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COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

TWO SOUTH STATION
BOSTON, MA 02110
(617) 305-3580
www.mass.gov/dtc

DEVAL L. PATRICK
GOVERNOR

TIMOTHY P. MURRAY
LIEUTENANT GOVERNOR

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DANIEL O'CONNELL
SECRETARY OF HOUSING AND
ECONOMIC DEVELOPMENT

DANIEL C. CRANE
DIRECTOR OF CONSUMER AFFAIRS
AND BUSINESS REGULATION

SHARON E. GILLETT
COMMISSIONER

July 2, 2008

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

RE: CG Docket 03-123

MDTC TRS Consumer Complaint Log Summary for 12-Month Period Ending May 31, 2008

Dear Ms. Dortch:

The Massachusetts Department of Telecommunications and Cable ("MDTC"), formerly the Massachusetts Department of Telecommunications and Energy, respectfully submits this filing in compliance with the requirement that states and Telecommunications Relay Services ("TRS") providers submit annual consumer complaint log summaries by July 1 of each year. See In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, Report and Order and Further Notice of Proposed Rulemaking, FCC 00-56, 15 FCC Rcd 5140 (March 6, 2000); 47 C.F.R. § 64.604. This submission constitutes the MDTC's TRS consumer complaint log summary filing for the 12-month period ending May 31, 2008. During the period of June 1, 2007 to May 31, 2008, the MDTC did not receive any consumer complaints alleging a violation of federal TRS minimum standards. All complaints were made directly to the TRS provider, Sprint Relay. We are providing an electronic copy of the Sprint consumer complaint log summary as an electronic attachment to this letter, as well as five paper copies.

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FCC COMPLAINT LOG

2008

Complaint Tracking for MA (06/01/2007-05/31/2008). Total Customer Contacts: 24

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	05/14/08	Customer was having trouble receiving incoming calls, and her family call before they come over and she missed calls all weekend and no one visited her and she was concerned. Customer Service agent said that they could not control your visitors. This upset the customer very much.	05/14/08	Coached operator on manners and warned if it continues it could result in action up to and including loss of job.
3	05/13/08	Relay agent was identified as a trainee to the voice caller but not to the TTY caller.	05/13/08	We have now fixed the problem and it should not occur again. It was a technical issue not a operator problem.
4	04/23/08	Customer stated that agent could not understand him/her, and agent disconnected call. Apologized and assured customer that supervisor would be informed.	04/23/08	Supervisor met with operator and was informed this is not allowed and if having problems understanding to get a supervisor for additional help. Warned not to let this happen again.
5	04/22/08	Relay agent incorrectly identified HCO inbound caller as "deaf or hard of hearing." When voice outbound caller said she "vaguely" understood HCO, agent proceeded with call without explaining HCO. Voice user then addressed HCO user in 3rd person and was not redirected by agent. HCO user stated that agent misread typed messages (e.g., spelling of HCO user's name) to voice user; customer was not clear whether this was agent error or garbling issue. I apologized for inconvenience and assured customer that supervisor would be informed so that agent could be coached on HCO procedures.	04/22/08	The operator was given more instructions on how to handle HCO calls and was advised to get a supervisor when in countering problems. Apologized to the customer for the inconvenience.
6	04/16/08	Customer stated that STS operator could not understand her; operator was impatient and disconnected caller. Apologized and assured customer that supervisor would be informed.	04/16/08	Operator did everything according to procedure. Supervisor was their helping assist with the call when the line went dead.
7	03/31/08	Agent took long time to respond to greeting from TTY Outbound Caller; TTY user almost disconnected before receiving relay greeting. Apologized to customer and assured him that issue would be addressed by supervisor.	03/31/08	Team Leader went over the procedure for greeting the customer. Operator was sorry for the inconvenience.

8	03/31/08	For the last few months, many relay operators all of a sudden seem to assume that I am done after one phone call and send the "thank you bye Operator XXXX GA SK" XXXX is the operator number and g is the gender (M or F). This has been very annoying when I have more calls to make and I am going crazy. Today I left a message on a friend's answering machine and ended the message for the operator to leave with a GA. After leaving the message, the operator issued the "Thank u bye operator xxxx SK" message (That was actual operator number by the way) and I asked operator why operator had issued it when I had not typed a SK. Operator said I asked operator to call back to leave a message.	03/31/08	Thanked customer for letting us know with regards to her problems. Trainer personally instructed operator on proper procedures on caller control. A newsletter went out to all operators going over the procedures for caller control. Trainer also checked with technician to see if we were having some problems with call hang up and he said a few, so we will monitor that more closely. Thank you for taking the time letting us know and if it continues or you see improvement doesn't hesitate to inform us. We will take action again.
9	02/27/08	VCO user wanted to place second relay call, but agent sent good-bye macro and disconnected.	02/27/08	Operator had not been scheduled to work the date the complaint was opened nor the day before. She did not remember any co calls in where there was a problem. Supervisor coached operator on proper call disconnect procedures.
10	12/14/07	Agent did not type voice user's messages verbatim. Also, agent misspelled words and provided TTY user with incorrect customer service number (giving Voice number instead of TTY number).	12/14/07	Team Leader spoke with this agent about typing information verbatim and to take more time when spelling words or ask the voice person to spell them.
11	12/07/07	Gave operator instructions on retrieving voice mail messages. Customer had one saved message that was to be deleted. Customer waited over four minutes for the operator to redial to delete the message and assumed she had hung up as there was no response from her. Apologized to customer and informed that voice mail procedures would be discussed with the operator. Customer was satisfied and does not request a follow up call.	12/07/07	Supervisor went over the call procedure with operator. Also explained it's very important to keep the caller informed so they know you are following their instructions.
12	12/06/07	Agent did not provide her operator number at the end of the call.	12/06/07	Agent was coached to review MA call processing procedures. Agent now understands she is to provide her agent number at the end of the call.
13	11/27/07	Customer said agent was very unprofessional; agent laughed throughout the call, making the customer feel that the agent was making fun of her. Customer has received many relay calls but has never dealt with an agent so unprofessional. Customer Service apologized to customer for this experience.	11/27/07	Had a discussion with the operator about maintaining a professional phone image and providing excellent customer service at all times. Operator stated she would never purposely belittle or disrespect a customer. She was also reminded to mute her microphone when necessary in case customer can hear operators that are next to her, as the headsets pick up everything.

14	11/20/07	The operator on 11/19 at 1 pm did not do well with the leaving a message on my answering machine. The message does not make any sense.	11/20/07	A full review of answering machine call processing was given to the agent, who is fairly new. The agent was also coached about the contractual requirements of processing MA calls. Agent now has an improved understanding of how to processing these call types. She was apologetic.
15	11/06/07	After the operator completed one call successfully, VCO user provided the operator with a new number to dial. The operator asked caller to repeat information; VCO user repeated number, but operator sent good-bye macro and disconnected.	11/06/07	Coached operator to ask to repeat a second time on the offset they missed hearing the VCO user. And it is never allowed to hang up on customer.
16	11/04/07	Customer was using relay to call his daughter. Customer is very familiar with the relay process, but the agent continued to ask for go ahead's even though the customer had said it multiple times. Customer felt that the agent was arrogant because they took way too long to complete the call and continued to ask for go ahead's.	11/04/07	Met with agent to review this and agent understands they need to listen to the customers carefully.
17	10/17/07	Customer said on 10/15/07 around 11:55 am, was on a VCO call in which the relay operator interrupted twice to answer a question.	10/17/07	Spoke with operator about the complaint filed regarding a VCO call. Operator was reminded that while in relay mode the operator should not be answering any questions directed at the VCO user. Operator apologized and now understands the process.
18	10/04/07	A NY voice customer calls her mother in MA through MA relay service and gets the recording "this number does not accept private calls." I tried calling through MA relay and got the same recording. When I called her mother directly, I had no trouble getting through. Apologized for inconvenience. Opened a trouble ticket. Follow-up requested.	10/04/07	Spoke with the customer and told her in order to unblock her calls, she needs to press *82 before dialing 71 1. Customer thanked me for calling her back.
19	09/22/07	At the end of the customer's call, the operator typed "(hung up)" and gave her operator number. She did not listen to the (VCO) customer's voice asking to please place another call. Customer does not request a call back.	09/22/07	Team Leader spoke with Communication Assistant.
20	08/31/07	A MA VCO customer called because she has been unable to connect properly with inbound callers the past couple of days. She gets a normal ring then only the number 2 on her screen and nothing else. The last time this happened was approximately 7:30 P.M., 8/31. Apologized for inconvenience. Made a test call; she received my typing with no problems. Opened a trouble ticket. Follow-up requested.	08/31/07	The technician looked into this and did not find any problems. I called the customer and she stated that it is working but occasionally she has problems with the hearing party not being able hearing her voice. She will keep track of her calls so when she encounters a problem, we can look into it. Customer thanked me for calling her.

21	07/15/07	At the end of the customer's call the operator disconnected the line before the customer had a chance to dial another number. The customer says this happens frequently with this operator. The customer says they called right back in to relay and got the same operator who disconnected immediately. Apologized to customer for the inconvenience and told customer that the operator's supervisor would be notified. No follow up necessary.	07/16/07	The operator in question is no longer working for relay. Apologize for the inconvenience the customer received.
22	07/05/07	The people she calls do not get her number on their Caller ID, she says this is a recent problem.	07/05/07	Customer did not request call back.
23	06/25/07	Caller is being billed by Sprint for regional toll calls; Verizon is their COC. (Caller has no profile). Caller will fax a copy of their phone bill to us.	06/25/07	Customer faxed over copies of her bill and they have been forwarded to the department for credit. Credit will be applied to customer's bill.
24	06/19/07	Caller complained that after voicing the number to dial she waited two minutes and the operator did not dial out. The caller said she hung up and called back into relay. She got the same operator and once again voiced the number to dial. After waiting two minutes the caller hung up. The supervisor found out that the operator forgot to log out before going on break.	06/19/07	Operator was strongly coached to log out of computer when taking a break to prevent this from occurring again. Apologized for the inconvenience.

DOCKET NO. 03-123

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