



**Appendix T:**  
**Copies of Complaint Logs**  
**2002-2007**

# STATE OF COLORADO

## PUBLIC UTILITIES COMMISSION

Ron Binz, Chairman  
Polly Page, Commissioner  
Carl Miller, Commissioner  
Doug Dean, Director

## Department of Regulatory Agencies

D. Rico Munn  
Executive Director



Bill Ritter, Jr.  
Governor

June 20, 2007

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

Pam Gregory  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> Street, SW  
Room 3-C417  
Washington DC 20554

**RE: CG Docket 03-123: Colorado TRS Consumer Complaint Log Summaries for June 1, 2006 through May 31, 2007**

Dear Ms. Dortch and Ms. Gregory,

As you know, State and Telecommunications Relay Services (TRS) providers must submit annual consumer complaint log summaries to the Federal Communications Commission on or before July 1<sup>st</sup>.

Attached, for the State of Colorado, is the annual complaint log summary for June 1, 2006 through May 31, 2007; also attached is a diskette of the same, and four copies, as requested. A fifth copy is provided for Ms. Gregory.

If I can be of further assistance to you, please do not hesitate to contact me via TDD 303 894 2512 or email at [Joe.Benedetto@Dora.State.Co.Us](mailto:Joe.Benedetto@Dora.State.Co.Us).

Kindest regards.

Sincerely,

A handwritten signature in black ink that reads "Joe Benedetto".

Joe Benedetto  
State Relay Administrator  
Colorado Public Utilities Commission

Attachment: Complaint Log Summary, June 1, 2006 – May 31, 2007  
Four Copies, One Diskette

1560 Broadway, Suite 250, Denver, Colorado 80202, 303-894-2000

[www.dora.state.co.us/puc](http://www.dora.state.co.us/puc)  
TTY Users 711 (Relay Colorado)  
Permit and Insurance (Outside Denver) 1-800-888-0170  
Consumer Affairs 303-894-2070

Fax 303-894-2065  
Transportation Fax 303-894-2071  
Consumer Affairs (Outside Denver) 1-800-456-0858

**Complaint Tracking for CO  
(6/1/2006-5/31/2007). Total Customer  
Contacts: 37**

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
4/19/2007	Customer reported that several agents did not switch to VCO in a timely manner, and the customer also experienced constant problems with garbled text.	4/19/2007	Agents attributed computer issues for delays in switching to VCO. Unable to resolve without customer's contact information and more information about the case. Agents were instructed to transfer callers to relay CS if they were still having this type of problem.
4/18/2007	Customer called and received garbled text. Customer asked the agent if there were technical issues and the agent did not respond to the customer's question. The agent repeatedly asked the customer for a number to dial and disconnected the line.	4/18/2007	Agent is no longer employed with CSD.
4/6/2007	VCO customer stated that she was experiencing major problems with garbled text when placing calls with Colorado Relay (handled within Minnesota Relay Center), and this has been happening for the past six months. Customer wants resolution to this problem, and added that when she answers the phone, she would press the "GA" key once or twice. But when a call is coming in through the Minnesota Relay Center, whenever she presses the "GA" key, the VCO system shuts down. Customer was very frustrated and wanted the problems to be resolved.	4/6/2007	Apologized to the customer and a Trouble Ticket was issued. Told the customer that the account manager from the Minnesota Relay Center would follow-up by phone or email, and gave the customer our VCO number so that she would not have to use the "GA" key in the future. Explained about the new CapTel phone service, as it might benefit the customer.
3/28/2007	VCO user gave the agent a local number to dial, and the agent dialed a different number which was a long-distance number. The VCO user gave the agent another number to dial, and reached an answering machine. The agent did not type the answering machine message in full, and instead typed "Ans mach playing (beep) GA."	3/28/2007	Apologized to the customer and referred the case to the supervisor for follow-up with the agent. The customer did not request a callback. The supervisor met with the agent, and coached the agent on the importance of typing answering machine messages in full unless instructed not to by the customer. The agent understood, and the customer did not request a follow-up.
3/20/2007	Customer gave the agent a number to dial and the agent did not respond. The customer tried three times to give the number to the agent.	3/20/2007	Thanked the customer for letting us know and forwarded the customer's contact information to the agent's relay center for immediate follow-up. The customer did not request a follow-up call. The agent did not remember the incident, but was coached on the importance of responding to customers in a timely manner, and the agent understood.
3/14/2007	Technical (general) problems: Customer shared feedback about problems with getting disconnected during captioned calls.	3/15/2007	Apologized to the customer and thanked the customer for the feedback. Customer was informed that the information would be shared with appropriate captioning service staff for follow-up.
2/15/2007	Caller gave CA a number to dial out, and the CA never responded. The caller tried several times to get the CA's attention without success. The CA ended up hanging up on the caller. The caller was very upset with the relay service.	2/15/2007	The case was forwarded to the CA's Team Leader for follow-up on proper dialing-out procedures and disconnecting customers. The Team Leader met with the agent and coached the agent on proper/improper disconnection procedures.

2/12/2007	Connection issue: the connection got disconnected and reconnected during calls.	2/12/2007	Apologized to the customer, and sent customer information explaining the difference between a CapTel phone and a traditional phone, and explained to the customer why problems with connection might be occurring. Sent a letter with tips on reducing problems with connection.
1/30/2007	Connection issue: the connection got disconnected and reconnected during calls.	1/30/2007	Apologized to the customer, and sent customer information explaining the difference between a CapTel phone and a traditional phone, and explained to the customer why problems with connection might be occurring. Sent email with tips on reducing problems with connection.
1/22/2007	HCO customer called relay at approximately 3:12 p.m. and wanted to make a HCO call. The agent did not respond until after one and half minutes, and the customer felt that the agent was rude, incompetent, and needed a review of basic HCO call procedures. The customer also thought that the agent discouraged the customer from making a HCO call, and the customer planned to contact the local phone company about this issue.	3/2/2007	Apologized to the customer for the inconvenience, and an attempt was made to offer Branded HCO to the customer. Unfortunately, the customer hung up before the offer could be made. No follow-up needed. The agent remembered the case and it was her second day on the floor. The agent became a little flustered when a HCO call came in, and after speaking with the supervisor, the agent is now able to demonstrate proper knowledge of HCO call procedure. The agent was also reminded to request assistance if there were any question about call processing procedures.
1/12/2007	Service: General	1/12/2007	A technical problem with the inbound call was reported at 8:15 a.m. CST on 1/12/07, and it resulted in increased queue waiting time. The problem was completely resolved at 10:28 a.m. CST by CapTel Technical Support.
1/12/2007	Connection issue: Call got disconnected and reconnected during calls.	1/12/2007	Apologized to the customer and explained the difference between a CapTel phone and a traditional phone. Explained to the customer why problems with connection might be occurring.
1/9/2007	The customer stated that four operators hung up on her and requested a follow-up call.	1/9/2007	Apologized to the customer and forwarded the case to the center in which the agent works for follow-up. The agent was coached by the Team Leader on disconnecting calls, and the agent stated that she did not disconnect the call. The call came in and immediately disconnected by itself.
1/7/2007	A 83-year old customer reported that operators were hanging up on her daughter whenever her daughter tried to dial relay, and it seemed to occur frequently at night. The customer was only able to provide the agent with her name and telephone number and stated that she was not feeling well.	1/7/2007	The customer was told a follow-up call regarding her complaint would be placed to her residence. Unable to resolve the customer's complaint without an agent ID number. The customer will be contacted and asked to provide this informaton. Spoke with the customer, who will request her daughter to call RCS with details of her problems in reaching the relay.
12/27/2006	CO voice customer stated someone called through Colorado Relay Service and attempted to access her bank account.	12/27/2006	Apologized to the customer and explained their services. Customer was referred to the local police department and FCC, and the customer did not request a follow-up. AM reviewed the complaint.
12/13/2006	VCO customer left a message on an answering machine, and there was a long pause lasting about 15 seconds and then the operator said "Ans mach hung up." Customer asked if her message had been left, and the operator said "your message has been left." Customer wanted to call back to leave another message, but heard no response from the operator. There was a long pause lasting about 20-30 seconds and then the operator hung up on her.	12/13/2006	Supervisor assured the customer that the complaint will be sent to appropriate people and would speak to the operator about the incident. Supervisor coached the operator about the importance of following VCO user's instructions. The operator was also coached about making sure that the VCO bridge stayed open when processing this type of call. The agent understood. The customer did not request a follow-up.

12/8/2006	Customer called into relay and got no response from the operator, even after giving the operator the number to dial. Customer waited and waited and received no response.	12/8/2006	Supervisor apologized and assured the customer that the complaint would be forwarded to the appropriate supervisor. No follow-up was requested. Spoke to operator about the incident, but there was not enough information as to when the incident actually occurred, because the operator does not work on Fridays. The operator did work overnight on Thursday, and did demonstrate proper procedure in keeping the caller informed of the progress of call (example of a voice call: "Thank you, I'll be off the line...").
12/6/2006	Customer reported that she could not make long-distance calls, and has chosen Qwest.	1/2/2007	Apologized and assured the customer that the complaint would be handled. A Trouble Ticket was issued. Customer requested callback. AM reviewed the complaint, and tech's test calls went through without any problems. Tech placed a call to his office and to 360-357-6647 using Qwest as the COC in both cases, and both calls were completed. Tech attempted to contact the customer, and there was no answer after 10 rings. AM also attempted to contact the customer several times without any success.
12/6/2006	Customer reported that she could not make long-distance calls, and had chosen Qwest.	1/2/2007	Apologized and assured the customer that the complaint would be handled. A Trouble Ticket was issued. Customer requested callback. AM reviewed the complaint, and tech's test calls went through without any problems. Tech placed a call to his office and to 360-357-6647 using Qwest as the COC in both cases, and both calls were completed. Tech attempted to contact the customer, and there was no answer after 10 rings. AM also attempted to contact the customer several times without any success.
12/5/2006	Customer reported problems with placing long-distance relay call when using 711 through work PBX and getting recording which says "This call cannot be completed at this time." Customer placed this call on 11/22, and originally filed regulatory complaint with Colorado PUC. Sprint Executive Offices contacted relay center on 11/29 to report the complaint. Relay Center responded on that day to get additional information and received follow-up contact on 12/4 from Sprint.	12/5/2006	A Trouble Ticket was filed, and customer requested follow-up. Tech called the voice customer, and the problem was simple to fix. The customer's phone number was tied to AT&T, and did not make a COC preference. Whenever a relay call was attempted, they were placed over Sprint. Once AT&T was selected, the problem was resolved. Tech person entered a COC preference for the customer's numbers and completed test calls with the customer. Tech said that the company has numbers tied to Sprint and AT&T, and customers will need to know which carrier their phone number is tied to and make their preferences known to the relay operator. CRM has contacted the customer and Colorado PUC and informed them about the resolution.
11/30/2006	Customer felt that the agent didn't know how to retrieve messages from answering machine, and asked the agent to play messages five times. No response. Customer reported that this is not the first time this has happened, and this call took thirty minutes.	11/30/2006	The complaint was forwarded to the relay center for follow-up. The Team Leader coached the agent on answering machine retrieval procedures.
11/30/2006	Customer had problems with being transferred to customer service. As soon as the transfer key was pressed, a message saying "Transfer not available" appeared.	11/30/2006	Complaint was forwarded to Sprint technician for follow-up. It was determined to be a non-agent error, and the agent position was upgraded and corrected.
11/22/2006	Caller shared feedback regarding accuracy of captions.	11/22/2006	Apologized for the incident and thanked the customer for providing feedback. The customer was advised to document the date, time, and CA number for more specific follow-up.

8/29/2006	VCO customer reported that the operator never informed him that the outbound called had hung up, and the agent also failed to give customer his CA number.	8/29/2006	Complaint was forwarded to the operator's Team Leader for coaching on keeping the customer informed and the importance of always giving customers CA number when requested.
8/26/2006	VCO customer stated that she had to disconnect in a hurry and the outbound caller said the operator seemed frustrated at not being able to give VCO customer his CA number.	8/26/2006	Apologized to the customer and customer requested a follow-up from the supervisor. Spoke to operator and discussed proper calling procedures. The operator understood the importance of using the Alt-V function key in order to communicate with the inbound VCO customer.
8/25/2006	CapTel user keeps hearing echo sounds.	8/25/2006	Shared tips with customer on reducing echo during calls, and discussed the option of using an assistive listening device.
8/25/2006	Customer reported being disconnected by the operator.	8/25/2006	Customer's complaint was forwarded to the operator's Team Leader for coaching on proper disconnect procedures. The Team Leader at the call center spoke with the operator, and coached the operator on proper disconnection procedures.
8/25/2006	Customer reported being disconnected by the operator.	8/25/2006	Team Leader spoke with the operator about proper disconnection procedures. The operator did not remember this call.
7/24/2006	Customer called in branded VCO mode and wanted to use TTY mode instead. Customer felt the operator misunderstood instructions and didn't follow directions. (Notes say "sometimes VCO, sometimes TTY")	7/24/2006	Forwarded complaint to the Team Leader for coaching the operator on following inbound notes and how to process VCO calls if the customer wishes to type instead of using voice.
7/22/2006	VCO customer was unable to place any relay calls after 11:00 a.m. on 7/21.	7/22/2006	Apologized to customer, and customer requested a follow-up. AM tried to call customer back, using telephone number provided, but the recorded message said the phone number cannot be completed as dialed and to check the number. AM made number of attempts and still was unable to reach the customer.
7/21/2006	Customer was on hold for 20 minutes trying to get a Spanish relay operator.	7/21/2006	Customer wanted to file complaint for excessive waiting time. Operator logged into station and requested supervisor immediately. A Customer was emailed about the problem with the waiting time on Spanish gate.
6/30/2006	VCO customer reported that the operator dialed wrong number, and VCO customer tried to interrupt. The operator didn't respond and hung up. The number was long-distance.	6/30/2006	Complaint was forwarded to the operator's supervisor, recommending coaching on watching the signal light to see if VCO customer is speaking.
6/19/2006	Customer stated that her database information and branding is not showing in the system and the agent is unable to see the information.	9/20/2006	Thanked the customer for letting the relay center know, and a Trouble Ticket was issued. Customer requested a callback, verified branding and left a message with customer. Recommended that she use VCO dedicated number, and problem has been fixed. Customer is satisfied.

6/13/2006	Customer got a call from her home insurance on June 9th around 3-4 p.m., and the whole conversation was confusing, because the operator made too many mistakes while typing. Customer requested to switch operators, and operator ignored customer's request. Operator also interrupted customer several times, and customer felt really frustrated.	6/13/2006	Supervisor spoke to agent during and after the call because of the attitude of the TTY caller toward the operator. Current protocol does not allow a supervisor's involvement in a call unless the inbound caller requests or authorizes supervisor assistance/involvement. Customer did not request or authorize supervisor assistance/involvement. Customer (both TTY and voice) did not request a different operator. When an inbound disconnects, the system disconnects the outbound within a set time frame, and operators are unable to transfer an outbound. Supervisor investigated further and learned that the operator was typing everything correctly and that the issue was more of problems with garbled text than typo. The case is closed.
6/12/2006	FL voice customer called in to say that she was receiving fraudulent calls through our service. Customer wanted to know how to track them down.	6/12/2006	Apologized to the customer; no follow up requested. Customer Service educated the customer on relay policies and referred her to the local authorities.
6/10/2006	VCO customer called customer service and complained that operators are using abbreviations when she doesn't want abbreviations. Customer said the supervisor told her operators aren't using abbreviations but customer feels they are. Customer stated customer service was typing abbreviations and gobbledy gook while the customer service screen looked fine. Customer service got her phone number for a callback on TTY to get more information. Customer got angry and hung up. Customer did not state whether she wanted a follow-up.	6/10/2006	A Trouble Ticket was issued, a previous Trouble Ticket was issued on 5/13/06. Account Manager reviewed the case and the Trouble Ticket file. Tried to contact the customer to see if the problem on the customer's end had been resolved. There was no answer, and tried to call customer several times without success. Complaint is closed.
6/1/2006	VCO customer said the operator hung up on her, and no time was given by customer.	6/1/2006	Supervisor thanked the customer for bringing it to their attention and the case would be forwarded to an appropriate supervisor. Although operator didn't recall the case, the operator apologized for the disconnect regardless.

# STATE OF COLORADO

## PUBLIC UTILITIES COMMISSION

Gregory E. Sopkin, Chairman  
Polly Page, Commissioner  
Carl Miller, Commissioner  
Doug Dean, Director

## Department of Regulatory Agencies

Tambor Williams  
Executive Director



Bill Owens  
Governor

June 28, 2006

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

Pam Gregory  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> Street, SW  
Room 3-C417  
Washington, DC 20554

**RE: CG Docket 03-123: Colorado Annual TRS Consumer Complaint Log Summaries for June 1, 2005 through May 31, 2006**

Dear Ms. Dortch and Ms. Gregory:

As you know, State and Telecommunications Relay Services (TRS) providers must submit annual consumer complaint log summaries to the Federal Communications Commission on or before July 1<sup>st</sup>.

Attached, for the Office of the Secretary, is the annual Colorado complaint log summary for June 1, 2005 through May 31, 2006, along with four copies; also attached is a diskette of the same. For the Bureau of Consumer & Governmental Affairs, attached is one copy of the Colorado complaint log summary and a diskette of the same.

If I can be of further assistance to you, please do not hesitate to contact me via TDD 303 894 2512 or email at [Joe.Benedetto@Dora.State.Co.Us](mailto:Joe.Benedetto@Dora.State.Co.Us)

Kindest regards.

Sincerely,

A handwritten signature in black ink that reads "Joe Benedetto".

Joe Benedetto  
State Relay Administrator  
Colorado Public Utilities Commission

Attachment: Ms. Dortch: Colorado Complaint Log Summary for June 1, 2005 - May 31, 2006: One Original, Four Copies, One Diskette

Ms. Gregory: Colorado Complaint Log Summary for June 1, 2005 - May 31, 2006: One Copy, One Diskette

1580 Logan Street, Office Level 2, Denver, Colorado 80203, 303-894-2000

[www.dora.state.co.us/puc](http://www.dora.state.co.us/puc)  
Permit and Insurance (Outside Denver) 1-800-888-0170  
TTY Users 711 (Relay Colorado)  
Consumer Affairs 303-894-2070

Consumer Affairs (Outside Denver) 1-800-456-0858  
Hearing Info 303-894-2025  
Transportation Fax 303-894-2071  
Fax 303-894-2065

Relay Colorado – June 1, 2005 through May 31<sup>st</sup>, 2006

1. Total Number of TRS complaints: 71

**Relay Colorado and CapTel  
Complaint Log:  
June 2005 to May 2006**

Date of Compl	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/02/05	TTY customer states that the agent did not leave the proper number on the pager and that this happens frequently. Apologized. No follow-up requested.	06/02/05	Reviewed proper procedures with agent.
06/03/05: CapTel	Sound Quality - Buzzing	06/03/05	Unit being sent for service.
06/07/05	Customer stated agent was rude and when he asked the agent to place another call she hung up on him. Apologized to the customer and thanked him for the feedback. No follow up requested.	06/07/05	Agent did not work on day mentioned on contact. Informed agent the customer may not have called in to report on the day that occurrence took place. Agent did not remember the call. Reviewed proper procedures with agent.
06/16/05	Inbound tty dialed out to a number and the outbound hung up when the CA began announcing relay. The CA typed the portion of the greeting they were able to get and then typed (missed rest of greeting person hung up) GA The tty then typed "did you identify relay or what? or why did they hang up?" the CA responded (correct, the person hung up CA does not know why) the tty was upset saying the CA was being evasive and not answering his questions. The tty had typed questions to clarify twice and the CA did answer the clarifying questions both times but the inbound tty said he shouldn't have to give the 3rd degree to get an answer.	06/16/05	I told him I could understand how the initial response could have been confusing and apologized for any confusion. I explained that the outbound hung up during the announcement of relay and that the CA did follow procedure with her response but that I apologize if the response was confusing. I then explained her response more clearly and he said I was splitting up his question to justify what the CA did. I typed "your first question was 'did you identify relay or what' her response was 'correct' your second question was 'or why did they hang up' and her response was 'person hung up CA does not know why'. He felt that my splitting his question was trying to justify her doing the wrong thing.
06/16/05	TTY customer reports agent did not answer inquiry made by customer regarding whether Relay was announced & why person hung up a supervisor was requested the supervisor provided same info to customer reports agent and supervisor lying and misrepresenting to justify agent did nothing wrong (apologized to customer for problem encountered RCS supervisor communicated with customer regarding this complaint) Customer requests contact from manager of center  Customer was contacted at approximately 11:30 am and was informed of proper procedure conducted by the Team leader and agent.	06/16/05	I was the supervisor who assisted on this call and have entered a customer contact regarding his complaint that I took. We were going back and forth over the same things over and over so I told him I was no longer able to stay on the call and that if he wanted I could transfer him to customer service. The agent followed proper procedure.  Center Manager met with the Team Leader who assisted on this call. Proper procedure was followed.
06/16/05: CapTel	DTMF Tone Interference	06/16/05	Tech Support adjusted DTMF tone pass through. Confirmed resolution was successful.
06/16/05: CapTel	DTMF Tone Interference	06/16/05	Tech Support adjusted DTMF tone pass through. Confirmed resolution was successful.
06/17/05: CapTel	Sound Quality - Static	06/17/05	Unit being serviced.
06/18/05	Message garbled. Customer grew very frustrated. Thanked caller. No call back needed.	06/24/05	Not agent error. Message garbled throughout call. Agent turned off TurboCodeTM; message was still garbled.
06/18/05	The Agent does not know how to process HCO calls. Customer said that relay agents in general are mean-spirited, professional liars and tricksters. Customer was frustrated at agents in general for not being able to efficiently place HCO calls. Thanked caller. No call back needed.	06/24/05	Coached CA on HCO procedures. Reminded CA to ring for supervisor if needed.

06/21/05	A CO Voice customer states that when they try to contact a TTY user through CO Relay Service (1 800 569 3656) for the past month they have had garbling problems. This does not occur when the TTY user contacts the Voice user. Most recent attempt was on 6/20/05 at approx. 6pm with the CA. RCS apologized for this problem. Follow up requested for resolution. Trouble Ticket turned in.	06/21/05	Customer Service Department entered Trouble Ticket. The technician checked all the ELI tables and was able to return data by the given MIN. Ticket closed. Account Manager contacted the customer and customer is satisfied.
06/22/05: CapTel	DTMF Tone Interference	06/22/05	Tech Support adjusted DTMF tone pass through. Confirmed adjustment remedied the circumstances.
07/01/05: CapTel	Disconnect/Reconnect during calls	07/01/05	Offered explanation on why disconnections may be experienced. Explained difference between CapTel phone and a regular phone. Provided suggestions for alleviating disconnections both verbally and in written format.
07/05/05: CapTel	Service - General	07/07/05	Explained limitations of voice recognition technology and why some errors in captioning may occur.
07/08/05: CapTel	Echo Sounds - CapTel user hears	07/08/05	Advised customer to hold handset away from mouth/face and make good acoustical seal with ear/earpiece. Offered explanation on how captions are generated and advised customer how to share captioning feedback with CapTel service. Advised customer to send the unit back.
07/13/05	Customer states that this agent left a very garbled message on his answering machine. The customer is not sure if its agent error or machine malfunction. The garbling was not with symbols and numbers so it may have been agent error. RCS response: Thanked the customer for letting us know and assured that the complaint would be turned in as stated. Also got the make and model as an Ultratec super print 4425 and suggested that the customer check to see if TurboCodeTM is turned off as this has caused garbling in the past with these ty's. No call back requested.	07/16/05	Spoke with agent, determined that there was no problem from our end and that this was Not Agent Error.
07/15/05	Customer asked agent to dial # and play messages. Agent dialed and answering machine played. Agent typed (ANS MACH) then switched to Record. Customer was upset agent didn't type answering machine or recording.	07/15/05	Explained to customer that the agent followed instructions to receive messages and there were no messages. Did understand caller wanted answering machine and recording typed out. Instructions were not clear, agent was unsure of request. Coached agent if instructions are not clear, ask for more information.
07/18/05: CapTel	Account Login Failure	07/26/05	Unit's account was activated. This provided immediate resolution.
07/27/05	Customer asked agent to ask for appointment desk before dialing out. Agent reached switchboard operator and instead of asking for appointment desk he explained relay to the switchboard operator. Thanked caller and said would coach agent on proper procedures. No follow up needed.	07/27/05	Coached agent on proper switchboard procedures.
08/01/05: CapTel	Account Login Failure	08/02/05	Technical support activated account and customer service confirmed that unit is now successfully operating.
08/01/05: CapTel	Sound Quality - Static	08/11/05	Customer sending unit to CTI for service.
09/06/05: CapTel	Disconnect/Reconnect during calls	09/07/05	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.
09/07/05: CapTel	Disconnect/Reconnect during calls	09/07/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence.

09/09/05	OB TTY customer wondered why TurboCode™ was off when customer received a call. Asked agent why and agent said it's only turned on if it's in customer notes or if the customer requests. Customer said the agent turned it on, but it was later off again. Thanked customer. No follow up needed.	09/09/05	Spoke with agent and coached on proper TurboCode™ procedures.
09/21/05	Customer Complaint: Doctor's office called to report they could not reach patient regarding emergency room visit through CO Relay. Kept reaching the recording, "the party you are calling does not accept anonymous calls, unblock your number and dial again." Customer Service Response: Apologized for inconvenience and explained that this has been an issue today and I would enter trouble ticket to tech (entered TT). Thanked the caller for letting us know. No follow up required. System Message: Ticket has been opened by customer for appending, but no text has been entered. Sub ticket closed by system.	09/21/05	AM reviewed the Customer Contact report and it turns out that it the privacy manager issue that the caller is not able to place the number to by pass to reach the called party. Customer does not want follow up contact from Customer Service nor AM. Case closed.
10/01/05	Party states that she gave the agent the number to call, the operator said she would be off the line until the party is connected, then the call was disconnected. She is not sure if it was a technical problem or a simple operator error. Apologized. No Follow up requested.  Agent ID not in use in Jacksonville center. Reassigning to Customer Service.	10/01/05	Closed contact...not a valid agent ID.
10/12/05	Caller said he called 711 @ 2:45 PM, the phone rang a few times, and then a voice message picked up and then nothing for awhile and then the line disconnected. Apologized for the problem and said it would be reported. Caller requesting follow-up from Account Manager on this issue.	10/12/05	AM left detailed info to answering machine.  Wrong assignment re-assign to AM Customer is from Colorado. Contacted customer several times and explained to him- The Sprint Team has been working on this case and we have entered several trouble tickets to have the internal technician to do further testing on his telephone number. It seems that it pointed out that the Local Telephone Company (LECS) who has to take care of these issues. It seems that the 711 connectivity issues have to do with the LECS (Qwest). He will need to work closely with the LECS and get this resolve. He can have the Colorado Public Utilities Commission to offer him support since they need to get involve if 711 is not in compliance. He has not contact me back for more information on 711 connectivity issues. Case closed.
10/24/05	Entered TT. CO voice user dials CO relay at 1 800 659-3656 and reaches OK relay some times, customer said this has been going on for a month. Customer service apologized for the problem and told him he can use OK relay if he reaches them, but that I would be turning in a TT for the techs to check on this. Customer does not want a follow up.	12/29/05	The GeoTel routing script issue has been correct. The relay call should be handle correctly now. The customer does not want follow up. Case Close.
11/08/05 CapTel	Disconnect/Reconnect during calls	11/08/05	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.
11/15/05	Message garbled - spelling errors plus no spaces between words. No GA at the end of statement. Customer cut supervisor off at each response.	11/15/05	Apologized and confirmed that spelling and message were not garbled on our end.
11/18/05	TTY caller stated "Agent was very surly." After TTY saw a GA when outbound voice answered, the TTY typed their conversation. CA responded (didn't you see what I typed, I do not want to listen to what you	11/18/05	Spoke to agent regarding this complaint. The agent was reminded to type verbatim. The agent is aware of the consequences of not typing verbatim as well as the consequences for breaking transparency.

	are saying) Outbound must have hung up but TTY did not receive that information. Apologized to customer. No follow up requested.		
11/23/05	Nov 22nd, at 337 am VCO customer stated that, "agent wasn't paying attention to her job". Upon request for further clarification, the customer screamed at her and would not elaborate. Apologized for the inconvenience. No follow up requested.	11/23/05	CA was assisted on this call by an assistant supervisor. The CA said that the VCO user was yelling making her very difficult to understand. When they asked the person to repeat they seemed to get even more upset. Both the CA and the assistant supervisor listened to see if they could determine what the VCO was requesting, neither one was able to understand her well enough to determine what it was she was requesting. They informed her that when she was yelling they were having a hard time understanding her and never were able to determine what it was that she wanted to do. CA followed correct relay procedure.
11/24/05	Customer complained of poor spelling on the agent's behalf. Apologized to customer; informed them I would follow up with the CA. No follow up needed.	11/24/05	Spoke to CA. She stated the outbound customer was talking fast and that it was hard to keep up. Coached agent to use pacing to slow the caller down and also inform the inbound TTY user (talking fast) so they may try to pace the caller.
11/30/05	Customer Complaint: Customer notified account Manager that he was unable to connect to 711 in the state of CO. Received the message "Line is Busy". This occurred on Nov. 15. Customer Service Response: Entered TT. Follow up requested from Account Manager.	11/30/05	Technicians conducted several tests on his lines and it looks fine. Technicians encouraged the customer to contact his local telephone company to have further test done. Perhaps it may be with the Leek's line. AM notified the customer of this results. Customer is not pleased with this. Case closed.
12/02/05	Caller ID is automatically blocking even after operator manually changes ID to unblocked. Customer requested connection to customer service. System Message: Ticket has been opened by customer for appending, but no text has been entered. Sub ticket closed by system.	12/08/05	AM contacted the customer and requested the customer to unblock the Caller ID and Customer Service cannot do it. Or have the Leek's unblock his Caller ID. Customer Service is not in a position to unblock or block his Caller ID. The customer has the control over the blockage. The customer understands now. Case closed.
12/04/05	A CO VCO customer states that they were unable to complete their call due to a call blocking issue. The supervisor assisted in the call and was unable to send it through saying that the system was stating they had the caller id block placed in the database, however the database does not confirm this. RCS apologized and entered TT. Follow up requested with resolution.	12/04/05	AM contacted the customer and explained that Database does not have a Caller ID blockage file or anything. The customer or the caller has the control of unblocking the Caller ID or blocking the Caller ID. He understands this. Case closed.
12/08/05	Caller ID blocking still on - talked to Customer Service yesterday and they said it would be taken off and it has not. Trouble ticket was entered on 12/2/05; ticket says it is resolved.	12/08/05	AM spoke with the Customer that the Caller ID Blockage is not on so the relay calls should go through. It has to do with his end. Case Closed.
12/21/05	Customer could not get through on 711	12/21/05	Apologized to customer -- informed that call volumes were high at this time.
12/26/05	A CO voice customer called in stating that when they called 711 it rang 1 time and then clicked over to a recording that stated "If you would like to make a call please hang up and try your call again". Customer attempted to call Relay 2 times using 711 and was not able to get through so then used the 1 800 number. Since no connection was made with dialing 711 this customer was not able to get an agent id number. RCS apologized to this customer and turned in TT. No follow up requested.	12/26/05	Reassigned to AM (technical issue). Customer may need to contact LEEK'S since this is a 711 issue.  AM contacted customer and encouraged him to contact Qwest - the local LEEK'S since its related to local telephone issue - regarding connectivity issue to 711. Case Closed.
12/30/05	Person received call from deaf friend. Agent was very rude. When person asked agent to repeat, she said "have you had one or not?" Sighed at voice person, did not read "GA's", when voice person did not respond quick enough after sighing she said very rudely "hello - are you there - are you gonna talk or not?" Person said has used relay for years and this is	01/03/06	In this instance the outbound did not acknowledge the agents announcement as the outbound answered a second line call. The announcement was repeated, the outbound then stated the operator was rude and disconnected. The call never started there were no GAs. The supervisor advised the agent to call for supervisor assist whenever a comment is made about rudeness so

	the worst agent ever! No follow-up was requested.		that the situation can be addressed at the time of the call.
01/01/06	Customer complained of garbling and also said that Operators are not following customer database notes and use abbreviations, stated it has been reported numerous times and it is difficult for her to understand. Also said that Agent ID is not transmitting so she cannot give the agent numbers.	01/01/06	Thanked customer for informing of the situation. Clarified that it is abbreviations used instead of actual garbling. Would like a call back.
01/09/06: CapTel	Inability for CapTel unit to reach data toll free #	01/09/06	Customer was advised of fiber optic cut that resulted in west coast calls not being able to reach our center. It was restored within timely manner.
01/12/06	At 1215am the customer stated that this agent did not ask whether or not he wanted to place more calls. The agent simply hung up when the customer stated that his friend must not be home. Assured the caller that this will be followed up. No follow up needed.	01/12/06	Unable to follow up with agent because at this time this number has not been assigned.
01/13/06	Customer states that when calling in to CO relay service the agents are getting garbled message when he gives them the number to dial. He has to repeat the number several times before they can finally dial the number. He also says that many agents are hanging up or disconnecting on his calls. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. Call back requested. Trouble Ticket entered.	01/31/06	AM reviewed the case and trouble ticket. This appears to be a training issue with the agents. With high speed it appears to be causing garbling. Each incident needs to be logged and given so the agent can be corrected or show the proper procedures. Tests have made a few test calls using the customer's number to my test position and to CO Relay. No garbling occurred. In order to further test, we will need agent numbers on his calls, this could be site specific. Also, another issue could be the customer's equipment. Need to know the last time it was service or replaced. I did not want to go this direction yet, until we get agents numbers to see if it is site specific. AM contacted Customer.
01/14/06	Customer asked for male agent. Operator said (ONE MOMENT PLS) and then never came back.	01/14/06	Agent said that she sent (ONE MOMENT PLS) and then the call hung up while agent was getting a supervisor to find a male agent. Not agent error.
01/17/06: CapTel	Disconnect/Reconnect during calls	01/18/06	Explained to customer why disconnection/reconnection might be occurring and sent email explaining how to contact phone company to check quality of phone line.
01/25/06	A CO Voice user complained that he could not get through to number using relay. CS Rep tried to call number and could not get through. TT was entered. Customer will call back if still unable to get through.	01/25/06	AM reviewed the customer contact and reviewed the trouble ticket. Unable to locate the problem with the connectivity. Customer does not want a call back. Case Closed.
02/04/06	Colorado caller came in with no From #. CA asked customer for the calling to number, and then asked for the calling from number. As customer started to provide number, the CA switched the line over to the TTY greeting, causing the customer to hear TTY tones.	02/04/06	Followed up with CA -- she said she was positive that it was the "Colorado Man" and would not have done it otherwise. Told her that she cannot make those assumptions and needs to get a supervisor for the future.
02/08/06	Caller said agent did not have any background in medical terminology and because of that her typing was slow and inaccurate. Caller felt agent needs more training. Apologized for the problem. Follow-up not required on this issue.	02/08/06	Agent attempted to connect to VCO but VCO wasn't getting message. Typing speed was lowered, turbo-code was turned off, and agent did everything to remedy the garbling. Additionally, agent asked voice caller to spell any medical terms that she couldn't spell herself. This is all according to procedure -- unfortunately, we do not train medical terminology, it is up to the agent to ask to have it spelled out if unsure. Not Agent Error.
02/15/06	Customer Complaint: Caller reported that when trying to call her daughter she asked for "Marty" from her frequently dialed number list. CA informed her there was no Frequent Dial list--no Marty. Became upset that Marty had been removed from her list. Customer Service Response: Apologized for the inconvenience and let the customer know that we had become aware of a problem in the system causing some customer database information not to transmit to the operator. Advised that the techs were working on the situation and it should be resolved ASAP. Trouble Ticket was	02/15/06	AM opened the TT and followed up to make sure it is take care of. Tech had SD Tech reset the ORBs. Tech made test calls to verify that the FD lists and Customer notes were showing. If the problem occurs again, tech will contact T&I to have them debug the ORB application. No follow up requested by the customer. Case Closed.

	entered. No follow up requested.		
02/20/06: CapTel	Echo Sounds - CapTel user hears	02/20/06	Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Also advised customer how to properly hold handset for echo reduction.
02/25/06	Customer is upset about garbling problem. Agent disabled TurboCodeTM. Garbling not apparent on agent's screen.	02/25/06	Submitted trouble ticket on 2/25 -- forwarded complaint to CO acct. mgr.  AM reviewed the trouble ticket and followed up. The technician made test calls and turned off the turbo code. No customer name or phone number to call back. Case closed.
02/26/06: CapTel	Captions - stop in middle of call	02/27/06	Apologized to customer regarding incidence. Upon further investigation it was identified there was a temporary technical difficulty at the captionist's workstation. Difficulty at this station since resolved.
03/07/06: CapTel	Disconnect/Reconnect during calls	03/07/06	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.
03/09/06	CO TTY user reports that she is unable to dial through normally when making LD calls. The system requests that she choose an alternate billing type, such as third party. The caller has no known restrictions on her line and her LD company is set up properly in the system. This problem was reported via CSD, so I did not speak directly to the customer. I duplicated the problem in customer service and opened TT. No follow-up requested.	03/09/06	AM reviewed the case, a TTY turbo code user cannot properly out-dial to long distance numbers. A COC provider is selected in her CDB profile, both in notes and in COC, but when she tries to dial long distance, she cannot dial directly. She gets the billing options window for third party, local override, etc. I duplicated this issue in CS and found the same result. Looking up the info digits /60, it says it is from an unrestricted number, so she should not have to choose an alternate billing method. There is No agent ID provided. It looks like there was a training issue with the Agent. Need Agent ID. Customer requested no follow up. Case closed.
03/14/06: CapTel	Technical - General	03/31/06	Technical support is working with toll
03/14/06	Caller believes agents are using abbreviations, and her profile indicates that they should not. However, during our conversation, VCO user was receiving garbled text with missing letters/numbers, so this may be the source of the problem. I provided the voice 800 number for Ameriphone. VCO user would like to receive a return call regarding this issue.	03/14/06	AM tried to call the customer but unable to reach the customer. AM will try again at a later date.  AM tried to call the customer - no customer name left on the report and the customer hung up on me. I tried to follow up with the complaint report. Case closed.
3/21/06: CapTel	Service - General	03/22/06	Apologized for incidence and forwarded incidence on to Captioning Service Center management for corrective measures and follow up with captionist involved on specific call.
03/21/06: CapTel	Dialing Issue - Unable to dial regional 800 number	03/21/06	Tech support made an adjustment so that customer can dial regional toll.
04/11/06	At 255 pm, after the agent relayed the answer machine message, VCO customer voiced, "Can you hear me?" to which she received no reply. She reiterated and then she got a typed text, "Number you are calling to please?". Then, she typed "VCO please GA". She got, "Number you are calling to please?" again. The customer felt the agent should have either acknowledge her or type, "Voice now" rather than "Number you are calling to?" after she has typed "VCO please" Apologized for the inconvenience and assured the customer that this will be forwarded to appropriate personnel. No follow up necessary.	04/11/06	Team Leader met with agent 4/12/06. Agent did admit he was a little confused as to how he should proceed with the call and did make errors. He was coached on ways to avoid confusion and follow procedures when handling a VCO call.

04/20/06: CapTel	Service - General	04/24/06	Inbound call technical problem reported at 11:32am on 4/20/06. The problem was resolved at 1:52pm by CapTel technical support.
04/20/06: CapTel	Service - General	04/20/06	Inbound call technical problem reported at 11:32 AM on 4/20/06. The problem was resolved at 1:52 PM by CapTel technical support.
04/20/06: CapTel	Service - General	04/20/06	Inbound call technical problem reported at 11:32 AM on 4/30/06. The problem was resolved at 1:52 PM by CapTel technical support.
04/20/06: CapTel	Service - General	04/20/06	Inbound call technical problem reported at 11:32 AM on 4/20/06. The problem was resolved at 1:52 PM by CapTel technical support.
04/20/06: CapTel	Service - General	04/20/06	Inbound call technical problem reported at 11:32 AM on 4/20/06. The problem was resolved at 1:52 PM by CapTel technical support.
05/01/06	Agent's typing was very choppy with incorrect spelling. agent hung up on caller.	05/01/06	Agent didn't recall this call. Educated CA if call gets disconnected to notify supervisor ASAP  Team Leader met with the agent and reviewed the proper procedures. AM reviewed the customer contact case and customer requested no follow up contact. Case closed.
05/01/06	Agent did not respond at all to HCO users request; line was silent	05/01/06	Team Leader met with the agent and coached the agent to follow the appropriate procedure. No follow up requested because the customer did not leave the contact information with the customer service. Case closed.
05/11/06	Agent did not send greeting to outbound (VCO). She did not open up VCO line to bridge VCO user. Did not keep customer informed at all times. Only typed SK SK at the end of call and hung up. Did not send end greeting. I thanked customer for letting me know and said that I would follow up with the agent.	05/11/06	Team Leader coached agent on proper call procedures.
05/27/06	Voice customer calling regarding her VCO mother receiving garbling for several months. Apologized, TT was entered. Follow-up requested.	05/27/06	AM contacted the customer and explained we need the agent number and date of the call to track down the garbling issues. Tech has conducted TT and issues has been resolved. Customer will call back if any more issue arises. Case closed.
05/30/06	Customer gave agent number to dial - reached answering machine - customer wanted to leave message. No response from operator. Apologized and thanked customer for letting me know.	05/30/06	Coached agent on proper VCO procedures.
05/30/06	Customer told operator the number to dial 3 times. Operator kept asking (UR NUMBER CALLING TO PLS) GA After 3rd time of asking for number, operator hung up.	05/30/06	Supervisor met with agent who did not remember this all, if this wasn't a branded VCO agent followed correct procedures. No follow up requested.

# STATE OF COLORADO

## PUBLIC UTILITIES COMMISSION

Gregory E. Sopkin, Chairman  
Polly Page, Commissioner  
Carl Miller, Commissioner  
Doug Dean, Director

Department of Regulatory Agencies  
Tambor Williams  
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June 17, 2005

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

Danna Jackson  
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445 12<sup>th</sup> Street, SW  
Room CY-C417  
Washington DC 20554  
[dljackso@fcc.gov](mailto:dljackso@fcc.gov)

**RE: CG Docket 03-123: Colorado TRS Consumer Complaint Log Summaries for June 1, 2004 through May 31, 2005**

Dear Ms. Dortch and Ms. Jackson,

As you know, State and Telecommunications Relay Services (TRS) providers must submit annual consumer complaint log summaries to the Federal Communications Commission on or before July 1<sup>st</sup>.

Attached, for the State of Colorado, is the annual complaint log summary for June 1, 2004 through May 31, 2005; also attached is a diskette of the same, and four copies, as requested.

If I can be of further assistance to you, please do not hesitate to contact me via TDD 303 894 2512 or email at [Joe.Benedetto@Dora.State.Co.Us](mailto:Joe.Benedetto@Dora.State.Co.Us).

Kindest regards.

Sincerely,

A handwritten signature in black ink that reads "Joe Benedetto".

Joe Benedetto  
State Relay Administrator  
Colorado Public Utilities Commission

Attachment: Complaint Log Summary, June 1, 2005 – May 31, 2005  
Four Copies, One Diskette

1580 Logan Street, Office Level 2, Denver, Colorado 80203, 303-894-2000

[www.dora.state.co.us/puc](http://www.dora.state.co.us/puc)  
Permit and Insurance (Outside Denver) 1-800-888-0170  
TTY Users 711 (Relay Colorado)  
Consumer Affairs 303-894-2070

Consumer Affairs (Outside Denver) 1-800-456-0858  
Hearing Info 303-894-2025  
Transportation Fax 303-894-2071  
Fax 303-894-2065



# Relay Colorado June 2004 - May 2005



SERVICE COMPLAINTS	MONTHS												TOTAL	PCT		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				
#00: Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01: Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2%
#02: Didn't Follow Database Inst.	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	4%
#03: Didn't Follow Cust. Instruct	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	12%
#04: Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	12%
#05: Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	16%
#06: Poor Spelling	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	4%
#07: Typing Speed/Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#08: Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09: Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10: HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2%
#11: VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12: Two-Line VCO Procedures Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2%
#13: Background Noise Not Typed	0	0	0	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	0	0	0%
#15: Recording Feature Not Used	0	2	0	0	0	2	0	1	1	0	1	0	0	0	0	8%
#16: Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17: Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	12%
#18: Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19: Spanish Service	0	0	0	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	0	0	0%
#21: Other Problem Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
<b>TOTAL</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>13</b>	<b>9</b>	<b>5</b>	<b>1</b>	<b>51</b>	<b>10%</b>
TECHNICAL COMPLAINTS																
#22: Lost Branding	0	0	0	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	0	0	0%
#24: Trouble Linking Up	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0%
#25: Line Disconnected	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0%
#26: Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#27: Database Not Available	0	0	0	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	0	0	0%
#29: Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#57: Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#58: Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#59: Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>6</b>	<b>22</b>	<b>0%</b>
MISC COMPLAINTS																
#30: Rates	0	0	0	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	0	0	0%
#32: No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33: Caller of Choice	0	0	0	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	0	0	0%
#35: Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>										
<b>TOTAL CONTACT</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>8</b>	<b>7</b>	<b>20</b>	<b>15</b>	<b>8</b>	<b>7</b>	<b>73</b>	

**Relay Colorado and Colorado CapTel Complaints Log June 2004 - May 2005**

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/16/04	Very unhappy with the agent. Typing was horrible. After every 3 words agent would send XXX XXX.	06/17/04	Apologized to customer. Met with agent. Coached the agent on staying focused on calls an ensuring that all words are spelled correctly the first time, agent also advised to verifying spelling of words if unsure. Explained to the agent how continuous backspacing could affect the call. Agent typing speed meets FCC regulations.
07/21/04	Voice caller requested to speak with a manager, complains agent did not relay what was typed when her mother was calling a computer company. As a result of the agent's error, the wrong telephone number and credit card number were given and it was billed to someone else's account.	07/21/04	Supervisor assisted and apologized for the problem. Customer offered to send in the print out tape from the TTY. No further contact requested.
7/7/2004 CapTel	Dual Tone Multi-Frequency Tone interference	7/7/04	Tech Support adjusted Dual Tone Multi-Frequency tone pass through. Confirmed resolution was successful.
7/27/2004 CapTel	Dual Tone Multi-Frequency Tone interference	7/27/04	Tech Support adjusted Dual Tone Multi-Frequency tone pass through. Confirmed resolution was successful.
8/27/2004 CapTel	Technical Disconnection	8/27/04	Informed customer that the captionist reported an isolated technical difficulty during the call. Apologized for this incidence.
09/15/04	Customer was not satisfied with the CAs service, Customer state CA yawned audibly throughout the call, distracting her from the conversation.	09/16/04	Couldn't apologize to the Customer, outbound line was disconnect. No follow up requested. Met with the CA and coached CA on muting headset upon coughing, sneezing, clearing throat, any other distraction affecting call adversely. Appropriate action taken.
09/29/04	CO TTY users requested supervisor, said CA continued type (Silence) during call, which frustrated, wanted to know when this will be fixed. She complained before. Customer is sure that this was mandated and her notes specify not to type any background.	09/29/04	Relay Supervisor assisted, explained this is not mandated. Ca are trained to type everything including background noise. Customer interrupted several of supervisor attempts to explain procedures, guidelines. Caller disconnected. No contact requested.
9/23/04	Account Login Failure	9/23/04	Unit's account activated. Customer now able to make calls.
10/26/04	A CO TTY customer called to complain that the 1st called the agent placed was fine, there was a long delay with the 2nd call. When the numbers was finally connected in the middle of the conversation, he disconnected the call. RCS apologized for the handling of the call.	11/05/04	Spoke with agent about staying focused on calls. Also, if call were to disconnect, always let a supervisor know.
10/7/2004 CapTel	Echo sounds	10/11/04	Provided tips to customer to reduced incidence of echo feedback.
10/20/2004 CapTel	Dual Tone Multi-Frequency Tone interference	10/21/04	Tech Support adjusted Dual Tone Multi-Frequency tone pass through. Confirmed resolution was successful.
11/2/2004 CapTel	Disconnect/Reconnect during calls	11/3/04	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.

11/13/04	Customer called in on Sat at 4:08 PM stating that agent had very bad spelling and that it was definitely not computer error.	11/15/04	Thanked the customer for letting us know and that a complaint would be sent in and that it would be investigated further. Met with agent, but she did not remember this specific call. Coached agent on the importance of correcting all typos and maintaining a speed of 60 wpm on every call. Agent passed the typing test given, meeting the typing speed and accuracy rate required by the FCC.
11/22/04	Caller said when reaching an answering machine agent redialed back to number before she had typed her message and was having conversation with the people she was leaving the message for. Operator did not keep caller informed of call process.	11/23/04	Apologized to caller for the problem. Unable to resolve, because the agent assigned to this number was terminated since 10/31/04.
11/30/04	Customer was upset the agent would not respond to the customer when they gave them number to dial, then disconnected.	11/30/04	Apologized and informed customer will follow up with agent. Met with agent, and did remember the call in which they received the calling to number, followed but numerous CAs, and as agent was dialing out the number the customer hung up. Coached agent on the severity of disconnecting calls, which can lead to termination.
12/06/04	Agent would not let customer give all info to use calling card. Agent was rude and hung up on customer. Apologized for inconvenience. No follow up needed.	12/06/04	This agent ID number is currently unassigned. The customer did not want follow up, therefore further investigation is not possible.
12/06/04	CA was very impatience, "I couldn't understand what person was saying (TTY user) and asked CA. She didn't answer me." When I kept addressing CA she said "FCC says I can't talk to you...said you've used relay before."	12/06/04	Apologized and told customer. CA was following procedure, but should be more professional when redirecting concerns would be forwarded to correct center. For follow up with CA. Customer doesn't want follow up. Agent was coached on behavior and remaining flexible and patient.
12/7/2004 CapTel	Dual Tone Multi-Frequency Tone Interference	12/7/04	Tech Support adjusted Dual Tone Multi-Frequency tone pass through. Confirmed resolution was successful.
12/07/04	Caller said when reaching an answering machine agent redialed back to number before she had typed her message and was having conversation with the people she was leaving the message for. Operator did not keep caller informed of call process.	06/01/05	Apologized to caller for the problem.
12/20/04	Customer says agent did not hold when asked. She typed that she was only allowed to hold a couple of minutes and then hung up "after a couple of minutes." She typed, "Please call back when the number is available. Relay here only allowed to hold a couple of minutes. SK" then disconnected. Apologized to customer. Explained holding rule of three (not two) minutes.	12/20/04	When spoke to agent said she always waits 3 minutes per procedures. Reviewed procedures with agent.
1/5/2005	The agent dialed the number and left the call hanging. She never informed me as to what was going on, I finally hung up.	1/13/2005	Agent did not work during the time of customer contact. Time of occurrence unknown.

1/11/2005 CapTel	Dual Tone Multi-Frequency Tone Interference	1/11/05	Tech Support adjusted Dual Tone Multi-Frequency tone pass through. Confirmed resolution was successful.
1/24/2005 CapTel	Answer Time	1/24/05	Explained to caller heavy call volume and weather-related staffing shortage resulted in some delays. We apologized for this inconvenience. (Met answer time for day.)
2/1/2005 CapTel	Disconnect/Reconnect during Calls	2/2/05	Assisted customer by email and phone with troubleshooting. Tech Support enabled Retrain prompt, to provide a visual indicator.
02/08/05	A CO TTY customer called to say that the agent skipped relay explanation put on hold and when someone answered no his announcement in proper manner I mean all basic things an agent should do. RCS: Apologized for the handling of the call No Contact requested	02/08/05	Invalid agent number. Unable to follow up with agent.
02/10/05	CA sent the "person hung up" macro, before the TTY user had a chance to say goodbye. Later TTY user contacted the voice person again and the voice person said they had not hung up. Apologized for inconvenience said would send the complaint to the proper supervisor. No follow up needed.	02/10/05	Met with agent, but they did not remember this specific call. Agent did state that would not hang up an outbound line, unless agent gets message that the outbound party has disconnected. Still coached the agent on the severity of hanging up on a customer, which can lead up to termination. Resolved on 02/18/05.
2/14/2005 CapTel	Inability for CapTel unit to reach data toll free # due to toll free network routing problem.	2/14/05	Contacted toll free network managers and they resolved the problem at their end. Customer service representative confirmed with customer that they are able to make calls.
2/14/2005 CapTel	Inability for CapTel unit to reach data toll free # due to toll free network routing problem.	2/14/05	Contacted toll free network managers and they resolved the problem at their end. Customer service representative confirmed with customer that they are able to make calls.
2/15/2005 CapTel	Inability for CapTel unit to reach data toll free # due to toll free network routing problem.	2/16/05	Contacted toll free network managers and they resolved the problem at their end. Customer service representative confirmed with customer that they are able to make calls.
02/23/05	Customer stated the operator's errors on the evening of 2/22 made it impossible for her to understand the conversation. She stated her aunt was telling of a serious illness and upcoming treatment. Because of xxx's and typographical errors, she wants her long distance charges reversed. Apologized. Recommended customer mail her phone bill to us when it arrives. No follow up.	02/23/05	CA received two complaints both are the same. This complaint is the second. To review the written resolution please refer to tracking # numbers.
02/25/05	Customer was talking to aunt at 8:30 on 2/2/05 and the operator typed a lot garbling and many misspelled words to the TTY user thus causing confusion with the call. What was said to the customer: Apologized to the customer and gave assurance to the customer that an email will be sent following a meeting with the operator.	03/03/05	Coached CA to use one of our macros to 'unscramble' garbling when typing to the TTY user. It may be possible that the TTY user was using a Turbo-code type TTY machine which can easily cause garbling during an exchange of TTY transmissions between the TTY user and relay operator. CA is fully aware of this. Followed up with customer via email. CA received two complaints both the same.
3/7/2005 CapTel	Dual Tone Multi-Frequency Tone Interference	3/7/05	Tech Support adjusted Dual Tone Multi-Frequency tone pass through. This change provided immediate resolution.
3/9/2005 CapTel	Sound Quality-Static; Captioning speed; Accuracy of captions; Connection cuts out.	3/9/05	After extensive troubleshooting customer advised to send unit to our national service center.

03/22/05	Customer states the agent did not follow his instructions. At the beginning of the call he asked the agent to get a live rep on the line. It didn't happen. The customer also states his notes were not followed. He doesn't want the holding macro used. Apologized. Follow up requested.	03/22/05	Customer requested supervisor and supervisor was trying to advise customer that CA was indeed following relay protocol in not taking control of the call when CA did not randomly choose options to get live person. Customer would not accept supervisor's explanation and was insistent that CA should just choose any option to get live person as, according to customer, other agents have done this in the past. Customer asked to be transferred to customer service. See that customer contact for further information.
03/22/05	The customer stated the supervisor was argumentative and said their agent didn't have to follow his instructions. The customer encountered several problems with the agent, so he requested a supervisor. The supervisor attempted to justify the agent's handling of the call, even the hanging up after every option on the second call back. The supervisor's response to the problems addressed was unacceptable. Apologized. Follow up requested.	03/22/05	Inbound instructions at the beginning of the call were to get a live person. CA dialed out and there was no option for a live person. CA informed inbound of that and waited for further instruction. Inbound was upset stating other CA's just press buttons in an attempt to get a live person. Supervisor attempted to explain to inbound that relay procedure would be to inform no live option available and wait for further instructions from try user on what they would like to do. CA followed proper procedure for customer instructions. CA, however, did use the hold macro even though was requested not to ... supervisor apologized for that error.
03/25/05	Voice customer received Relay call from TTY user agent read very fast and spelled words/names very fast voice customer could not write fast enough to document info when voice customer asked agent to repeat the agent typed it back to customer who was totally confused by the request voice customer unable to help the caller due to agent reading so fast voice customer could not understand what was needed customer also upset that agent typed that a supervisor was requested voice customer stated agent hung up on them (apologized for problem advised complaint would be forwarded to supervisor) Customer requests contact	03/25/05	This agent said she did not hang up on the customer. She said that TTY told her to hang up and she followed instructions. Coached agent on voicing and spelling at a pace that is easy to understand and to be careful not to read to quickly. Reviewed ability to repeat what was just voiced if customer asks for repeat. CA has correct understanding.  Spoke to consumer; she vented and is now fine.
3/28/2005 CapTel	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 they are able to make calls.
03/30/05	Agent hung up on caller without dialing HCO call. Thanked caller for letting us know. No call back needed.	04/01/05	Supervisor spoke with CA regarding proper procedure. CA coached.
04/01/05	The main reason why I am writing to you again is that I wanted you to see my phone bill caused by the relay services. All those one and two minutes was the TRS fault because every single time I would make a call most of the time I forget that if they don't answer the answering machine would pick up and then the TRS would just let it hang up without even asking if I wanted to leave a message or not. It is not right at all that I should have to pay for the machine to pick up and being billed over and over just because the operators let it hang up without asking if we wanted to leave a message or not before it hangs up on us. The Relay services tells us that we had to talk to the phone company.	04/01/05	AM contacted the customer and explained the relay procedures Relay Operators followed. Also, Calls from the Correction Department must be made collect calls through relay. She was not happy with the procedure. AM encouraged her to contact CO PUC for more support. Case is closed.
	TTY user reports agent dialed out and sent ringing macro		Operator was unable to ... did not remember the call. The

04/05/05	after 2 rings the line was disconnected from Relay no further response (apologized for problem encountered) Customer requests contact	05/18/05	Operator was spoken to - did not remember the call. The penalties for disconnecting any customer were reviewed. Said the phone on the other end may have disconnected.
04/06/05	At 950 am a customer stated that he called relay and had agent on his line and felt that this agent was rude for the following reasons: 1-he asked for calling from number 2-Agent did not follow instruction to get to Live person-the prompt recording was typed in its entirety 3-Agent placed him on hold for 20 min after he requested a supervisor (in fact he was still on hold when this complaint was filed) The customer felt that the service was extremely poor lately and is frustrated with the quality of service provided because it its making a impact on his work performance involving a lot of calls. Apologize to the customer for the customer for the inconvenience. Follow up needed	04/06/05	Explained that we have been experiencing this problem this morning and agent was correct in requesting calling from number to place the call. (Enter trouble ticket) Assured him the this agent will be followed up on other issues. At this time our record indicates that we have not assigned 1215 to any of our agent. Suspected the possibility that the id being transposed. I checked with another relay center and they too did not have that number assigned as well.  There is no agent number XXXX assigned at this time. Customer still needs follow up on their general concerns about relay.  I tried to call consumer to conduct follow up. There is a recording saying this number does not work with this area code. Unable to call them back. Trich Shipley
04/07/05	VCO customer cannot dial to XXXXXXX with this agent but gets fast busy signal instead. COC is Qwest (0432) T.T. turned in trouble ticket. Call back requested	04/28/05	Qwest made routing changes to correct the problem per SD Sprint tech.
04/07/05	A WA voice customer trying to call her daughter in Colorado customer (who is a TTY user) thru the CO Relay service can not get thru. If they dial the nbr direct they can connect fine only thru the relay service can they not get thru. RCS Apologized for the problem and let them know that i would put in a Trouble Ticket. No contact requested	05/10/05	AM review the case and there was no TT issued and customer does not want a follow up. Case closed.
04/11/05	CO VCO user is unable to call LD to her daughter. She has no problem with other long distance calls but when calling her daughter the recording that says, Your call cannot be completed as dialed, plays but RCS was able to call the number direct and got through just fine. Apologized, TT was issued. Follow-up requested.	04/11/05	Qwest made routing changes to correct the problem. Account Manager contacted the customer and left the message. If any problem arise, they will contact us again. Customer seems to be satisfied. 4/29/30 TT tickets there issued and both are closed.
4/12/2005 CapTel	Account Login Failure	4/12/05	Unit's account activated. Customer now able to make calls.
4/19/2005 CapTel	Sound Quality-Static	4/19/05	Discussed circumstance with customer. Problem present during one call. Customer will report if there are problems on any additional calls. Calls before or since have been reported satisfactory.
04/15/05	The voice customer stated that she had just placed a relay call around 1130 am and was concerned the way the agent relayed the call. She asked for the Relay supervisor and requested the agent not to type the conversation between them two however supervisor never did appear on the line. Then at the call closure the agent verbalized, "Caller is done ready to hang up" The voice person thought the caller has actually disconnected and then asked for the supervisor however there was no supervisor and then the line got disconnected. Wanted to know proper procedure in requesting for relay supervisor since the customer is a mutual customer. No follow up needed.	04/15/05	Explained that agent did correctly followed the agent protocol of typing everything that is heard. Also explained the way she could do to contact relay supervisor during the relay call or after the completion of a relay call. Forwarded this to appropriate center for a follow up on disconnection.

04/16/05	CA hung up on me just a minute ago. Thanked caller. No call back needed.	04/16/05	Not an agent error - agent did not take a CO call all day.
04/16/05	CA hung up on me. Thanked caller. No call back needed.	04/21/05	Could not meet with Agent due to termination. No call back requested therefore no further investigation will be needed.
04/18/05	Customer Complaint: Caller in Colorado complaining that each time he dials the CO Relay voice number, he reaches an operator that announces the call: "Oklahoma Relay", instead of "Colorado Relay". His concern was that he would be billed for long distance for calling to Oklahoma. He reported this had been happening all night long, and possibly for quite some time in the past. He provided one of the agent ID numbers so trouble ticket could be entered. Customer Service Response: I apologized for the inconvenience and told him the report would be sent to call center as well as a trouble ticket. TT was entered 4/18/05. When I dialed CO # I also reached OK Relay.	04/18/05	No follow up necessary. Customer service entered a trouble ticket.
04/18/05	CO TTY customer states they were in hold for a couple minutes, got the answering machine and then got this agent and her typing was atrocious. Apologized. No Follow-up requested.	04/18/05	Discussed complaint with the operator. She stated her nails were too long, but she has since gotten them cut and that it's easier for her to type now. Suggested that she keep them that way, as if she is unable to type properly with long nails, it is not acceptable.  Discussed complaint with the operator. She stated her nails were too long, but she since cut them, and that it's easier for her to type now.
04/19/05	Customer states that this agent who is also known as supervisor Corey was rude and told him to get off of the phone. Customer states that he was trying to make a call to someone when he was told that they were keeping records and files of his calls and that he was not calling to a try user or connecting to anyone so he should get off of the phone. Customer states that this supervisor was assuming that he was calling someone hearing and he was not. RCS response: Apologized for the problem and assured that the complaint would be turned in as stated. No call back requested	04/19/05	I spoke with Tech on this issue. He mention that he had a bell and went to the station. The CA was explaining that the customer was calling a number that would continue ringing. While it is ringing the customer was moaning as if he was masturbating. We asked for a number to call three times and got no response except for the moaning sound. Supervisor warn that we are ready to hang up but no response and then hung up. This was not the first time and had many calls doing the same thing over and over. He called again asking for a supervisor and start yelling at him. Supervisor tried to explain our procedure but became upset. He does not recall making the comments that was documented.
	Colorado inmate in Canon City trying to use Relay Colorado on 4/14/05. The Relay operator would not place the call collect for him because the computer is showing		A call center agent is unable to force the system to place a call collect that is identified currently identified by the system as local. The error requires further investigation through the TT system and is referred back to the AM.

04/21/05	the call is local. The number the inmate is attempting to call is XXXXXXXX which is a Colorado Springs number and the inmate is in Canon City. They are in the same LATA but the calls are not local, they are long distance. The Relay Operator told the inmate the Relay Computer says the number is local and does not let the operator select collect. The case manager said he was calling the 800 659 2656 number to reach Co Relay. The inmate did not get the operator number. The account manager turned this in to customer service.	04/21/05	Using the information provided the tech was able to locate two calls placed from originating ANI of XXXXXXXX to dialed address of XXXXXXXX. These calls are not being given the proper info-digits by the customer's service provider. The relay service is receiving these calls with an info-digit of 20. For the relay service to process these calls as a prison/inmate call the correct info-digit would need to be 29. The calls are being handled properly by the relay service based upon the calling information received from the service provider. AM contacted the customer and notified the resolution. The customer understands and will provide more information if it happens again. Case Closed.
04/21/05	Colorado inmate in Canon City trying to use the Relay Colorado number 1 800-659-2656, on 4-14-05. The Relay operator would not place the call collect for him because the operator said it is local. The number the inmate is attempting to call is XXXXXXXX which is in Colorado	05/23/05	AM contacted the customer explained that all local or long distance calls through the Correction Department must make a collect call. The Director of Telecommunication for Correction Department understands the policy and was pleased with our follow ups. Case is closed.
04/24/05		05/24/05	No contact taken; no follow up possible.
04/25/05	TTY customer states in the middle of her conversation this operator disconnected the call. RCS apologized for this problem. No follow up requested.	04/25/05	AM reviewed the case, group manager coached the CA, and there is no follow up requested. Case closed.
04/25/05	TTY customer states when dialing out this operator dialed the wrong number causing customer to have to repeat the number and dial again. RCS apologized for problem. No follow up requested.	04/25/05	Coached CA to check dial out number against number given by the TTY customer and to ring bell for supervisor if any questions.
04/26/05	Customer tried to make an HCO call to a medical center. Agent refused to pay attention to anything customer typed and didn't do HCO. Wanted to leave message but couldn't even hear answering mach. Apologized for inconvenience and said would coach agent on HCO procedures. No call back needed.	04/26/05	Agent heard answering mach and hit his record button instead of keeping HCO open. Coached agent on HCO procedures. Agent knew exactly what he had done wrong.
05/03/05	Agent was very rude and yelled at me and Barb the nurse and refused to give ID number when asked. Apologized for problem encountered advised would forward complaint to appropriate center. Customer would like call back at number provided.	05/09/05	Called at 12:00 noon on 5/9/05. Recording number dialed not a working number or must be dialed with correct area code. No further action possible. Agent number not valid.
05/05/05	Caller said agent did not complete call because the connection went dead. C.S. Response: Apologized to caller for the problem. No follow up contact required.	05/05/05	Agent does not remember call. Reviewed proper procedures with agent.
05/05/05	Caller said agent did not follow customer note instructions not to type answering machine message. Agent instead typed out entire answering machine message.	05/05/05	Spoke with agent and agent did not remember the call. Coached agent on importance of following directions.

05/08/05	A voice customer called to complain that when she called relay Colorado the agent told her she couldn't call the number provided. The agent told her there was some problem with the "number combination." Apologized for problem. Follow-up requested at number provided.	05/08/05	There was no agent number provided, therefore, could not further investigate. Forwarding to CO acct mgr.  AM reviewed the case and TT. The number went through but the customer was not able to provide the agent number. AM contacted the customer and she is pleased with the follow up. Case closed.
05/16/05	Customer states the agent didn't keep her informed. She received a call from her daughter, but she didn't know her daughter had hung up. The daughter had said, "I have to go," but she didn't see any gas to ski, so she waited. The customer expressed frustration with the agent. Apologized. Follow up requested.	05/16/05	Agent did not remember the call. Reviewed proper procedures with agent. Called customer at 1:22 pm 5/18/05 with no answer. Called customer at 10 am 5/20/05 with no answer. Customer called me on 5/20/05; I was unavailable at the time. Returned call at 4:02 pm on 5/20/05 with no answer.
05/20/05	Voice customer calling from cell phone and could not get through to her mother when using relay service. When calling through agent the customer got the message saying the party you are calling does not except blocked calls and to call back after pressing star 82. The customer did this and the call still would not go through. Trouble ticket was entered. Customer does want call back when the problem is fixed.	06/01/05	Account Manager contacted the customer and notified that it has been fixed. Requested customer to call back if any problem arises in the future. Customer is pleased. Case Closed
05/20/05	VCO customer states the agent did not finish the call properly. At the end of the call, the voice person said "I love you grandma, bye sk" and the VCO person said, "I love you too, bye sk" and that was it. The operator never said "person hung up" and when the VCO user asked if she had hung up there was no response. Apologized and thanked the customer for calling Follow-up requested. VCO user wants to know what they are doing wrong that their calls are not ending properly.	05/20/05	Group Manager coached the CA. Account Manager contacted the customer and notified that the CA has been coached. The customer is satisfied. Case closed.
05/20/05	Agents are stopping in the middle of the sentence and saying the person hung up. My caller said, "I'm heading to sign off now and thanks operator" and the outbound hung up. The part that was typed to the VCO user was, "I'm head (person hung up). Also, the inbound VCO user (during call) asked agent to explain how the outbound should end call, agent refused stating cannot be part of the call. Apologized and explained that it is possible the agent missed the last of the sentence and since the outbound had already hung up was unable to verify what was said therefore put person hung up. Advised inbound would have to ask operator. because she is in charge of call. Follow-up requested.	05/20/05	Manager coached the CA. Account Manager contacted the customer and notified that the CA has been coached. The customer is satisfied with the follow up. Case Closed.
05/22/05	A Colorado TTY customer called in stating that when trying to make a call from 11:25pm to 12:15am they were on hold for 45 minutes plus for CO Relay and on hold for 10 minutes for Customer Service. Customer insisted this was an emergency situation and that something is wrong with the relay system. RCS apologized for the inconvenience continually and informed this customer that the Account Manager would contact them regarding this issue. RCS also opened TT. Account Manager follow up requested.	05/22/05	TT has been resolved. AM contacted the customer and notified her that the ticket has been taken care of. She will keep me posted if any problem arises in the future. Case closed.
	VCO customer reports agent did not keep her informed		

05/24/05	customer wants to know when person hangs up and caller said "I will ask agent to let you know when I hang up" agent typed the words but did not type the person hung up before disconnecting call VCO asked agent if caller hung up but agent did not respond (apologized for problem encountered advised complaint would be forwarded to supervisor) Customer requests contact	05/24/05	Supervisor coached the CA. Account Manager contacted the customer and explained that the CA was coached. The customer is satisfied. Case closed.
05/25/05	Agent dialed wrong number. Thanked caller for feedback. No call back needed.	05/25/05	Invalid agent number.
05/25/05	"I gave agent my number to dial and agent never responded." Thanked customer. Said will follow up with agent. No call back needed.	05/27/05	Reviewed proper procedures with agent.
05/26/05	CO TTY user complains of garbling, agent not responding to his questions and hitting wrong keys. I apologized for the problem, let customer know I would inform the account manager. Customer disconnected before I could obtain required information to submit a trouble ticket. No contact	05/26/05	Supervisor assisted on call. Agent disabled turbo code which cleared up the garble. Customer was not satisfied; thought transmission was too slow without turbo code. Customer asked to be transferred to customer service to file this complaint. Supervisor transferred. Garble was technical issue - customer did not want supervisor to file trouble ticket - not agent error.
05/26/05	CO TTY user complains supervisor assisting agent on garbling issue, ignored his complaint but offered to add a note. Customer feels garbling is a relay issue. Apologized, referred to manufacturer and offered account manager contact. Customer disconnected.	05/26/05	Once agent disabled turbo code, garbling issues cleared up. Supervisor offered to enter in customer notes to turn off turbo code if experiencing garbling. Customer did not want to do that; customer thought transmission was too slow without turbo code. Supervisor offered to write up trouble ticket; customer refused service. Customer wanted transfer to customer service. Supervisor transferred.
05/26/05	Customer was upset on his end when typing the calling to number he would get letters and numbers as if the agent were hitting keys. Also on our end all of the callers info was garbled. Once the agent disabled turbo code all was clear. Customer felt by not having turbo code on slows the transmission too much. Apologized to customer explained what I felt the problem was. Customer requested to be transferred to customer service to file a complaint. Transferred as requested. No call back needed.	05/26/05	Not agent error - once turbo code was disabled garble cleared up.

# STATE OF COLORADO

## PUBLIC UTILITIES COMMISSION

## Department of Regulatory Agencies

Richard F. O'Donnell

Executive Director

Gregory E. Sopkin, Chairman  
Polly Page, Commissioner  
Jim Dyer, Commissioner  
Bruce N. Smith, Director



Bill Owens  
Governor

August 12, 2004

Marlene H. Dortch  
Commission Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Room TW-B204  
Washington, D.C. 20554

### **RE: RESUBMISSION: Colorado TRS Annual Summary of Consumer Complaints**

Dear Madam:

It was brought to our attention that the FCC has not yet acknowledged receipt of, nor made part of the FCC TRS records, the Colorado 2003 – 2004 TRS Annual Summary of Consumer Complaints, submitted to the FCC on June 25, 2004.

This required FCC filing was delivered to your office, and to the FCC Consumer and Government Affairs Bureau, by Federal Express delivery, tracking numbers 702670765065 and 792670728369, via your Capitol Heights, Maryland, delivery center on June 25, 2004.

I expressed our concerns on this matter to Mr. Bill Caton, your Deputy Secretary, this morning via a TRS telephone call. Mr. Caton has graciously advised us to *resubmit* our Colorado TRS report.

Attached please find our resubmission containing a 3.5 diskette, an original and four copies each of the Annual Colorado TRS Consumer Complaint Log and the Colorado TRS Tally Summary, both for the period of June 1, 2003 – May 31, 2004.

**1580 Logan Street, Office Level 2, Denver, Colorado 80203 303-894-2000**

[www.dora.state.co.us/puc](http://www.dora.state.co.us/puc)

Consumer Affairs 303-894-2070

Permit and Insurance (Outside Denver) 1-800-888-0170 Consumer Affairs (Outside Denver) 1-800-456-0858

V/TDD 303-894-7880 Fax 303-894-2065 Hearing Info 303-894-2025

If I can be of further assistance to you, please do not hesitate to contact me.

Sincerely,



---

Joe Benedetto  
State Relay Administrator  
Colorado Public Utilities Commission  
TTY: 303 894 2512  
Email: Joe.Benedetto@Dora.State.Co.Us

Attachments: Original: CO TRS Annual Consumer Complaint Log & TRS Tally Summary  
Diskette: CO TRS Annual Consumer Complaint Log & TRS Tally Summary  
Four Copies: CO TRS Annual Consumer Complaint Log & TRS Tally Summary

Copies: Bill Caton, FCC Deputy Secretary  
Erica Myers, FCC Consumer & Govt. Affairs Bureau

# STATE OF COLORADO

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Bill Owens  
Governor

June 23, 2004

Marlene H. Dortch  
Commission Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Room TW-B204  
Washington, D.C. 20554

### **RE: Colorado TRS Annual Summary of Consumer Complaints**

Dear Madam:

Attached please find a 3.5 diskette, an original and four copies each of the Annual Colorado TRS Consumer Complaint Log and the Colorado TRS Tally Summary, both for the period of June 1, 2003 – May 31, 2004.

If I can be of further assistance to you, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink that reads "Joe Benedetto".

Joe Benedetto  
State Relay Administrator  
Colorado Public Utilities Commission  
TTY: 303 894 2512  
Email: Joe.Benedetto@Dora.State.Co.Us

Attachments: Original: CO TRS Annual Consumer Complaint Log & TRS Tally Summary  
Diskette: CO TRS Annual Consumer Complaint Log & TRS Tally Summary  
Four Copies: CO TRS Annual Consumer Complaint Log & TRS Tally Summary

Copy: Erica Myers, FCC Consumer & Govt. Affairs Bureau

1580 Logan Street, Office Level 2, Denver, Colorado 80203 303-894-2000

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# Colorado Relay Service

## June 2003 - May 2004

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT
<b>SERVICE COMPLAINTS</b>														
#00 Answer Wait Time												1	1	4%
#01 Dial Out Time												1	1	4%
#02 Didn't Follow Database Inst.													0	0%
#03 Didn't Follow Cust. Instruct.	1			1						2	1		6	25%
#04 Didn't Keep Customer Informed													0	0%
#05 Agent Disconnected Caller	1			1							1	2	5	21%
#06 Poor Spelling													0	0%
#07 Typing Speed/Accuracy										1			1	4%
#08 Poor Voice Tone						1							1	4%
#09 Everything Relayed	1									1			2	8%
#10 HCO Procedures Not Followed													0	0%
#11 VCO Procedures Not Followed													0	0%
#12 Two-Line VCO Procedure Not F													0	0%
#13 Background Noise Not Typed													0	0%
#14 Feelings Not Described													0	0%
#15 Recording Feature Not Used													0	0%
#16 Noise in Center													0	0%
#17 Agent Was Rude	1								1				2	8%
#18 Problem Answer Machine													0	0%
#19 Spanish Service													0	0%
#20 Speech to Speech													0	0%
#21 Other Problem Type Complaint	1	1	1	2							1		5	21%
<b>TOTAL</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>24</b>	
<b>TECHNICAL COMPLAINTS</b>														
#22 Lost Branding													0	0%
#23 Charged for Local Call													0	0%
#24 Trouble Linking Up							1				2		3	53%
#25 Line Disconnected													0	0%
#26 Garbled Message					1								1	11%
#27 Database Not Available													0	0%
#28 Split Screen													0	0%
#29 Other Technical Type Complaint				2							2	1	5	56%
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>9</b>	
<b>MISC COMPLAINTS</b>														
#30 Rates													0	0%
#31 OSD													0	0%
#32 No 500 Number													0	0%
#33 Caller of Choice													0	0%
#34 Network Recording													0	0%
#35 Other				1			1				2		4	100%
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>4</b>	
<b>TOTAL CONTACT</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>7</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>9</b>	<b>5</b>	<b>37</b>	