



North Carolina
 Department of Health and Human Services
Division of Services for the Deaf and the Hard of Hearing
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 Michael F. Easley, Governor • Carmen Hooker Odom, Secretary • Jan Withers, Director

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June 23, 2008

Marlene H. Dortch
 Office of the Secretary
 Federal Communications Commission
 445 12th Street SW, Room TW-B204
 Washington, D.C. 20554

Re: CG Docket # 03-123

Dear Mrs. Dortch:

Enclosed you will find an original and four copies of North Carolina's annual complaint log, annual summary, annual tally report and a diskette for the 12 month period between June 1, 2007 through May 31, 2008.

Should you have questions concerning the reports, please feel free to contact me at Jan.Withers@ncmail.net or 919-874-2244.

Thank you in advance for your support for our Relay service for Deaf, Hard of Hearing, Deaf-blind and Speech Impaired people.

Sincerely,

Pamela Lloyd-Ogoke, Program Administrator
 Telecommunications Access of North Carolina

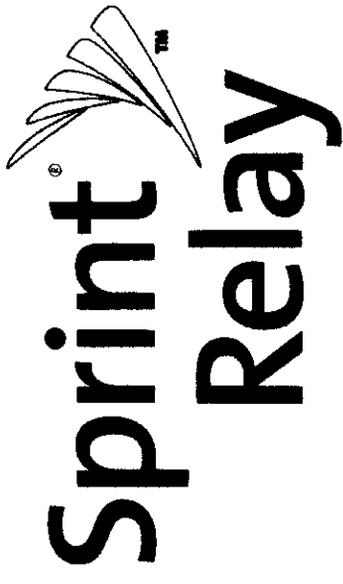
Cc: Kendrick Fentress, Public Staff, NC Utilities Commission
 Arlene Alexander, Federal Communications Commission
 Jan Withers, DSDHH

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NORTH CAROLINA FCC COMPLAINT LOG 2008

Complaint Tracking for NC (06/01/2007-05/31/2008). Total Customer Contacts: 53

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	05/16/08	Consumer education - general	05/16/08	Explained to customer how to navigate the CapTel menu to begin retrieving external answering machine messages with captions. Explained how to turn captions default to "on" all the time. Explained that to get captions on incoming calls, outside callers must dial through the captioning service and provided correct toll-free number.
2	05/09/08	Dialing Issue - Using Pulse instead of Tone dialing or Tone instead of Pulse	05/09/08	Advised customer to change phone setting from tone to pulse. This remedied the circumstance.
3	04/20/08	Technical - General	04/20/08	This customer stated they experienced a "fast busy" when attempting their outbound call. At approximately 8:45 a.m. 4/20/08, the CapTel Call Center identified a problem with a network circuit. During this time, the Call Center continued to process calls and service level and ASA were not affected. The matter was fully corrected at approximately 9:50 a.m. CS Rep confirmed the customer was able to make their call upon trying again.
4	04/08/08	VCO customer was concerned that typing accuracy was very poor with many misspellings and words not properly spaced. I thanked customer for bring this to our attention and apologized for any inconvenience.	04/08/08	Met with CA. Coached to slow down to improve typing accuracy.
5	04/07/08	Billing Issue - Calling Card - unable to use	04/18/08	Technical Support made an adjustment to allow CapTel user to place long distance captioned calls without incurring long distance charges.

6	04/03/08	NC VCO customer states they gave the relay opr the number to dial. The relay operator did not respond to the VCO caller. The caller disconnected and got another relay operator who did make the call. Customer Service apologized to the customer. The customer would like follow up by the Supervisor.	04/03/08	The CA had an outbound VCO customer who wanted to place a call immediately after their call was finished. The CA called for assistance regarding proper procedure-we cannot place a call for an outbound caller and because the call disconnects within 30 seconds-the inbound had disconnected- this may be the reason why the VCO user felt the CA did not respond to them. I was the assist on this particular call.
7	04/03/08	Voice customer switched to Charter Communications. Since the switch, they are not able to reach a NC tty user. This would typically be a LEC problem, but Charter wants Relay to open ticket. Ticket 6193554. Follow up requested to Charter Communications	04/03/08	NM Relay technician researched the problem. The ticket has been closed. Tech explains she reached a recording saying the line had been disconnected. Tech attempted to contact the representative at Charter Communication, but was unable to reach him at the number provided.
8	03/17/08	Technical - General	03/17/08	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance
9	03/14/08	Accuracy of captions	03/14/08	Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up.
10	03/11/08	A NC VCO user called to complain that agent said bad words to her once the call had completely ended. CS apologized for the problem. Customer did not request follow up.	03/11/08	Looked into the issue at hand with the operator identification number provided 0511. When investigating the issue, it was initially discovered there is no agent by that identification number at this center

11	02/18/08	Disconnect/Reconnect during calls	02/18/08	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
12	02/13/08	Captions Lag too far behind voice	02/13/08	Customer shared feedback regarding captioning speed. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up.
13	02/08/08	Elderly VCO user was given Cap Tel/VCO telephone and is very confused as to why she needs to have a second telephone line in order to use it. She was happy with what she had on VCO but received this in the mail and is unable to receive incoming calls. The representative from Cap Tel who came to assist her was upset with the customer telling her she must leave the red light on and she had to have a second line. Apologized, explained I was unaware of any additional charges in order to utilize Cap Tel, and performed successful VCO call to her #. Customer needs help when her daughter in law is home from out of state to determine how to use the device and what is required. Contact wanted	02/08/08	The client actually uses CapTel and not the VCO. The customer just recently got CapTel and is not used to it. She also received a training from near her home and was not too satisfied with it. RPM sent her a letter with training information and she will continue to try and learn more about CapTel. If she continue to experience difficulties with the CapTel, she will contact the customer service.
14	02/01/08	Program Manager reports being contacted. The NC customer could not reach the Relay when dialing 711 on the morning of 2/1/08. Apologized for the technical problem. Ticket 5811362 was opened. Follow up requested. Internal Update Performed	02/01/08	We have corrected the problem and updated our system. The customer has not had any more problems and has been able to use relay without any difficulties.

15	01/30/08	Customer Complaint: Caller reported that the dedicated VCO number for NC is continuously busy. She has to connect using 711 which causes her to experience garbling even though her number is branded for VCO. Customer Service Response: Apologized for the inconvenience and asked questions to be sure her ultratec device did not have turbocode. Her call to CS completed just fine. No follow up requested. Internal Update Performed	01/30/08	Forwarded to technician for follow up.
16	01/28/08	Captions Lag too far behind voice	01/28/08	Customer shared feedback regarding captioning delay on a call. Investigation showed the CA noted the call as troublesome due to multiple speakers at the same time and difficulty captioning overlapping voices. CS Rep shared this finding with the customer.
17	01/25/08	Customer was very upset because she told agent not to announce relay, only ask for certain person. Agent did announce relay to outbound and explained relay. When customer started talking to outbound, the outbound hung up on the customer. Customer feels it is because relay announced and explained when she told her not to.	01/25/08	Team leader spoke with this agent and she said the customer was yelling the minute she came on the line and was a little difficult to understand. That is why she did not hear the customer tell her not to announce or explain. The customer only told her to ask for a specific person, which she did. Agent apologized over and over to customer, as did supervisor, but customer kept yelling and hung up. Team leader did go over following customer instructions with agent.
18	01/25/08	Customer complained that this agent did not type message verbatim. Customer complained that this agents English was poor and what message that was not missing was incorrect. This customers mother had a print out tape of the conversation.	01/25/08	Agent was coached on proper pacing techniques to ensure message is typed verbatim.

19	01/25/08	NC VCO user gets continual busy when dialing dedicated VCO #, and has to use 711, then gets garbling most of the time. Apologized, test called the Relay number, 877-735-8260 and connected with no issues. Let customer know I would alert the relay technicians to the problems. Entered TT 5770153. Customer does request contact from Program Manager.	01/25/08	We have attempted to duplicate the problem but have not been to. We have worked with the customer and she has indicated the problem has gone away. Consumer was advised to contact us and document the agent and time if it should occur again.
20	01/15/08	Accuracy of captions	01/15/08	Customer shared feedback regarding accuracy of captions and confusion of following the call. CS Rep apologized for this incidence and thanked customer for the feedback. CS noted that if customer documents the date, time, CA # we can take more specific follow up with the specific CA. The feedback as received was shared with Call Center management.
21	01/02/08	Customer is not able to make long distance calls through Relay NC using Opex carrier. Apologized. Opened ticket 5617834. Follow up requested.	01/02/08	Ticket 5617834 has been closed. The NM tech researched the log file for the call on 1/3/08. There is nothing to indicate that there is a problem with his long distance service. Relay was able to use the Opex carrier.
22	12/11/07	Hearing customer cannot reach NC Relay using 711. Apologized for the problem and opened TT ID 5512684. Follow-up is required to assure problem resolution.	12/11/07	I have worked with the customer and have been in touch with him several times along with his mother. The phones have been branded correctly and they are able to dial each other without any problems. Consumers are pleased.
23	12/11/07	Technical - General	12/11/07	Identified isolated technical difficulty at CA's work station during this call. Customer was alerted and advised to redial. Station equipment was reset after call, which resolved matter. Apologized to customer for this incidence.

24	12/11/07	Disconnect/Reconnect during calls	12/11/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring.
25	11/19/07	Voice customer reports it takes a long time to reach a Relay opr on weekends. During the week the customer gets an opr immediately. The customer wants the staffing levels to be increased. Customer requests call back	01/03/08	I have contacted the customer apologized for the delay. I explained there may be some periods where there is an increased number of calls which can be unforeseeable and unpredictable.
26	11/09/07	Customer dials 711 for Relay. Instead of voice, her call comes to operator position as TTY. Customer explained that she's been using Relay for many years, and 711 use to direct her to a Relay operator who talked to her. Apologized. Re-branded her line for V. Ticket 5308365 was opened. Follow up requested.	11/09/07	We have re-branded her phone to as a voice line. The phone originally was branded as a TTY/VCO. The consumer was calling a VCO user and there were problems with the connection. We checked the connection out and communicated with the consumer's caller and there were some issues with the VCO phone, and not the phone line. We advised the consumer to have their VCO phone replaced. Consumer is satisfied.
27	11/02/07	A NC VCO customer called to complain that many people who tried to call her using 711 are not able to get through. Apologized. Explained that we are having an increase in these issues. Opened TT 5259149. Follow-up requested. Internal Update Performed	11/02/07	We have contacted this consumer several times and we have resolved the issues surrounding her phone service. Her phone has been branded correctly and people are now able to contact her directly without any problems. Consumer is satisfied.

28	10/22/07	Disconnect/Reconnect during calls	10/22/07	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.
29	10/11/07	Customer stated the agent was given instructions to follow regarding the call to her sister who is a VCO user. The agent told her to not give her any instruction until the call was connected and then hung up on the inbound.	10/11/07	The agent was met with in regard to this issue and coached on following the instructions of the consumer.
30	10/04/07	Dialing Issue - Phone line does not require 1 when dialing 800 number	10/04/07	Technical support removed "1" from unit's "data-in" outbound dialing number. as their office did not recognizing dialing a 1 while dialing long distance. Problem resolved, and customer able to make outbound captioned call after this adjustment.
31	10/03/07	Customer stated she called in and was giving the operator instructions about calling her sister who was a VCO user, the operator was rushing her for the number and then disconnected her. The customer states this is the first time any operator was rude and disconnected her call. Assured the customer the information would be forwarded to the operators immediate supervisor. No return call was requested.	10/03/07	Center was experiencing many customer disconnects due to Avaya Switch throughout the day. CA said she would never disconnect a customer. Supervisor is confident this disconnect was due to technical difficulties.

32	10/03/07	VCO customer states it takes too long to get answered by a relay agent. She has to hang up and call back numerous times to get an agent. The latest occurrences were today, 10/3/07, between 5:43 PM to 5:49 PM. Apologized, thanked customer for calling with her records. TT 5046503.	10/03/07	This has been identified as a known issue and will be corrected with an platform upgrade. We will be releasing a patch to correct this.
33	10/02/07	Accuracy of captions	10/02/07	Customer shared feedback regarding accuracy of captioned proper name and prescription drug name. Suggested customer confirm the spelling with the caller as the captionist is not able to ask for verification. CS Rep apologized for incidence and thanked customer for the feedback provided. Suggested customer document the date, time, CA # for more specific follow up with call center personnel to address this further with the CA.
34	09/18/07	Sound Quality - Static	09/18/07	Provided customer with troubleshooting assistance to resolve problems noted.
35	09/17/07	Caller reported that at the end of one call she wished to place another call. At the closing greeting after the GA or SK, she gave the instructions that she would like to place an important call, gave the number to dial, but received no response. She waited and repeated the number, still no response. It appeared that the CA did not wait to receive dialing instructions after the closing, and proceeded to disconnect. : Apologized for the inconvenience and told the caller the report would be sent to the call center supervisor. No follow up requested.	09/17/07	9/20/07 TL met with agent. Went over proper disconnect procedures and the consequences of not following protocol. Agent understands.

36	09/17/07	A NC voice caller called to complain that agent typed things to person he was calling that he did not say. Caller said this happened on 9/16/07 at around 2am and that he saw the printout of the conversation and things were typed that he did not say. Apologized for the problem. Customer did not request follow up.	09/17/07	10/1/07 TL met with agent. Agent does not remember the call. Instructed CA to always type what is heard and if the CA feels the customer is not cooperative to notify a supervisor. Agent understands.
37	09/17/07	Technical - General	09/17/07	Technical support identified the cause of customer's experience and made an adjustment in the system to resolve customer's experience.
38	09/14/07	At about 9:40 NC time on 9/3/07 they made a call and were in mid argument with voice user when the line went dead with no response from the operator. The caller wasn't sure if the operator hung up on them.	09/14/07	Spoke with operator about the complaint and he did remember the call because as they were in the middle of relaying his console went dead and he informed his supervisor that he lost both sides of the call.
39	08/31/07	Echo Sounds - CapTel user hears	08/31/07	Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Also advised customer to press Volume Boost button and to hold handset appropriately.

40	08/24/07	Accuracy of captions	08/24/07	Customer shared feedback noting captions were less than satisfactory. CS Rep apologized for incidence and asked if customer had more details such as the date, time, CA # for more specific follow up. Unfortunately, customer did not have any specifics on the date, or time of the call for us to follow up further with Call Center Management. We advised the Call Center of the shared comment.
41	08/16/07	VCO customer reporting that voice callers that call her use 711 to dial relay and it has worked up until the past week and now they are all getting tty tones instead of a voice operator. Apologized for the problem and opened TT ID 4720623. Follow-up with customer not required.	08/16/07	A trouble ticket was entered and we were unable to duplicate the issue. It was tried several times to no success. We will monitor this to make sure it doesn't happen again. The customer knows to contact us if problems continue to persist.
42	08/07/07	Operator dialed with wrong number. TTY user tried to interrupt to tell the operator. he let the phone ring and after no answer he redialed without the customer permission.	08/07/07	Operator was coached on proper procedures and given feedback on working with Relay consumers.
43	07/25/07	Billing - General	07/25/07	Advised customer to register their carrier of choice. Customer was able to make her call from her landline, but not her cellphone. Registration resolved matter.

44	07/16/07	Disconnect/Reconnect during calls	07/16/07	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.
45	07/06/07	Captions Lag too far behind voice	07/06/07	Customer shared feedback regarding captioning speed in relation to spoken words. CS Rep explained how captions are generated and apologized for incidence. CS thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. This incidence did not prevent captions from well exceeding FCC rules.
46	06/18/07	Customer reported Relay opr speaking too fast on answering machine and message could not be understood. (complaint taken by MA RCS no other info provided) Customer did not request contact. Complaint taken 6-16-07 10:10 (AM or PM not provided by MA RCS)	06/22/07	Operator not aware of the amount of time given to leave a message on an answering machine. Educated operator on how to leave a message and to slow down and speak clear so the message is understood.
47	06/18/07	Disconnect/Reconnect during calls	06/18/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent tips to reduce their occurrence.

48	06/18/07	Dialing Issue - Unable to dial regional 800 number	06/18/07	Technical Support made an adjustment to enable outbound call to regional number. This resolved the experience.
49	06/18/07	Accuracy of captions	06/18/07	Customer shared feedback regarding accuracy of captions on one call. Noted other calls were of no problem. CS Rep apologized for incidence and thanked customer for the feedback. Reported incidence of errors to call center personnel. Also explained to customer how errors may occur.
50	06/14/07	Disconnect/Reconnect during calls	06/14/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
51	06/13/07	Customer stated that operator "called child cuss words" Mother was very upset at the way the operator talked to a child	06/13/07	Agent did not remember this call specifically but stated it may have been pranksters on internet relay that had him call and say certain things, in which case the agent was following proper procedures

52	06/07/07	<p>VCO NC customer states supervisor was rude and acted immaturely. Customer called relay, reached operator, asked how she was doing and operator responded in same. Operator placed call and after it ended customer stated to operator, "Wasn't that a conversation!" causing them both to laugh. Customer asked for supervisor to give operator a commendation and when supervisor was on line he ostracized operator and customer for conversing. Customer was dumbfounded and upset. Customer states supervisor didn't let her tell him what she requested him for. approx time: 3:30pm CST on 6/7/07. RCS apologized to customer, assured this would be taken care of No follow up</p>	06/07/07	<p>Agent was engaged in a lengthy conversation with customer and it was addressed by supervisor.</p>
53	06/04/07	<p>A NC voice customer complains that this agent never let her say "GA" before he interrupted her with what the TTY person said. At one point he laughed at her and said, "I can't understand a word you're saying." Apologized for rudeness. No follow-up requested.</p>	06/04/07	<p>This agent was following procedure in regards to interrupting the voice customer when the tty was typing. However they were spoken to about the importance of customer service and being courteous when speaking to customers</p>

DOCKET NO.

03-123

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1 CD Room