

THE STATE OF NEW HAMPSHIRE

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June 30, 2008

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

Re: CG Docket 03-123  
NH Relay Service Complaints

Dear Ms. Dortch:

Enclosed please find the complaint log summary for the period June 1, 2007 through May 31, 2008 for the State of New Hampshire's Relay Service. These are complaints received by Sprint, the relay provider in New Hampshire.

The NH Public Utilities Commission received no complaints regarding Relay Service in the above-mentioned period. Should you have any questions, please feel free to contact me at (603)271-1164 or [amanda.noonan@puc.nh.gov](mailto:amanda.noonan@puc.nh.gov).

Sincerely,



Amanda O. Noonan  
Director, Consumer Affairs

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**NEW HAMPSHIRE  
FCC COMPLAINT LOG  
2008**

**Complaint Tracking for NH (06/01/2007-05/31/2008). Total Customer Contacts: 17**

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	05/28/08	Voice customer is not able to reach a Spanish Relay Operator. The call took place this morning prior to 9:53 AM. Apologized, Trouble ticket opened No follow-up requested.	05/28/08	The technician made a change in the product transfer information table and Spanish Relay is now working properly.
2	05/24/08	Customer states she received a call from a neighbor and the operator did not turn on Voice Carry Over and did not send any type of greeting. The customer also went on to say this has been happening quite often when people have been calling her the past couple of weeks and notices this happens more so with the operators in certain centers. The customer asked to be contacted back by the operator's supervisor at the phone number provided in the contact information.	05/24/08	Supervisor spoke with this agent about processing Voice Carry Over calls. Agent apologized for inconvenience. Team Leader tried calling customer on 5/25/08, 5/28/08 and 5/30/08, no answer from Voice Carry Over user.
3	04/09/08	Voice user can't connect on 711 or 8007352964 from cell, work and home phones. Her friends and family complain of this also. Customer suggests there should be a recording disclaimer, or text message instructing callers to "stay on the line," etc... as many people simply give up and don't know to hold on for voice response, resulting in lost communication. Apologized, explained NH offers the same # for TTY, Voice and ASCII callers which may send TTY tones. Suggested holding on to allow the system to respond voice. Explained cell, trunk/PBX and shared TTY/Voice lines affect this. Thanks for her suggestion. Customer wants contact from Program Manager	04/09/08	Relay Program Manager corresponded with customer via e mail. Advised customer that each person who is having difficulty connecting with relay should call in to Customer Service with their calling from phone number and open a trouble ticket. The technician needs this information in order to investigate the issue. Customer thanked Relay Program Manager for the information and will call Customer Service if this occurs again. Relay Program Manager did a test call to Relay New Hampshire and was answered immediately with no issues.
4	03/07/08	NH Voice Carry Over customer placed a call to her son and states that this agent did not correctly have her in Voice Carry Over causing her call to be disconnected. Relay Customer Service apologized to customer. No follow up requested.	03/07/08	Complaint forwarded to Team Leader for coaching on proper way to process Voice Carry Over calls. Team Leader coached agent on proper Voice Carry Over procedures. Agent apologized, said she just got a little rattled and was sorry to inconvenience the customer.
5	02/03/08	Operator did not announce relay or give his number at the beginning of the call. Customer says this happens all the time.	02/03/08	Team Leader spoke with this agent about the importance of announcing relay and giving his ID. Agent did not remember the call but apologized for the inconvenience and said he would do better.

6	01/29/08	Customer Complaint: Customer emailed that she could not get through to her vet for an emergency. The operator typed "relay apologizes relay is having technical difficulties and is unable to dial that number please hang up and dial back in". She sent the printout from the TTY. Her sister was able to dial the number direct to the vet. Customer Service Response: Apologized for the inconvenience and told her trouble ticket would be entered. Told her we would contact her with the resolution. Follow up requested at email address.	01/29/08	Technician was not able to recreate this problem. All calls went through. Followed up and asked that customer contact us again if any further issues come up. We need the calling from number, calling to number and relay number being used.
7	01/16/08	Dialing Issue - Phone line does not require 1 when dialing 800 number	01/16/08	Customer's line did not properly recognize the 1 before the dialing string. Technical Support removed "1" from unit's data-in outbound dialing number. Problem resolved. Customer able to make outbound captioned call after this adjustment.
8	11/29/07	NH Voice Carry Over customer complained that agent did not provide greeting nor agent ID number. Customer states that she had to have her son ask for the agent ID number. Complaint was forwarded to Customer Service. Customer does wish for follow up from Relay Program Manager.	11/29/07	Supervisor reviewed procedures regarding the announcement of relay to all customers that we place calls to. The agent understands that it is required that she send her greeting to every customer that answers the phone. Relay Program Manager communicated resolution to customer.
9	11/20/07	TTY customer unable to complete LD call to daughter via NH Relay. Oper types recording that call cannot be completed as dialed. (apologized for problem encountered and advised a Trouble Ticket would be opened. Customer requests contact ASAP.	12/05/07	The technician's test calls worked. Unable to reproduce the problem. Left message for customer.
10	11/02/07	NH Voice customer uses relay to call her deaf mother. Voice Customer had called in to customer service earlier wanting us to brand her phone as a voice user. Customer service recreated the call within the department and branded her as a voice user. Now the customer is unable to make 800 calls from her home phone. Customer has Comcast as their LEC and COC. Comcast is also looking into this problem. Customer Service apologized to the customer and turned in trouble ticket. Customer would like follow up from the Program Manager.	11/02/07	Relay Program Manager called NH customer. Customer has not made a relay call since calling in with the complaint. Customer called and said that the branding is still TTY. Spoke with the Customer Service agent on this issue and it sounds like it was a LEC issue with Comcast. Customer will call again if there is an issue. No other complaints have come in.

11	10/19/07	Accuracy of captions	10/19/07	Customer contacted Customer Service sharing an example of inaccuracy during a call. The name of her caller was continuously wrong throughout the call. 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 continue to document the date* time* Communication Assistant # for any future follow up. Also advised customer to have speaker spell the name out once so the Communication Assistant would then know the correct spelling as they are unable to ask the speaker themselves.
12	10/03/07	Caller ID	10/03/07	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.
13	09/17/07	Caller ID	09/28/07	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.
14	09/08/07	The customer called in complaining of garbling on calls for the past 2 to 3 months. Attempted to troubleshoot the garbling, and the customer said there is no turbo code or background noise etc. The customer's typing was very garbled at times the only contact info I was really able to get clearly was the phone number and city and state they were calling from. The customer stated they had filed trouble tickets before but were never called back and would like a call back ASAP next week either through relay or TTY.	09/08/07	Relay Program Manager called this number 3 times. Unable to reach anyone. Line shows as ringing, then busy. May be an incorrect phone number.
15	09/07/07	NH Voice customer calling to NH HCO customer. NH operator was not able to get a dial tone. According to the customer the Supervisor tried to get the call to go through but no luck. Customer hung up and dialed the number without relay, and the call went through. Customer Service apologized to the customer. Customer request follow up to both calling parties. Customer service opened Trouble ticket.	09/07/07	The technician was unable to recreate this problem. If this issue comes up again, customer to notify Customer Service.

DOCKET NO. 03-123

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