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DEPARTMENT OF HUMAN SERVICES

DIVISION OF REHABILITATION SERVICES

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June 24, 2008

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

RE: CG Docket 03-123

As required by FCC, South Dakota is submitting their annual consumer complaint log summary for the 12-month period ending May 31, 2008. CSD (SD's Relay Provider) has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services. South Dakota is filing a Complaint and Summary log along with a report that indicates the number of complaints received for South Dakota. Included are the following reports:

- A summary with the total number of complaints received between June 1, 2007 and May 31, 2008.
- Annual Complaint Log which includes complaints received between June 1, 2007 and May 31, 2008 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

This log contains a summary of the total number of complaints received for this twelve-month period. South Dakota is confident that CSD's records and systems will support any additional requirements, should the FCC order them.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. Per South Dakota's provider, CSD, the provision of call volume data will be voluntary; therefore providers are not required to provide the number of relay calls with their reports. Accepting that this information is accurate, South Dakota considers this report to be in compliance with the Rules and is submitting this log without this interstate relay call information.

South Dakota's provider, CSD and Sprint, agrees to provide information to the FCC concerning the number of call. However, Sprint will do so under seal since call volume information is proprietary and confidential.

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List A B C D E

June 24, 2008

If you have any questions pertaining to this consumer complaint log please contact Janet Ball at (605) 773-4547.

Sincerely,



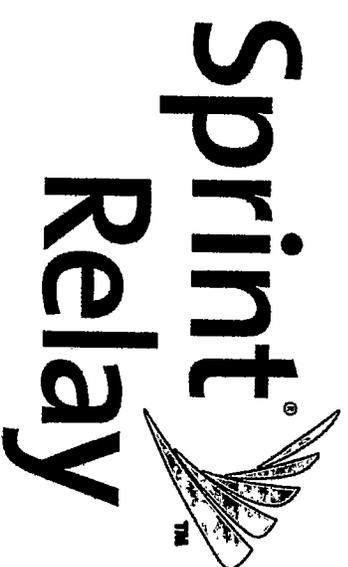
Grady Kickul
Division Director/DRS
Department of Human Services

Attachments

- 1) Total Number of Complaints
- 2) Log Sheet
- 3) CD

South Dakota Relay Service – June 1, 2007 through May 31st, 2008

1. Total Number of TRS complaints: 54



SOUTH DAKOTA

FCC COMPLAINT LOG

2008

Complaint Tracking for SD (06/01/2007-05/31/2008). Total Customer Contacts: 54

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	05/29/08	Disconnected his call. Customer is not happy and says this is happening a lot. He wants follow up and that his instructions are followed when giving them.	05/29/08	Supervisor met with this agent about hanging up on calls. The agent stated that he did not hang up, the customer just stopped typing so agent started the disconnect procedure after outbound hung up. Agent apologized for inconvenience. Supervisor called customer on 5/30/08.
2	05/13/08	Customer said agent hung up on them after they told the agent to hold.	05/13/08	Agent remembered the call. The system decided to do a "Physical Dump" in the middle of the call and screen went blue. Agent called over Team Leader to verify what had happened. This is a technical issue and non agent error. No action taken. The Team Leader emailed customer with the resolution. on 5/14/08.
3	05/06/08	Dialing/Setup - Call Waiting	05/06/08	Advised customer to delete mistaken Call Waiting block code. Confirmed this adjustment resolved customer's experience.
4	04/29/08	Customer said agent's typing was very poor. Misspelling and everything. Supervisor on the floor observed agent's typing and saw it was fine. There was no misspelling. The turbo code was disabled and typing was slowed down. Customer requested follow up.	04/29/08	It was determined that the misspelling was actually garbling on the customer's TTY. Agent followed procedure and garbling didn't stop. This is non agent error and a technical issue. Team Leader emailed customer on 4/29/08 stating that she had talked to floor supervisor and agent to determine that the problem was probably a technical issue with her TTY since all steps had been done to stop garbling and it had not worked. Trouble code changed to identify issue as technical and to reflect the Complaint Resolution: It was determined that the misspelling was actually garbling on the customer's TTY. Agent followed procedure and garbling didn't stop. This is non agent error and a technical issue. Team Leader emailed customer on 4/29/08 stating that she had talked to floor supervisor and agent to determine that the problem was probably a technical issue with her TTY since all steps had been done to stop garbling and it had not worked.

5	04/29/08	Customer said this agent's typing was very slow and lots of misspelling. She said she knows the difference between misspelling and garbling. Customer requests follow up	04/29/08	Team Leader spoke with this agent about the misspelling. She stated that her typing was not slow, but she had slowed the typing down to try and stop the garbling. The other agent verified that her typing was accurate but had to slow typing down for garbling issue. Team Leader emailed this customer on 4/29/08 about the results of the investigation and what was determined.
6	04/22/08	Customer made complaint that all agents in South Dakota keep taking control of calls and that this supervisor was a problem. Follow up requested via email	04/22/08	Coached agent not to take control of calls - listen to the customers. The agent knows and understands this. Sent an email to customer.
7	04/17/08	Customer states that she cannot reach her VCO friend when using relay South Dakota. She gets a loud siren sound and then there is so much garbling on the call they must hang up. Apologized for the problem and assured that a trouble ticket would be turned in on the problem as stated. Call back requested	04/18/08	Calls are working fine now.
8	04/08/08	Customer complained that relay was "blocking" and not dialing out 800 numbers when other agents have before. (Phone company recording said number was disconnected.) Even after trying regional 800 process the same recording came on. The TTY user also said that the agent couldn't spell and did not type well. This is suspected to be garbling on TTY user's end as typing was correct on relay's end.	04/08/08	The turbo code was turned off and agent followed procedure. Garbling could have been technical. Non agent error and no action taken.
9	03/31/08	Customer reported that the CA was "kind of rude" and must have been "having a bad day". She was "short" and "sounded rushed and angry". She did not inform the caller the line was busy. No follow up requested.	03/31/08	Customer did not request call back. Case is closed.

10	03/26/08	Customer claimed agent was lazy. This customer would not give dial to number to the agent at first. The customer demanded another agent without first agent doing anything wrong. The customer demanded a follow up call from the center manager but would not give his phone number and then hung up. Agent did nothing wrong. Non agent error.	03/26/08	Non-agent error
11	03/26/08	Agent did not acknowledge caller's requests or verify number before dialing out. Customer very upset with agent.	03/26/08	Team leader spoke with this agent about following customer instructions. If the agent has questions, they should ask for a supervisor instead of doing it the incorrect way. Agent should always read the customer notes.
12	03/19/08	The voice person had a very hard time understanding the CA due to the very heavy accent. Customer had to ask the CA to repeat words such as Buffet and Coupon.	03/19/08	Coached CA on pronunciation.
13	03/11/08	Voice customer called a TTY user and the customer stated that the agent's voice tone was cold, robotic and monotone and did not meet the customer's expectations. Customer did not request follow up.	03/11/08	There is no agent in the center with this ID number.
14	03/10/08	South Dakota voice customer states this agent typed very slow and did not use ASL translation on her call. Customer also states the agent was not polite and did not keep her informed. Relay Customer Service apologized to customer. No follow up requested.	03/10/08	Team leader met with this agent about doing ASL translation and keeping the customer informed. Also talked about tone of voice. Agent did not remember the call but apologized for any inconvenience caused.

15	01/19/08	Agent hung up on caller during middle of conversation. Forwarded complaint on to correct center.	01/19/08	The agent does not remember the call, and stated there is not enough information to provide accurate feedback. The agent also stated she would never disconnect on a customer.
16	01/17/08	VCO customer called to complain that the agent would not put the call through and would not verify her agent ID when asked. Apologized. Follow up requested.	01/17/08	This agent is in training and very unsure of the process yet. This was her first day taking live calls and was very nervous. Team Leader went over the complaint with her and explained that she should ask for help when needed. Agent did ask for help, but no one came to assist before the customer quickly hung up. Customer did not wait for supervisor. The team leader followed up with the customer on 1/19/08.
17	01/17/08	VCO customer called to complain that when she asked to speak to a supervisor, the agent disconnected. Apologized. Follow up requested.	01/17/08	Team Leader was doing a quality survey on the agent when this incident occurred. The Agent did not do anything wrong. The message was very garbled and when agent asked customer to repeat message, the customer hung up. Agent did not disconnect the caller. Non agent error. No action taken.
18	01/07/08	After customer explained requests to agent, agent replied, "that's a lot to remember, I'll do my best" but the call was never processed, agent disconnected the VCO customer.	01/07/08	Team leader met with the agent about following customer instructions and never questioning what the customer says. He also spoke to this agent about improper disconnection and the ramifications of hanging up on a customer.
19	01/04/08	Customer felt that agent did not respond. Agent was spoken to before complaint even happened, however it seems as if the customer's TTY was not working correctly. CA said she had responded to all of customer questions and did not do anything wrong.	01/04/08	Agent met with team leader about the call. She remembered it clearly and said she felt she did everything the customer requested. She has processed calls for this customer before and is familiar with her instructions so she followed them closely. There could have been a technical issue with customer's TTY.

20	01/04/08	Agent told caller to hang up and try call again instead of honoring the customer's request to get a different agent. Caller felt agent had taken control of the call away from them.	01/04/08	Team leader followed up with the agent and coached on proper procedure of following customer requests. Especially about getting different agent if requested. Team leader sent an email to the customer.
21	01/04/08	CA hung up on TTY user in the middle of the conversation. It was embarrassing to the TTY user. Forwarded to correct center for follow-up. No follow up requested.	01/04/08	Met with the agent. The agent does not specifically remember the call, but said there were some calls that were dropped that day. The agent demonstrated knowledge of importance of the quality of customer service and said she did not hang up on anyone during the process of the call.
22	01/04/08	CA was not specific - informed the customer that "all things were adjusted" rather than "turbo code is disabled." The CA forgot to verify the dial out number and the customer felt CA was rude.	01/04/08	Complaint was forwarded on to agent's team leader for follow-up coaching on following customer instructions. Agent has been terminated from the company.
23	01/04/08	Customer requested a new agent. Said the agent argued and when the new agent came on the line, they hung up.	01/04/08	Team Leader met with this agent. She did not remember the call and stated that she would never hang up on a customer. The team leader coached her on improper disconnection and to always follow customer instructions. The team leader sent an email on 1/10/08 to customer as follow up.

24	12/18/07	A California VCO customer who uses South Dakota relay service called to complain that lately her calls have disconnected during greeting. She gets only part of the greeting, such as "Relay Sou" and then the line disconnects. Apologized for inconvenience. Opened a trouble ticket. Follow up requested.	12/18/07	Called this number and a fax picked up. Did not get a TTY nor voice on this line.
25	12/07/07	The agent hung up on her when she asked for a supervisor. Forwarded to correct center for follow up.	12/07/07	The agent was not familiar with the call but she is aware of proper procedures when a customer request a supervisor. The supervisor went over the proper procedures when a customer request a supervisor and also never disconnect on a customer.
26	12/07/07	The agent hung up on her. The customer called back, got same person and asked for supervisor but the agent hung up on her again.	12/07/07	The agent does not remember the call. Educated agent never to disconnect on a customer and the correct procedures to follow when a customer request a supervisor.
27	12/07/07	No response from the agent.	12/07/07	The agent does not remember the call. Educated agent to respond to customers in a timely manner and if unsure of how to respond to get a supervisor immediately to assist with the call.
28	12/04/07	A South Dakota Speech to Speech customer called to complain that agent disconnected call when he received a call through SprintIP. Caller said that the agent stated that the caller was abusing the service. Apologized for the problem. Customer did not request follow up.	12/04/07	The agent is no longer employed here.

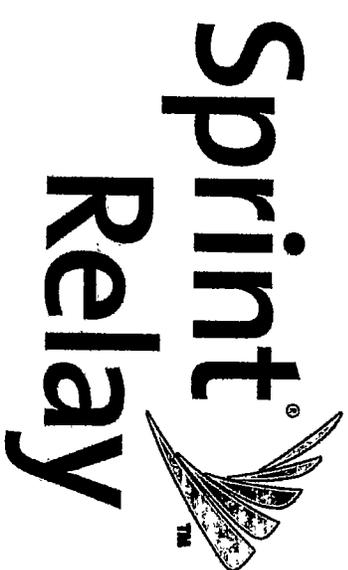
29	12/03/07	TTY user unable to connect to South Dakota Relay from two different numbers. (apologized for problem, advised complaint and Trouble Ticket would be entered) Customer requests contact.	01/11/08	Called a few times and no answer. Called again today and the front office informed me that the customer moved out a month ago and there is no way of reaching her. Case is closed.
30	11/30/07	Operator hung up on her. Apologized to customer.	11/30/07	Team Leader met with this agent about the proper way to disconnect a call and the necessity to ask for help if necessary. The agent remembered the call and apologized for inconvenience. Did not hang up on purpose.
31	11/30/07	Operator would not respond to her with their agent number. Apologized to customer. No follow up requested.	11/30/07	Coached agent on providing the id # if requested by the customer and to respond in a timely manner.
32	11/30/07	Operator would not respond to her request for agent number. Apologized to the customer. No follow up requested.	11/30/07	Coached agent on following customer's request and providing ID number when asked by the customer in a timely manner.
33	11/19/07	Agent read answering machine message very fast. Was hard for recipient to understand. No follow up requested.	11/19/07	Coached agent.

34	11/09/07	The agent did not respond to the customer.	11/09/07	Coached agent on disconnect procedures. Customer did not request follow up.
35	11/09/07	Agent did not read customer notes about answering machine and did not keep her informed of when to leave a message.	11/09/07	Team Leader coached the agent right then about reading customer notes and keeping the customer informed of all steps with call processing.
36	11/09/07	Customer said agent disconnected the line.	11/09/07	Agent did not disconnect the line. Call came in and immediately disconnected. Technical issue. Non agent error.
37	11/09/07	Agent did not respond to customer.	11/09/07	The Supervisor coached the CA on the need to respond to the customer promptly and to be focused on all calls at all times.
38	11/07/07	Customer states that the operator hung up on the customer after a call was placed for the customer. No follow up requested.	11/07/07	Agent is not aware of the call. Advised agent disconnecting on a customer is not acceptable also, educated agent on correct disconnect procedures if unsure to get a supervisor immediately to assist with disconnecting a call due to no response.

39	10/20/07	Customer asked agent for VCO and agent did all technical things right, but customer was still typing when agent sent "voice now" so agent switch back to TTY and then customer requested VCO again. This was a technical issue on the VCO users part. Non agent error. Agent followed procedures correctly.	10/20/07	Team Leader assisted with the call and observed that the agent did nothing wrong. She apologized to the customer who was verbally abusive to both the agent and Team leader.
40	10/15/07	A friend was trying to call her through relay service and she answered the phone. The agent asked if she received relay calls before and she said yes. Then she began the conversation and the agent interrupted her and chewed her out. Customer was only in the conversation for about a minute and the agent disconnected the call and called the voice customer back. The voice customer asked the agent why they disconnected the call and the agent replied that a child had answered the phone. The customer felt this was a bad call as it has never happened before. Customer requests follow up.	10/15/07	This agent number is assigned to someone who was just hired. Previously this agent number was not assigned to anyone. The customer had also indicated that the operator was female and the owner of this agent number is a male. If we had a valid agent number, the agent would be coached on proper call procedures. Forwarding to a supervisor to follow-up with the customer. Spoke to the customer via phone. I informed the customer that the agent number given was not in use at the time the call was placed. The customer understands and will notify us in the future if she has any issues.
41	10/11/07	VCO user said agent said the outbound hung up in the middle of their call. The outbound later emailed the Inbound and said the agent had told the outbound that the inbound had hung up.	10/11/07	Coached agent not to disconnect calls. Agent did not remember the call, but understands not to disconnect any calls.
42	10/07/07	Caller was in the middle of call when the agent typed (your message garbled). The caller typed to agent, but there was no response. After several attempts made by the caller to get the agent to respond, the agent disconnected caller without even responding. Customer requests a follow up by email.	10/07/07	Agent did not remember call and understands not to disconnect calls. Agent apologizes for the inconvenience. Emailed customer to let her know that agent was coached not to disconnect calls.
43	10/05/07	Customer complained that agent did not follow customer notes in regards to answering machines with message to be left on first dial out. Forwarded on to team leader for coaching on following customer instructions and notes.	10/05/07	Team Leader spoke with this agent about following customer instructions and notes. Advised agent to read the notes prior to dialing out even if the agent has to type one moment please to do so.

44	09/11/07	Inbound asked operator "does it really take that long to answer the phone?" Inbound says operator responded with "yes it fxxxxx does" There were approx. 14 incoming calls at this time.	09/11/07	Team Leader was sitting near this agent and overheard the conversation. The agent did not say that phrase. Team Leader can verify it was not said. Inbound caller appeared to be skeptical.
45	09/11/07	Agent disconnected caller after agent said they were getting a supervisor.	09/11/07	Team Leader sent this customer an e-mail stating that the agent was coached on proper disconnect procedures.
46	09/11/07	Unhappy that CA did not explain how to use relay. Thought the agent number started with 8.	09/11/07	No action taken with no agent number. Just apologized to the customer for the inconvenience.
47	09/11/07	Agent did not get supervisor when asked for one. Instead asked if customer wanted supervisor or customer service. The agent took control of the call.	09/11/07	Coached agent on following customers' instructions.
48	08/07/07	VCO user was connected to outbound after a while of no response. VCO user was asking if the party hung up and still no response. VCO user wanted to make another call then received a dial tone indicating that the operator had hung up.	08/07/07	Met with the agent and told them not to disconnect any calls. Agent understands and thinks there was a technical problem as they did not disconnect the call.
49	07/19/07	TTY customer asked if agent worked in this center. Supervisor advised the customer that the information was unable to be given out but the supervisor would be happy to take down any information and make sure the agent was coached if the agent had done something wrong. The customer refused to make a complaint until he was told if the agent worked in this center. When told that information could not be given out. Customer stated that he was going to kick the agent's bottom then hung up.	07/19/07	Agent did nothing wrong. Supervisor was present during this part of the call. No action taken.

50	07/19/07	Customer asked if they had reached the correct relay center for a specific agent. Supervisor answered yes and customer complained that the agent did not read what was typed in parenthesis to the agent. Instead the agent read that out loud to the voice customer and there was conflict on the call.	07/19/07	Team Leader advised the customer that she would personally coach the agent when they returned to work the next day. Sent an email to this customer stating that the coaching would be done.
51	07/10/07	Agent did not follow customer instructions. Kept interrupting her by typing when she was talking. She wanted to switch agents.	07/10/07	Team Leader observed the call and coached agent at the time of agent switch to follow customer instructions. The agent felt that he was doing what the customer wanted, but not fast enough. He apologized for upsetting customer.
52	07/09/07	TTY user called into Relay South Dakota per their preference as the TTY user works at another CSD call center and uses South Dakota due to privacy. The CA asked if TTY user knew they called Relay South Dakota and tried to give number to NY relay. Customer was upset that the agent did not follow customer instructions.	07/09/07	Team Leader spoke with this agent about being more helpful and following customer instructions. The agent thought the call was restricted roaming. Team Leader coached agent on not arguing with customer, just follow the instructions.
53	06/07/07	Customer wondered if information can be faxed to all centers that it is OK for agents to ask the outbound parties to spell words? Customer doesn't like it when it's spelled wrong, especially her name. And for all agents to give their agent ID number and gender on calls.	06/07/07	The trainer sent customer a letter on 6/07/07 explaining that it is strongly encouraged to spell names and places and that the agents do give their numbers, however since customer is a VCO, with the data transfer, sometimes the number is cut off. She just needs to ask them to repeat it and they will. Agents are trained this way and all centers know this.
54	06/04/07	VCO customer says the agent did not respond when she was trying to verify the agent ID so she hung up and did not get to place her call with this agent. Customer service apologized. No follow up requested.	06/11/07	Team Leader spoke with this agent about giving his agent ID to the customers when requested. He remembered the call and stated that he was just about to type in his ID number and the customer hung up. He had waited about 5 seconds to see if she was going to say anything else because she frequently interrupts, but she hung up this time before he could type his number. Team Leader advised him to type number as soon as it is requested and customer gives the GA.



SOUTH DAKOTA

FCC COMPLAINT LOG

2008

DOCKET NO. 03-123

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

- o This document is confidential (**NOT FOR PUBLIC INSPECTION**)

- o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.

- o Microfilm, microform, certain photographs or videotape.

- o Other materials which, for one reason or another, could not be scanned into the ECFS system.

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1 CD [signature]