

GENERAL EXCHANGE TARIFF

Cause No. PUD 200500042
Order No. 508813
Tracking No. OK-07-1568

3rd Revised Sheet 1
Replacing 2nd Revised Sheet 1

TELECOMMUNICATIONS RELAY SERVICE FEES LIST

Monthly fee per exchange access line or arrangement

Telecommunications Relay Service Fee\$0.04 (CR)

Issued: February 28, 2007

Effective: March 1, 2007

By: DONALD E. CAIN, President - Oklahoma
Southwestern Bell Telephone L.P., d/b/a AT&T Oklahoma
Oklahoma City, Oklahoma

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COMMISSION OF
PUBLIC UTILITIES

Appendix U: Copies of Complaint Logs from 2002-2007

Oklahoma TRS Complaint Log

June 2002 to May 2003

7/10/02

8/20/02

9/10/02

10/10/02

June 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3080G	06/12/02	33	VCO being charged by Sprint for calls via OK Relay. Customer requested AT&T on customer Database 2/19/02 but continues to be charged each month by Sprint. Apologized for the problem advised caller to send or fax telephone bills with Sprint charges and that Relay Customer service would credit those calls and contact when credits were sent to local telephone co.	06/12/02	Upon receipt of billing statements listing Sprint charges credit will be issued to LEC and customer will be contacted to verify credit.

July 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6020X	07/22/02	21	Customer called supervisor over to complain that agent would not give him a number that was provided to him in a conversation on a call that had just ended.	07/22/02	Agent was not at fault. Agent was following company policy. Supervisor explained this several times to the customer that we would not provide the info requested now that the call was over. Customer was frustrated with supervisor explanation and hung up.
6016X	07/19/02	21	Customer suggested we do a refresher on cell phones for agents. He has been having trouble getting his cell phone calls through relay.	07/19/02	Supervisor apologized for the poor service and said we would pass suggestion along.
6022X	07/23/02	29	Tulsa 911 operator called in to complain that relay has the wrong emergency number programmed onto the emergency database. 911 operator has complained to several Relay supervisor about this problem. Just 2 weeks ago 911 operator complained to acct manager of OK. Since then nothing has been done. Tulsa 911 is still getting emergency calls on their back up phones which are frequently not staffed. Supervisor said he would report problem to CM and tech in order to get problem corrected. No call back needed. Tech submitted request for E911 change.	07/22/02	Emailed this morning and then spoke with customer at 2:30p. After walking through the issue it seemed to be resolved. Customer to call back if problem persists.
6935	07/09/02	2	Customer was upset felt agent didn't follow the instructions in the customer notes. Agent said did answer per instructions and OB was upset we (relay) didn't say it was a relay call. Customer felt agent didn't follow instructions agent did. Apologized to customer updated customer notes to say typing and per customer instructions to IB type.	07/09/02	Not agent error. Agent followed instructions per customer notes.
3178G	07/17/02	1	Customer advised the operator that she would be dialing a regional 800 call. The relay operator didn't seem to know what regional 800 call was. The operator put the customer on hold for a lengthy time while speaking with a supervisor. The customer reports that she began her call at 10:07a and was not finished until 11:25a for this one call. I apologized for any inconvenience the customer experienced. I told her I would document her complaint and fwd it to the call center where the agent was located for follow up with a supervisor. No follow up needed.	07/18/02	ACU assisted Ca with the call. CA advised to study reg 800 along with other call processes so to be familiar with all of them.

August 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12663	08/03/02	21	Customer said she called her mom this morning an when her mom picked up the phone the operator didn't say anything. She said she had the operator redial the number and her mom said hello 4x the operator still didn't say anything her mom thought someone was playing on the phone and hung up. Apologized to the customer for the inconvenience and informed her that the agent would be addressed.	08/03/02	Met with agent. Agent was experiencing difficulties with her headset which prevented the voice person from hearing her. Coached agent on the importance of keeping the customer informed of technical problems.
3292G	08/18/02	25	Customer called in stating that on a couple of incoming calls today she is suddenly left talking to no one his calls are dropping in the middle of the conversation. Thanked the customer for calling in and let her know that i would put in a trouble ticket. TROUBLE TICKET 352981. Also let her know to contact her equipment manufacture to make sure it is not something with her equipment. Customer does want contact.	08/19/02	TROUBLE TICKET Results - With no times, technician can't be certain but very probably due to T-1 bounces experienced that same day. Beyond tech's scope. 8-27-02 Called customer through VCO and explained the T-1 bounce as a likely cause.
12664	08/19/02	5	Customer comments: "I called a few minutes ago and I gave operator 9531M a phone number to dial. The number was dialed and was waiting for the operator to respond however the operator hung up on me." Apologized to the customer for the inconvenience and informed him that his complaint would be documented. Customer does not request follow up.	08/19/02	Met with agent. Coached on the importance of not disconnecting calls. Also advised agent of the consequences of doing so.

September 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution

October 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3033H	10/28/02	24	Customer states that when he makes calls through cell phone using OK relay svc that he gets a recorded message that says "you have accessed Sprint network our records indicate that you have not established an account with us. Please cal customer svc." Rep tried calling to try this call and got agent and first two times the phone rang once and disconnected and then on the third try the message that the customer suggested did come on. Agent was unable to place the call/ Customer does request a call back k when the problem is fixed. TT#000493657	12/30/02	trouble ticket results - With this call being a cell phone call the info digits on the call should have identified this. The agents are instructed how to handle cell phone calls. Called the customer back at the # provided to follow up but got a recording that the number is no longer in service.

November 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3059H	11/04/02	4	Cust placed a call to her husband and both parties had indicated they were ready to hang up and said by. The relay opr said that the tty user had hung up so the cust laid her cellular phone down for a few mins not realizing she hadn't completely disconnected the call she picked up the cell phone again and placed another call. Later her husband showed her a tty print out of the relay opr typing the sec non relay call to him. The cust is upset that the relay opr indicated that the person hung up when he hadn't and that she relayed the 2nd call to him. When customer was told that her husband had hung up she indicated to the relay opr that she was hanging up and thanked the opr so expected that the opr would disconnect too. The customer didn't realize that she had not successfully disconnected the relay call when she made the second call. I apologized and told the customer I wld document her complaint and fwd it to the call center where the agent is located fr follow up with a supv.	11/06/03	met with agent. Coached agent on proper procedures to follow when ending a call. Also coached agent on the importance of keeping the customer informed.
4984	11/04/02	24	Customer is concerned that he often reaches ok speech to speech after dialing 711 instead of a regular operator. I apologized to the customer and said we would research the problem. The customer wants someone to contact him regarding the result. I confirmed with Sprint Techs if this could be a Sprint related issue before filing a trouble ticket. Sprint Tech said it was possible. I then left message on customer answering mach that Sprint is researching the problem. TROUBLE TICKET 513743	12/30/02	TROUBLE TICKET results - Ticket number not found in the system as of 12-30-02. Invalid ticket number. Attempted to contact customer on 12-30-02 no answer. Left message on answering mach to call back if still having problems. Attempted to contact customer again 1-3-02 no answer, left another message to follow up.
2264	11/24/02	4	Claims agent is leaving death threats on answering mach. Says if agent was relaying real messages would say who the message was from. They want return call ASAP from Acct Mgr. Apologized to the customer they want acct mgr to contact them. Feel the agent is harassing them and threatened to sue company. Said agent was relaying message as given. Customers disagrees feels it being threatened.	11/25/02	Talked to agent and agent doesn't remember leaving any dirty messages to TTY from voice. Agent also said he would not call any TTY person away from work area to leave dirty messages. Coached agent on relaying everything verbatim not to add or take away from msg. Number customer gave for follow-up has been disconnected.
2264	11/24/02	18			
2264	11/24/02	21			

December 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3865	12/13/02	21	The agent would not repeat how to spell the email address when I asked her. Instead she typed it to the TTY user. Explained to the caller that the operator has to type everything that is heard. Apologized to the customer and thanked her for taking the time to let us know.	12/18/02	Based on the information provided, proper procedures were followed.

January 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6325X	01/05/03	17	Child called in to complain that someone called her the "F-word." "I want them fired. Do it!!!" Supervisor explained that he would follow up with agent. Customer hung up.	01/25/03	Unable to follow up as no agent number was provided.
6356X	01/29/03	17	Voice person said agent was rude because he wouldn't have conversation with the voice person. I explained that the agent was maintaining transparency and caller control.	01/29/03	Not an agent error.

February 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3391H	02/03/03	8	Customer at a bookstore received incoming call and was not able to understand the CA announcement at the beginning of the call. Either due to accent or announcement of words the customer didn't understand what he was saying. The first customer that answered the call handed the phone off to another person at the store because he did not know what was being said. That second person was able to get the CA number but the customer hung up before he could get clarification of the call. I thanked the customer for taking time to let us know and apologized for the inconvenience. I told him the report would be sent to call center supervisor.	02/11/03	Met with agent however she did not remember his particular call. Advised the agent that when announcing the svc to make an extra effort to slow down and enunciate each word. Agent was very receptive to feedback and was observed making an effort.
3905	02/18/03	4	Agent did not notify the person I was calling that it was relay svc. This informed person after waiting a few seconds hung up on me and the operator did not tell me. I checked with the person I wanted to call and she said she did not understand what was going on and apologized to me. I apologized to the customer and informed her that unfortunately sometimes when we announce relay the OB person just hangs up not giving the agent a chance to explain the service. I do not know this is what happened in this case but at any rate the agent should have informed the customer they had hung up so they could decide how they wanted it handled. I told the customer that a copy of this complaint would be given to the agent's supervisor and this issue would be discussed with the agent. I thanked her for letting us know.	02/19/03	Did not recall call. CA was coached on proper procedures.

March 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6437X	03/29/03	4	Customer was upset gave agent instructions (person req and they are hard of hearing you will need to speak up). OB was unable to hear relay agent and hung up. IB asked what relay said agent sent ALT 2. Apologized to customer said I would speak to the agent about this.	03/29/03	Informed agent to make sure to turn microphone up. Also it is ok to respond and answer the IB question just by saying relay announced customer unable to hear me.
6402X	03/01/03	4	TTY was disconnected from person he called TTY then asked why they were disconnected. Relay agent would not explain. Apologized to customer said agent would be coached.	03/08/03	Met with agent regarding this complaint, however she had no recollection of this particular call. Agent was coached on the importance of keeping customers informed at all time and the seriousness of disconnecting a call.

April 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
14000	04/25/03	1	Customer stated agent is slow in dialing and didn't give recording. Customer had to ask for it. Customer felt it took too long to dial the number. Apologized to the customer and advised the incident would be documented and fwd to the appropriate dept. No follow requested.	04/25/03	Team mgr met with agent after taking the complaint; agent did not follow proper proceduras. She coached the agent on always following call procedures unless the customer states otherwise. Agent was also advised that long dial out time would not be accepted and that anytime procedures where not followed appropriate action would be taken. also reviewed the correct procedures for recordings with the agent.
14000	04/25/03	4			
14000	04/25/03	17			
14000	04/25/03	21			

May 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution

Oklahoma TRS Complaint Long

June 2003 – May 2004



Relay Oklahoma
June 2003 - May 2004

#	SERVICE COMPLAINTS	Month												TOTAL			
		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May				
#00	Answer Wait Time																
#01	Call Out Time																
#02	Don't Follow Directions																
#03	Don't Follow Call, Transfer																
#04	Don't Follow Call, Transfer																
#05	Agent Disconnected Call																
#06	Agent Disconnected Call																
#07	Agent Speed/Accuracy																
#08	Agent Speed/Accuracy																
#09	Everything Relayed																
#10	Everything Relayed																
#11	MOO Procedures Not Followed																
#12	MOO Procedures Not Followed																
#13	MOO Procedures Not Followed																
#14	MOO Procedures Not Followed																
#15	MOO Procedures Not Followed																
#16	MOO Procedures Not Followed																
#17	MOO Procedures Not Followed																
#18	MOO Procedures Not Followed																
#19	MOO Procedures Not Followed																
#20	MOO Procedures Not Followed																
#21	MOO Procedures Not Followed																
TOTAL		2	2	1	1	0	1	0	0	0	0	0	0	0	0	0	0
TECHNICAL COMPLAINTS																	
#22	Lost Billing																
#23	Charged for Local Call																
#24	Trunk Line Up																
#25	Line Disconnected																
#26	Call Message																
#27	Call Message																
#28	Call Message																
#29	Other Technical Type Complaint																
TOTAL		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OTHER COMPLAINTS																	
#30	Other																
#31	Other																
#32	Other																
#33	Other																
#34	Other																
#35	Other																
TOTAL		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CONTRACT		4	3	2	1	0	1	0	0	0	0	0	0	0	0	0	0

June 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
15179	06/05/03	6	Customer called in and stated the agent was typing too slowly and there was a lot of typing errors.	06/05/03	Coached agent on the importance of correcting all typing errors, pacing customer appropriately and correctly enunciating words. Due to the nature of the complaint appropriate action was taken.
15179	06/05/03	7			
3346-I	06/21/03	3	VCO customer states agent did not follow her instructions. Customer further states this is a critical situation and the agent needs to be reprimanded.	06/21/03	Coached agent to keep customer informed that the person kept hanging up each time he attempted to announce the svc. Also coached the agent on the importance of following customer's instructions at all times.
3346-I	06/21/03	17			

July 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3430-I	07/15/03	3	Customer gave a number to call and got to that person and waited 15 mins and then the agent told them that the person hung up. I requested the agent to re-dial and agent did not.	07/18/03	Coached CA on following customer instructions and keeping them informed.
3430-I	07/15/03	4			
2588	07/15/03	11	Customer wanted to let relay know about CA's that do not switch over to vco.	08/08/03	Training update reminder was issued regarding vco procedures.

August 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3488-I	08/04/03	29	Customer called to report that caller ID was no longer working on his home number.	09/11/03	TT results - The power cord running to the cable post at the corner of the pod was knocked loose. Reezated cord and positions restored to service.
15294	08/20/03	21	Customer placed call to outbound who had not received a relay call before. Agent sent the macro but did not explain the service effectively.	08/03/03	CA demonstrated proper call processing procedures utilizing original Relay explanation as well as redefined Relay explanation.

September 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
15275	09/02/03	16	Voice customer was complaining that there was a lot of noise on the relay side.	08/02/03	Explained that the oprs do not sit too far away from one another and at times she may hear conversations in the background from other oprs who may be relaying.

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
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October 2003

November 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2753	11/26/03	18	Customer was upset because his message was not left.	11/26/03	Coached agent to be sure to leave entire msg on ans mach.

December 2003					
Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6781X	12/03/03	29	Customer complained they kept calling into relay when trying to dial a family number.	12/03/03	Tech checked out nbr - no problem with our technology.
3391J	12/17/03	24	Customer is wanting to call his home phone which should be a local call and it is coming across as LD.	02/10/04	TT results - The customer will need to resolve this issue with their cellular provider.