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DOVER DIXON HORNE PLLC

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OF COUNSEL
PHILIP E. DIXON (1932-2005)
GARLAND W. BINNS, JR.

* ALSO LICENSED IN TENNESSEE
* ALSO LICENSED IN TEXAS

June 20, 2008

TTT MERITAS LAW FIRMS WORLDWIDE

Ms. Marlene H. Dortch
Office of Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

Received & Inspected

JUN 24 2008

FCC Mail Room

Re: FCC/CG Docket NO. 03-123

Dear Ms. Dortch:

On behalf of the state of Arkansas, the Arkansas Deaf and Hearing Impaired Telecommunication Services Corporation submits the Consumer Complaint Log Summary for the annual period ending May 31, 2008.

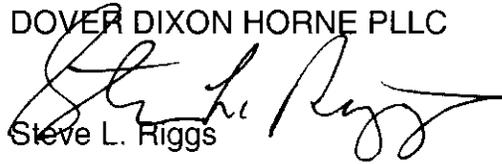
Enclosed you will find the original and four copies of the printed report, together with an electronic disc copy of the Complaint Log on a standard 3.5 inch diskette (formatted in an IBM compatible format using Word 97 or compatible software).

As requested by the FCC, we are also providing a copy of the printed report to Arlene Alexander, along with a copy of this letter.

Should you need additional information from Arkansas, please feel free to call or contact me.

Very truly yours,

DOVER DIXON HORNE PLLC

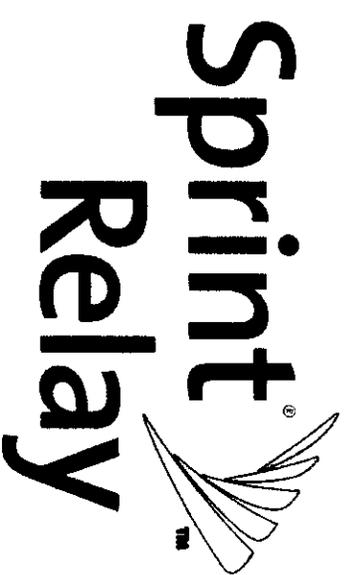

Steve L. Riggs

SLR/als

Enclosure

cc: Arlene Alexander
Ken Musteen
Tommy Walker

SEARCHED _____
SERIALIZED _____
INDEXED _____
FILED _____
JUN 24 2008
FCC



ARKANSAS

FCC COMPLAINT LOG

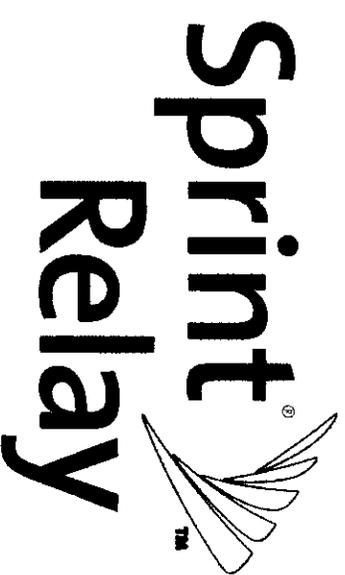
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2	04/17/08	After the call at 12:15 p.m., Voice Carry Over requested for a supervisor and stated that she has been getting a lot of misspellings and words that doesn't make sense. Stated that she have been experiencing garbling a lot lately and would like to get this resolved. Voice Carry Over also mentioned that my typing to her is bad as well. I checked the agent's screen and there were no such misspelling or anything in that nature. Apologized for the inconvenience and assured her that this will be forwarded to our Sprint Technicians and Account manager. Wanted a follow up by phone.	05/30/08	Trouble ticket entered into system. Technician would like Customer Service to do test call to troubleshoot garbling before doing further testing. The call center has attempted to contact the customer for follow up but has not able to establish an effective communication with the customer. The customer will be referred to customer service if any other issues are brought to the attention of the center.
3	03/31/08	Customer can no longer reach relay service when dialing 711. Relay Customer Service response: Apologized for the problem and assured that a trouble ticket would be sent in so that the problem could be investigated further. No call back requested	04/14/08	Trouble Ticket was entered. Relay Program Manager contacted customer. Customer could not understand what was being typed due to garbling. Relay Operator turned Turbo Code off and then customer could read what was being typed. At this time the customer said she is not having trouble. She will call customer service if there are any further issues.
4	02/06/08	Disconnect/Reconnect during calls	02/06/08	Explained to customer what a disconnect/reconnect is and why they might occur. Customer experienced one particularly bad call, but otherwise does not have a chronic disconnect/reconnect issue.

5	12/03/07	Customer gave agent the number to dial and agent asked for the number two more times. There was no response from the agent after that, so the customer hung up to dial back into relay for another agent. Apologize to the customer and informed that this will be forwarded to the agent's supervisor for follow up. Customer satisfied and does not want a follow up call.	12/03/07	Team Leader spoke with Communication Agent and asked her to pay closer attention to the calls on her screen. If she is having difficulties and cannot hear a Voice Carry Over or has garbling, please call a supervisor over to disconnect the call so it can be documented.
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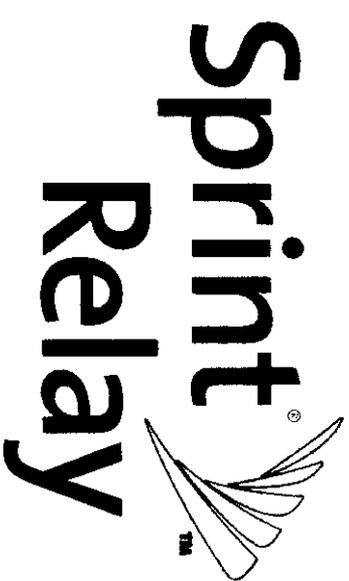
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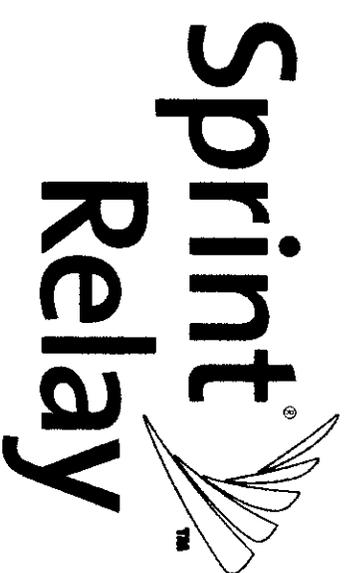
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10	10/11/07	Disconnect/Reconnect during calls	10/12/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
11	09/13/07	Caller ID	09/14/07	A technical problem was reported that affected how Caller ID propagates through the CapTel system. This affected a small number of users. Technical support has a manual adjustment in place to provide correct Caller ID detail until our equipment vendor can provide a permanent solution.
12	06/27/07	Customer's friends who usually call have been "unable to get through" to her lately. Customer does not know if had problems reaching an operator, problems dialing out or problems connecting. Apologized for her inconvenience. Does not require follow up. May have one of her friends call back with more specific information.	06/27/07	Not enough information to follow up on this issue. If customer is still having the problem, they can contact Customer Service.
13	06/05/07	Billing - General	06/05/07	Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from CapTel phone.

DOCKET NO. 03-123

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