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June 26, 20085

JUN 30 2008

FCC Mail Room

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

**Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123**

Dear Marlene,

Please see the attached Annual Complaint Log for the State of North Dakota for the period of June 1, 2007 through May 31, 2008. You will also find an electronic disk copy of the complaint log on a standard 3.5 inch diskette.

Please review the information, and if this is not sufficient, please advise and I will be glad to provide additional information.

Thank you,

Roxy Ennen  
State of North Dakota  
Information Technology Department  
701-328-2300  
[rennen@nd.gov](mailto:rennen@nd.gov)

Attachments:

- 1) 1 original & 4 copies of the Annual Complaint Log
- 2) (2) 3.5 inch diskettes

No. of Copies rec'd 2  
List ABCDE

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# **NORTH DAKOTA FCC COMPLAINT LOG**

## **2008**

**Complaint Tracking for ND (06/01/2007-05/31/2008). Total Customer Contacts: 3**

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	04/15/08	Voice customer is have trouble being detected by relay so her calls are going unanswered and gets disconnected. No one is voicing the relay greeting to her, she only hears the tones. Call took place at approximately 3 pm CT, 4/15/08. Apologized, A trouble ticket was created. No follow-up requested.	04/15/08	Customer requested no follow up. Case is closed.
2	02/11/08	I said to relay after call finished, "Thank you bye sk" and she just said sksk. Caller felt that was rude and CA should have responded with U R Welcome.	02/11/08	Team Leader met with CA and reminded them respond to customers. Be courteous and don't type sksk until the tty user does.
3	07/17/07	At 250pm the VCO customer placed the call and reached an answer machine which an agent relayed. VCO customer was upset that the agent did not adhere to her customer notes not to type recording and that GA is to be given. Apologized for the inconvenience and explained that notes could be confusing to the agent and offered to modify it. VCO continued on with the obscenities of how "stupid" the agent and the supervisor are. I ended up modifying the note which clearly stated not to type ans mach as well as recording. No follow up needed.	07/17/07	Customer note was adjusted ensuring that this should not happen again.

DOCKET NO. 03-123

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