



CC Docket No. 03-123

**ANNUAL LOG SUMMARY OF
CONSUMER COMPLAINTS
CONCERNING TRS**

June 1, 2007 – May 31, 2008





COMMONWEALTH of VIRGINIA

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Section § 51.5-115 of the *Code of Virginia* designates the Virginia Department for the Deaf and Hard of Hearing (VDDHH) as the agency for the provision and operation of telecommunications relay services within our Commonwealth. On behalf of VDDHH, VA Relay, and the VA Relay Advisory Council, I am pleased to submit the following Annual Log Summary of Consumer Complaints Concerning TRS for the period June 1, 2007 through May 31, 2008. During the reporting period, 10 customer contacts were identified as complaints. Of the 10, only 1 was related to FCC standards, a slight improvement over last year. During the same reporting period, 123 service commendations were received.

The current log also includes consumer feedback for enhanced Voice Carry Over relay services for this same period. For the current reporting period a total of 16 complaints were received, a significant improvement over last year. Of this amount, 5 were related to FCC minimum standards. During the same reporting period, 16 service commendations were received. Because these services are provided under contract with a different provider, all consumer complaint data on CapTel is presented in a separate section of our Log.

Thank you for the opportunity to forward this summary of consumer feedback, and we hope you find it beneficial. All questions concerning this submission should be directed to the VDDHH Relay Manager, Clayton E. Bowen, clayton.bowen@vddhh.virginia.gov. You may also reach him at 1-800-552-7917, voice/TTY.

Sincerely,

A handwritten signature in cursive script that reads "Ronald L. Lanier".

Ronald L. Lanier

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VA Relay Center

Since 1991, AT&T has consistently provided quality telecommunications relay services in the Commonwealth of Virginia. Our current contract expires January 31, 2009, and we are presently negotiating with AT&T for an additional one-year contract extension.

Receipt of Consumer Comments and Methodology

VA Relay consumers can provide comments on services through three basic avenues. Feedback is received directly by AT&T, directly by VDDHH, or indirectly through the VA Relay Advisory Council and the statewide VDDHH Outreach network.

AT&T receives consumer comments directly through:

- VA Relay Customer Care Desk, 1-866-246-9300 (TTY) 1-866-894-4116 (Voice)
- The In-House VA Relay Account Manager
matthew.myrick@vddhh.virginia.gov
- Communication Assistants (CA) and their Supervisors
- AT&T Relay Customer Service Line 1-800-682-8786 (TTY) 1-800-682-8706 (Voice)
- AT&T National Relay Website www.att.com/relay
- Consumer Correspondence

VDDHH receives consumer comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form www.vddhh.org
- VA Relay Website, www.varelay.org
- VDDHH Customer Service E-mail Address frontdsk@vddhh.virginia.gov
- Public Meetings and Regional Consumer Forums
- Consumer Correspondence

VDDHH receives consumer comments indirectly through:

- The VA Relay Advisory Council whose members represent consumer organizations or specific types of relay users
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of VA Relay, its operations and services.

All consumer feedback whether received directly or indirectly is recorded in AT&T's automated Commendation, Inquiry, and Complaint System, more commonly referred to as CICS. All comments are entered into the CICS database within twenty-four hours of receipt, whether received by AT&T or provided through VDDHH. AT&T is contractually required to forward VDDHH an electronic copy of each entry within the ensuing twenty-four hour period. The majority of CICS complaints are received at the VA Relay Customer Care Center where they are responded to and resolved by Center personnel. For complaints received directly by VDDHH, staff members provide the response to the consumer in many cases. A copy of the consumer's comments is electronically forwarded to AT&T for CICS entry and appropriate documentation and follow-up.

Any complaints directly related to CA performance are routed to a center Associate Manager who is required to meet with the individual CA within seventy-two hours of receipt of the complaint. Additional CA training is then scheduled if appropriate.

Complaints or inquiries related to technical or billing issues are not subject to a specific deadline since technical research or follow-up with other entities may be necessary. However, timely resolution of these items is still required and monitored by VDDHH. In addition, the Virginia State Corporation Commission is available to assist VDDHH with billing issues related to phone companies under their jurisdiction.

Copies of all CICS entries are maintained by VDDHH and reconciled to the monthly CICS report summary provided by AT&T. VDDHH staff members immediately investigate any complaints not indicating resolution during the month in question. Since June of 2000, any CICS entry related to an alleged violation of FCC TRS standards or of more stringent Virginia contract requirements is identified and filed separately. This allows for a clear annual accounting of specific complaints related to FCC or state contract requirements. These complaints are also noted in the annual submission of our FCC Complaint Log. All CICS entries and monthly reports are retained by VDDHH for a minimum of five years.

Discussion of Consumer Complaints

For the current FCC reporting period, 565 customer contacts were received and reported through CICS. Of this number, only 10, or approximately 2% of total contacts were identified as complaints. Of these 10 complaints, only 1 was identified as alleged violation of the federal minimum standards. A breakdown of the FCC reportable complaints appears below.

Alleged Violations of the Federal Minimum Standards

Transparency	0
Confidentiality	0
Verbatim Relay of Call by CA	0
In Call Replacement	0
Answer Speed (Waiting Time)	1
CA Typing Skills	0

Number of Days for Resolution of Federal Minimum Standards Complaints

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46 –90 days
Transparency							
Confidentiality							
Verbatim							
In Call Replace							
Answer Speed	1						
CA Skills							

More information on the above complaints is presented in the Annual Consumer Complaints Summary that begins on page 9 of this document and is highlighted in yellow. On the date of this complaint, December 15, 2007, the average answer performance rate was 98% of calls in 10 seconds, well within required standards.

The remaining 9 complaints were considered as personal call preferences, misunderstandings by the customer of relay protocols, or a perceived negative attitude or manner of the CA. Included were 2 complaints regarding the billing of local relay calls. A majority of the remaining complaints were addressed in a 24-hour period and required minimal follow-up by VDDHH.

CapTel™ Relay Services

After an extremely successful twenty one-month trial of the service, Virginia began offering CapTel as an on-going part of VA Relay on April 1, 2004. While our contract for traditional relay services is with AT&T, Virginia established a separate contract for CapTel services with Sprint Relay. The CapTel call centers are operated by Ultratec, Incorporated. In accordance with FCC standards, CapTel services became 7-1-1 accessible in Virginia for hearing callers on August 1, 2004.

Virginia CapTel users can also provide comments on services through three basic avenues. Feedback is received directly by Sprint/Ultratec, directly by VDDHH, or indirectly through the VA Relay Advisory Council and the statewide VDDHH Outreach network. Our Relay Council currently includes a member representing CapTel users.

Receipt of Consumer Comments and Methodology

Sprint/Ultratec receives CapTel user comments directly through:

- CapTel Customer Service Line 1-800-482-2424 (TTY) 1-877-243-2823 (Voice)
- CapTel Customer Service Email service@ultratec.com
- CapTel National Website www.captionedtelephone.com
- Virginia CapTel Account Karl.A.Ewan@sprint.com
- Consumer Correspondence

VDDHH receives CapTel user comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form www.vddhh.org
- VA Relay Website, www.varelay.org
- VDDHH Customer Service E-mail Address frontdsk@vddhh.virginia.gov
- VDDHH CapTel Specialist trish.banks@vddhh.virginia.gov
- VDDHH Public Meetings and Regional Consumer Forums
- Consumer Correspondence

VDDHH receives CapTel user comments indirectly through:

- The VA Relay Advisory Council whose members represent consumer organizations or specific types of relay users

- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of VA Relay, its operations and services.

In addition to these three basic avenues, VDDHH has worked out an agreement with AT&T that any CapTel user comments received at the Customer Care Desk at the VA Relay center will be accepted and immediately forwarded to VDDHH for follow-up with Sprint.

All CapTel user comments are provided to VDDHH by Sprint on a monthly basis. Any complaint that is not resolved within the reporting period is then documented and investigated by VDDHH staff.

Discussion of CapTel Consumer Complaints

A total of 16 complaints were received on the enhanced Voice Carry Over service during the current reporting period, the majority of which were technical in nature. Five of the complaints were considered alleged violations of FCC standards, all related to Accuracy (of captions). The remaining complaints were satisfactorily resolved by CapTel Customer Service Representatives within 24 hours. A breakdown of the FCC reportable complaints follows.

Alleged Violations of the Federal Minimum Standards

Transparency	0
Confidentiality	0
Verbatim Relay of Call (Accuracy)	5
In Call Replacement	0
Answer Speed (Waiting Time)	0
Typing Speed	0

Number of Days for Resolution of Federal Minimum Standards Complaints

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46-90 days
Transparency							
Confidentiality							
Verbatim	5						
In Call Replace							
Answer Speed							
Typing Speed							

More information on each of the above reportable complaints is presented in the annual Virginia CapTel Customer Complaint Log that appears near the end of this document. Complaints related to FCC standards are highlighted in yellow.

Annual Consumer Complaints Summary

& Summary of All Consumer Feedback

June 1, 2007 – May 31, 2008



June 2007

Voice June 12, 2007

The customer complained the CA was rude.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: June 12, 2007

FCC: N/A

July 2007

No Complaints Received

August 2007

No Complaints Received

September 2007

TTY September 12, 2007

The customer complained about having to verify the spelling of names.

Category: Methods Related

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and suggested the customer provide CA's with upfront instructions.

Contact Closed: September 12, 2007

FCC: N/A

TTY September 20, 2007

The customer complained the CA did not follow instructions.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: September 20, 2007

FCC: N/A

October 2007

TTY October 1, 2007

The customer asked why his/her call was disconnected.

Category: Disconnect

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized and explained various reasons that could have caused the disconnect.

Contact Closed: October 11, 2007

FCC: N/A

November 2007

Voice November 14, 2007

The customer complained he/she was billed for local calls placed via relay and his/her account was referred to collections.

Category: Billing Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized and assisted the customer in having his/her account credited.

Contact Closed: November 14, 2007

FCC: N/A

December 2007

TTY December 12, 2007

The customer complained the CA was rude.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: December 14, 2007

FCC: N/A

TTY December 15, 2007

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer this would be reported.

Contact Closed: December 15, 2007

FCC: Answer Performance

January 2008

Voice January 2, 2008

The customer complained he/she was billed for local calls placed via relay and his/her account was referred to collections.

Category: Billing Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized and contacted the billing office on the customer's behalf. The issue is currently being investigated.

Contact Closed: April 4, 2008

FCC: N/A

February 2008

No Complaints Received

March 2008

No Complaints Received

April 2008

Voice April 26, 2008

The customer complained the CA did not place his/her VA Relay Text Message call.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: May 2, 2008

FCC: N/A

May 2008

Voice May 13, 2008

The caller complained he/she received harassing relay calls and asked if the calls could be blocked.

Category: Other (Misc)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized and explained that relay calls cannot be blocked.

Contact Closed: May 13, 2008

FCC: N/A

Summary of All VA Relay User Feedback - June 1, 2007 – May 31, 2008

I. Commendations	Voice	TTY	Total
CA/OPR Related	52	65	117
Relay/OSD Related	2	4	6
Other			
Total Commendations	54	69	123
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner	1	1	2
Typing Skill/Speed			
English Grammar			
CA Hung up on me			
Other (CA/OPR)	1	1	2
Equipment			
Disconnect		1	1
Answer/Wait Time		1	1
Garbled Words			
Other (Equip)			
Methods Related		1	1
Miscellaneous			
Billing Rate	2		2
Scope of Service			
Other (Misc)	1		1
Total Complaints	5	5	10
III. Inquiries/Comments	Voice	TTY	Total
General Information	38	16	54
Outreach/Marketing	7	1	8
Explain Relay	68		68
TTY Distrib/Purchase	51	9	60
LEC Service	5		5
Billing/Rate	39	18	57
Computer Settings			
Technical Related	1	1	2
Other	127	51	178
Total Inquiries/Comments	336	96	432
Grand Total	395	170	565

Enhanced Voice Carry Over 

Annual Consumer Complaints Log

June 1, 2007 – May 31, 2008



Complaint Log for VA/CapTel (06/01/07-05/31/08).
Total Customer Complaints: 16

<u>Talley</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	Accuracy of Captions	05/16/08	Customer shared feedback regarding accuracy of captions. CS Representative 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, Communications Assistant # for more specific follow up with Call Center supervisor and Communications Assistant.
2	05/09/08	Dialing Issue – Can't dial out in captioning mode	05/09/08	Advised customer to perform physical reset and customer confirmed this resolved experience.
3	04/23/08	Consumer Education – USB	04/23/08	Advised customer on specifics of using CapTel USB.
4	04/18/08	Accuracy of Captions	04/18/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incident and thanked customer for the feedback. Suggested customer document the date time Captioning Assistant number for more specific follow up.
5	04/15/08	Consumer education - USB	04/15/08	Advised customer how to print captioned conversations on CapTel USB phone.
6	03/14/08	Caller ID	03/14/08	SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer the true Caller ID capabilities are operational.
7	01/14/08	Billing General	01/14/08	Advised customer to send in a copy of their bill for review. They note being billed by a carrier who they registered with us for. They changed carrier and did not change their registration, thus got billed by the carrier our system showed as theirs. Registration was changed for them with this contact to their current provider.
8	01/04/08	Accuracy of Captions	01/04/08	Customer shared feedback regarding one keyword captioned in error 3 times. Customer Service Representative apologized for the

				incidence and thanked customer for the feedback. Customer Service tried to identify the Captioning Assistant on the call but was unable to do so. Advised customer we would be happy to follow up further with a specific captioning Assistant and supervisor when given detail on the date, time and Captioning Assistant number of the call.
9	12/21/08	Accuracy of Captions	12/21/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incident and thanked customer for the feedback. Suggested customer document the date time Captioning Assistant number for more specific follow up.
10	10/15/08	Account Login Failure	10/15/07	Unit's account activated. Unit now operational.
11	09/25/08	Accuracy of Captions	09/25/07	Customer shared feedback regarding accuracy of captions. Customer expressed concern of worked like 'was' and 'their' being wrong. Customer Service Representative discussed captioning process. Customer Service Representative 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 time, date and Captioning Assistant number so we can take more specific follow up measures with call center personnel.
12	09/20/08	Technical – General	09/20/07	Technical support identified the cause of the customer's experience and made an adjustment in the system to resolve customer's experience.
13	09/06/07	Account Login Failure	09/06/07	Unit's account activated. Unit now operational.
14	07/19/07	Captions – stop in middle of call	07/19/07	Reported incidence appears to be a one time incident that has been resolved on its own and not occurred again. Could not identify a technical cause at our end for such incidence.
15	06/28/07	Service – General	06/29/07	Customer received intermittent busy signal when in fact CapTel Service was not busy. Incidence was brought to network provider's attention. The network provider confirmed resolution the afternoon of 6/29/07.
16	06/12/07	Disconnect/Reconnect during calls	06/12/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnecting/reconnecting might be occurring and sent email with tips to reduce their occurrence.

