

**FCC Summary Log
For
California Relay Service
June 1, 2007 to May 31, 2008**

DDTP

Number of Complaints received from June 1, 2007 to May 31, 2008

June '07	July '07	Aug '07	Sept '07	Oct '07	Nov '07	Dec '07	Jan '08	Feb '08	Mar '08	Apr '08	May '08
0	0	1	3	1	0	0	0	5	0	0	1

The total Number of Complaints for this reporting period was 11. Complaints are followed up and resolved in a timely manner.

DDTP California Relay Service Customer Log 2007-2008

Date of Incident	Description	Date of Resolution	Description of Resolution
8/2/2007	Customer called to report that her CapTel wasn't working since she moved cubicals at her workplace.	8/2/2007	An email was sent to make sure that the CapTel was plugged into an analog line, and not a digital one. If this was not the problem, CapTel customer service info was given for her to contact.
9/12/2007	Customer emailed to complain about a CA relaying a side conversation she was having to the TTY caller. She felt that this was not appropriate. She also complained that there was lag time from when the operator signs off and says goodbye to when they actually hang up.	9/12/2007	An email was sent to the customer explaining how relay works and how background noise is relayed in order to make the call functionally equivalent. In regards to the lag in hanging up once the operator has said goodbye, it was explained that the operator may have been making sure that the Deaf caller was finished. Further, the email was sent to MCI so that further training for ending a call could be done with a CA.
9/22/2007	Customer received fraud calls from relay service through Internet	10/1/2007	Emailed the customer and addressed her concern. She was referred to the FCC website, where she can log a complaint or concern.
9/30/2007	Customer complained of garble on her TTY	10/1/2007	Email was sent to Randy Sergeant at MCI to check into this with customer service and see if the problem has been resolved. Randy followed up with the customer.
10/16/2007	Customer calle Dan to complain of a billing issue with a company called ZPDI	10/23/2007	Holly called and spoke with this person to get the details of the situation. It was forwarded on to Shelley Vassall of Nordia. Shelley stated that a team manager would be handling this situation and report back the results.
2/4/2008	Customer called the front desk to report problems downloading the CTAP application form from the DDTP website	2/5/2008	Contacted the customer & the support of BOL to troubleshoot the problem. Potential solutions were conveyed to the customer.
2/7/2008	Customer complained that hearing callers using 711 get a fax tone instead of an operator	2/12/2008	Sent email explaining the use of the dedicated voice number & offering to make a test call.
2/7/2008	Customer requested information about out-of-state long distance charges associated with 711 & what information to put on a business card to be reachable by a TTY user.	2/12/2008	Sent email explaining LD carrier of choice, and 711 & dedicated numbers. Followed up by phone 2/16/2008.
2/12/2008	Customer called the front desk to report problems downloading the CTAP application form from the DDTP website	2/13/2008	Called customer offering to troubleshoot - Customer called back 2/19/2008, problem resolved, was able to download the form after all.
2/29/2008	Customer reported problems about her CTAP phone	3/11/2008	Referred to Customer Contact Department, who sent an FA to resolve this problem.
5/22/2008	Customer reported problems with Carrier of Choice/LD billing with GoAmerica	5/22/2008	Referred customer to GoAmerica liaison, Randy Sergeant. This was resolved by Randy Sergeant.