



STATE OF NEW MEXICO  
COMMISSION FOR DEAF AND HARD OF HEARING PERSONS

Received & Inspected

JUL 1 - 2008

Received & Inspected

SECRET FILE COPY ORIGINAL  
JUL 1 - 2008

Thomas J. Dillon, III  
Executive Director

Bill Richardson  
Governor

FCC Mail Room

June 27, 2008

Ms. Marlene H. Dortch, Office of the Secretary  
Federal Communication Commission  
455 12<sup>th</sup> Street SW Rm TW-B204  
Washington, DC 20554

RE: CG Docket 03-123

Greetings from the State of New Mexico!

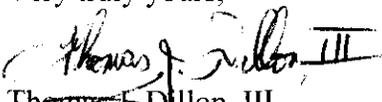
Enclosed you will find one original and four copies of our 2008 Complaint log.

Also enclosed is a standard CD ROM with electronic copies recorded.

Our agency (Commission for Deaf and Hard of Hearing Persons) is responsible for monitoring the quality of services for Telecommunications Relay Services and for receiving internally unresolved complaints.

Please contact me directly at (505) 827-7270 or [tom.dillon@state.nm.us](mailto:tom.dillon@state.nm.us) should you have further questions regarding our submission.

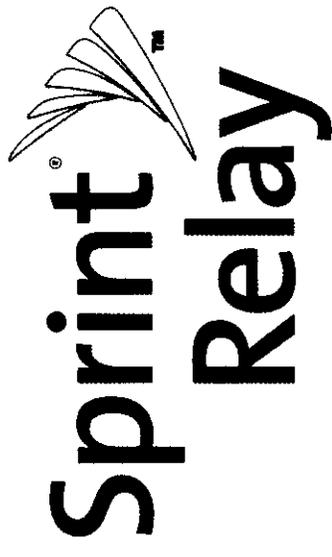
Very truly yours,

  
Thomas J. Dillon, III  
Executive Director

Cc: Arlene Alexander  
Federal Communications Commission  
Consumer and Governmental Affairs Bureau  
445 12<sup>th</sup> Street SW Rm 3-c408  
Washington, DC 20554

043

Electronics Recycled  
JUL 1 - 2008  
FCC Mail Room



# NEW MEXICO FCC COMPLAINT LOG 2008

**Complaint Tracking for NM (06/01/2007-05/31/2008). Total Customer Contacts: 19**

| <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                 | Set up - General  | 05/16/08                  | Advised customer to turn off 2 Line mode in the menu of the CapTel phone due to customer using one phone line with CapTel.  |
| 2            | 05/14/08                 | Set up - General  | 05/14/08                  | Sent over-the-wire update to turn customer's captions default to "off." Customer confirmed this resolved experience.  |
| 3            | 04/09/08                 | Technical - General   | 04/09/08                  | Identified that 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. Customer confirmed this resolved inability to dial out with captions.                  |
| 4            | 04/08/08                 | Technical - General   | 04/11/08                  | 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. |
| 5            | 01/04/08                 | Customer emailed the TRS Customer Service department on 1/3/08 at 1:48 pm with the following comments. "I am deaf using a VCO phone, your operators are horrible. One kept typing over and over like she could not hear me "number calling GA, number calling GA". "I tried some more operators and in desperation got on my computer at SprintIP.com to call that way and the operator answered and kept typing squares over and over and over." | 01/04/08                  | Customer Service has branded the customer's number as VCO. Customer Service has sent the report to the call center supervisor for a follow up VCO training.   |

|    |          |   |          |  |
|----|----------|---|----------|--|
| 6  | 11/29/07 | Call originated in inmate facility. Caller tried to place a relay call to spouse, a TTY user. When asked for a billing method, specified collect. Operator then asked for the caller's social security number. Caller was confused and concerned by the request and did not comply, stating that that information should not be given out just to place a relay call. After many relay calls in the past, this is the first for which that question has been asked of the caller. This took place at approximately 9:15 PM PST on the day of the customer service call. | 11/29/07 | Reviewed with the Communication Assistant. Communication Assistant said she did not ask for a social security number.  |
| 7  | 11/16/07 | The TTY customer was on hold with the outbound customer who was checking on some information. The TTY user said they received the beginning of the holding macro, but then received nothing after that. The TTY user said the agent disconnected them since they did not get a response, nor were they told that the outbound customer hung up. Apologized to the customer and stated that we would forward this to the appropriate supervisor. No follow-up required.  | 11/16/07 | Discussed with agent who did not remember call / incident.   |
| 8  | 09/28/07 | NM voice customer called to get a clearer message that Communication Assistant left on her voice mail. Customer states they do not want the Communication Assistant to get in trouble but part of the message the Communication Assistant left was unclear. The two most important words ran together. The rest of the message was done well. The Communication Assistant just spoke too quickly and needs to slow down. No follow up needed.   | 09/28/07 | Coached Communication Assistant on voice tone, reminding her to speak slowly and clearly during calls, especially while leaving messages. No follow-up was requested.  |
| 9  | 09/26/07 | Billing - General   | 09/26/07 | Discussed billing with customer. Explained that long distance calls placed before registering customer's long distance carrier will be billed through default provider.  |
| 10 | 09/19/07 | Billing - General   | 09/19/07 | Discussed billing and took appropriate action. Case referred to long distance telephone provider who billed the party.   |
| 11 | 09/14/07 | Caller ID   | 09/14/07 | A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution. |

|    |          |  |          |  |
|----|----------|--|----------|--|
| 12 | 08/14/07 | <p>Caller reported that she gave the number 800-733-2355 to the Communication Assistant to dial to reach Bell South. The Communication Assistant did not type "ringing...1 etc." but began typing a recording to a sex line saying something about "wet girls". She asked the Communication Assistant what number he dialed and he told her the correct number and she asked that he dial again. Once again he reached the wrong number and the same message as the first time. Customer Service placed a test call to the number given and reached the Bell South fulfillment line recording. Reported the result to the caller and told her the report would be sent to the call center supervisor. No follow up</p> | 08/14/07 | <p>Spoke with agent and reviewed procedure. He recalled that line did not ring, and he used CTRL R to redial as instructed by inbound user. He double checked the number and insists that he dialed the number provided by the customer. Agent's supervisor is aware of issue. Customer did not leave a name or number, and did not request a follow up. This issue has been reviewed by the Agent's supervisor and appropriate protocol has been applied.</p> |
| 13 | 08/08/07 | Echo Sounds - CapTel user hears  | 08/08/07 | <p>Provided customer with general information and tips to reduce echo, such as adjusting volume and tone, using the Volume Boost button, and adjusting handset positioning. Also suggested considering use of an assistive listening device.</p>   |
| 14 | 07/31/07 | <p>Customer said the agent hung up without leaving the message they requested. When the customer told them again to leave the message the customer was disconnected. No follow up requested.</p>   | 08/07/07 | <p>Agent does not remember this call but demonstrates proper knowledge of answering machine procedures and the importance of not disconnecting callers.</p>  |
| 15 | 07/29/07 | <p>VCO customer has said she has been having trouble getting connected. She is branded VCO but says agents and outbound parties can not hear her. Also having problems with garbling text. Customer was transferred to customer service. Call happened at 3:38 pm on 7/25/07.</p>  | 07/29/07 | <p>This is a duplicate complaint. Customer was transferred to Customer Service and opened trouble ticket. This contact will be deleted due to duplication.</p>   |
| 16 | 06/29/07 | <p>Customer's husband attempted to make a call and the relay operator asked "what do you need stupid?". He asked for the operators number but the operator (female) hung up. Customer requests follow up.</p>  | 07/28/07 | <p>Contacted customer but they didn't have time to discuss the problem and asked that they be contacted on another day. Made 3 more attempts but unable to reach them again for follow up. Agent id not specified, no further investigation possible</p>   |
| 17 | 06/28/07 | Disconnect/Reconnect during calls  | 06/28/07 | <p>Explained the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and gave tips to reduce their occurrence.</p>  |
| 18 | 06/21/07 | <p>A NM TTY customer was unable to place his LD call, as the LD info from his database seemed unavailable. The operator out dialed and he was informed that he could not make a Sprint call without being a Sprint customer. His Customer Database shows Yucca Telecom as his carrier and it should have automatically selected. Opened trouble ticket. Follow-up requested.</p>   | 06/21/07 | <p>This issue was due to Communication Assistant error. Communication Assistant has been notified of proper procedures for selecting the COC through the customer's database. Customer was contacted three times, with the third call resulting in a message left on his answering machine to contact Relay Customer Service if problems persist. Customer has not contacted Relay Customer Service since the incident.</p>                                    |

|    |          |   |          |   |
|----|----------|---|----------|---|
| 19 | 06/11/07 | A Voice individual called regarding Sprint Internet Relay calls for his puppies he has for sale. He has received a money order for over the amount of purchase. No follow-up requested. | 06/11/07 | Educated the voice customer to restate or re-verify the money amount through Sprint Internet Relay calls. |
|----|----------|---|----------|---|