	Followed up on 7/13; Coached CA on not hanging up on customers and the importance of helping every customer to their fullest potential.
/05	Customer reports HCO branding dropped (OR Acct Mgr contacted Sprint Relay Customer Service regarding this issue. Customer Service Rep confirmed HCO branding was in the system as well as the HCO Database). Customer did not request additional contact.	12/20/05	Customer appreciated getting the follow up call that her request has been set up in the system regarding HCO branding.

of	Nature of Complaint	Date of Resolution	Explanation of Resolution
/05	Customer called complaining the agent hung up on them. Apologized to the customer, assuring them that the complaint will be forwarded to the agent's supervisor.	07/19/05	Met with agent. She remembered the call, stating that the call came into her console more than once and every time it disconnected on its own. Coached agent on the severity of disconnecting calls on customers.
/05	An OR TTY customer called to say that the first number that the agent dial for them, they did not type the ans machine message as requested by customer, and instead hung up the call. When the second nbr was dialed, the agent typed the answering machine message and did not hang up as requested. RCS: Apologized for the handling of the call. No contact requested.	07/26/05	Oprs must treat each number as a new call. The customer needs to specify instructions for each number given. Operator followed procedures correctly.
05	OR TTY user called in to say that the customer was making a LD (long distance) call, and after relay dialed out, customer asked agent to verify that their call would be billed by Qwest. Customer stated that the agent replied with "One moment, dialing again" and did not explain why the call was being redialed. When customer asked why the number was being redialed, agent responded that they were making sure it was a Qwest LD carrier. Customer stated that she was "mad" that the agent was not keeping her informed while processing the call. Customer Service apologized. Customer would like a return call.	08/19/05	Supervisor met with agent and agent stated that did not inform the customer because they were afraid of breaking transparency. Supervisor coached on the importance of keeping the customer informed at all times and informed agent that as long as the agent was in operator mode they can verify information with the TTY user if needed. Agent understood. Customer follow up via phone 8/16/05 9:00 am - unable to reach left message on answering machine. Customer follow up via phone 8/18/05 10:30 am - unable to reach left 2nd message on answering machine. Customer follow up via phone 8/19/05 9:45 am - unable to reach left 3rd message on answering machine. Contact closed due to inability to reach customer.
05	Voice user unable to connect to CapTel Service Number	08/11/05	Conducted test call to CapTel customer to ensure the ability to reach them through service; attempted to contact 3rd party caller who complained to provide further assistance* but they did not return the phone calls.
05	An OR TTY customer called to say that the agent did not wait for him to type the message that he wanted to leave on the answering machine. Instead, the agent just started dialing the nbr. RCS: Apologized for the handling of the call. Contact requested.	08/17/05	Met with CA on 8/11, and discussed procedures when dialing out; suggested that she wait just a bit before dialing after the "ga" is given in case further instructions are typed. Called customer 8/11 @ 1330 left msg on ans mach; called again 8/12 @ 1413 - ans mach; called again 8/16 @ 1500 ans mach. Contact closed due to inability to reach the customer.
05	TTY user sent a full 10 digit number. The CA could not read the number given and asked the user to repeat the number. The CA disconnected the call. I apologized for the bad experience and the inconvenience it caused. Ensured the caller the complaint was documented and the CA would be coached.	08/22/05	Reviewed proper procedures with agent. Coached agent on repercussions of disconnecting calls. Agent did not remember the call.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
08/27/05	OR TTY customer states that her dog groomer called to tell her that her dog was ready to be picked up but what the CA typed was that her dog was dead. Customer was very upset that her dog died, but it turned out that his grooming was done and he was ready to be picked up. When customer asked to speak to the supervisor, the CA disconnected the caller. Customer does not appreciate this "careless listening skill." Customer did say she has been using relay alot in the past few days and all CAs performed wonderfully, and it had been a long time since she encountered this kind of "terrible relaying of messages." Customer service apologized to the customer. Customer does not want a follow up.	08/30/05	Trainer met with agent who was very apologetic. Coached the agent on the importance of typing exactly what the outbound customer is saying. Agent should ask caller to repeat to avoid this type of problem.
08/30/05	Customer stated she typed the number she was dialing to the agent twice, and the agent asked "number u r calling to please". After typing the number to dial twice, the agent disconnected the caller. Supervisor apologized to the customer and informed them this will be forwarded to the appropriate supervisor. Caller wants a call back after 1pm.	08/30/05	CA coached on proper procedure. CA did not receive number to dial. Coached on proper procedure for disconnecting calls when no response received. Account Manager apologized to customer again.
09/07/05	OR TTY user complained that Customer ID was not working on any of her incoming calls through Oregon Relay. Customer stated this was not a problem when she use Colorado Relay. Apologized for the problem, and offered OR toll free # to use instead of 711, explaining 711 dialing is made available through local telephone companies. Entered Trouble Ticket 400881. No contact requested	09/07/05	Tech conducted test calls and checked the OR configuration file and the system is set to pass Caller ID. Tests revealed that the Caller ID trouble was not due to the relay system. Unable to reproduce issue.
09/10/05	An OR TTY user called to complain that the agent did not wait for him to finish typing his instructions and dialed before they were given the 'go ahead" by the caller Apologized for the problem. Customer did not want follow-up.	09/10/05	Supervisor met with agent and coached them on the importance of waiting for the GA before dialing out. Agent understands. No follow up requested.
09/10/05	A TTY customer called to complain that the agent did not follow instructions and outdialed before the "go ahead" was given. Aologized for the problem Customer did not request follow-up.	09/10/05	Supervisor met with agent and coached on the importance of waiting for the GA before dialing out. Agent understands. No follow up requested.
09/10/05	An OR TTY user called to complain that agent did not wait for the "go ahead" and started outdialing before they were finished. Aologized for the problem. Customer did not request follow-up.	09/10/05	Supervisor met with agent and coached on the importance of waiting for the GA before dialing out. No follow up requested.
09/10/05	An OR TTY user called to complain that agent did not wait for them to finish typing and outdialed before he gave the "go ahead". Apologized for the problem Customer did not request follow-up	09/10/05	Supervisor met with agent and coached on the importance of waiting for the GA before dialing out. Agent understands. No follow up requested.