

Annual Log Summary of Consumer Complaints

State of Washington
 Department of Social & Health Services
 Office of the Deaf & Hard of Hearing
 Washington Relay Telecommunications Services
 Sprint Relay
 Annual Log Summary of Consumer Complaints
 CG Docket 03-123
 June 30, 2008

Attachment #1



Acronym Log

CO: Captioned Operator
 CS: Customer Service
 RO: Relay Operator
 ODHH: Office of the Deaf & Hard of Hearing
 TT: Trouble Ticket
 RPM: Relay Program Manager

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/13/07	Customer stated that she is having billing problems with Sprint Relay. Her calls are showing as default billed through Sprint. Qwest is the COC chosen for her long distance calls. Relay CS response: apologized for the problem and assured that a trouble ticket would be sent in to the techs to investigate the problem further. Follow up requested. TT # 4316213 RO unknown	7/13/07	RPM has been in communication with consumer over the past few weeks through e-mail. At this time, her Customer database has been temporarily set to "ALL OTHERS" and she will not be billed for long distance calls until testing is completed from her home. RPM has asked several times for a test date and time with no commitment from the consumer. The most recent e-mail request for a test time and date was on July 13, 2007.
06/18/07	TTY customer states that relay RO did not respond promptly to their communication and experienced delayed response. Customer states that RO hung up on them. No follow up requested. RO 5137M	07/05/07	RO did not remember the call. Supervisor discussed the disconnection with this call with the RO, and coached. RO demonstrated proper knowledge of disconnection procedures after being coached.
06/27/07	TTY (telebraille) customer complained that the RO did not follow database notes to not send the ringing macro. Instructions were to type 'ringing..' When customer told RO the problem, the RO said 'what do you want me to do?' Customer requested redial and the RO hung up. Apologized for the inconvenience and advised the customer that the supervisor would submit a complaint. No follow-up requested. RO 2265F	06/27/07	Supervisor met with the RO and coached the RO on the importance of following customer instructions. The RO does not recall any disconnection of the call, but was reminded of the consequences of disconnecting a call.

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06/28/07	Customer contacted CS and indicated that customer is being charged Long Distance charges for a number that should be considered Local. Apologized to customer and informed her that the problem would be forwarded to our technical department. Follow-up requested.	06/29/07	Network provider modified line by increasing the mileage bandwidth to allow proper processing of unique Canadian circumstances close to U.S. border allowing captioned call. Although the mileage bandwidth was short the call had to be processed as a long distance call. Attempted to contact customer and left several messages. The calls have not been returned. Customer can contact Customer Service directly at 800-676-3777 to discuss their billing concern.
06/29/07	CapTel customer informed CS that they were reaching a busy signal when making CapTel calls.	06/29/07	Customer received intermittent busy signal when in fact CapTel Service was not busy. Incidence was brought to network provider confirmed resolution of the afternoon of 06/29/07. CS Rep contacted the network provider's routing to the 800# from customer's location to our call center that was resolved by the network provider.
07/02/07	Customer stated that he was placing a call and the RO was making mistake after mistake in typing. He told her to slow down her typing some because she was making so many mistakes. The RO started typing one letter at a time very slowly allowing several seconds between each letter. RO 7826F	07/11/07	TL met with RO. Discussed proper call procedures and stressed the importance of following customer instructions and good customer service. RO understands.

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07/02/07	Customer shared feedback regarding accuracy of captions on some call.	07/02/07	CS Rep apologized for incidence and thanked customer for the feedback and suggested customer document the date, time, CO # for more specific follow-up with our call center personnel to determine cause.
07/10/07	Customer informed RO that he was not processing the call correctly. RO replied "Screw You. I can make life extremely difficult for you people." Customer requests RO be fired. RO 2347M	07/27/07	Center Supervisor went over relay expectations and informed RO of the consequences of not following protocol.
07/10/07	Customer complained that early morning services from Sprint have been lacking good customer service lately. "We deserve better than what we've been getting." Customer thinks dial out time is long and new phoenix software is terrible. "Make it better!" Follow-up requested. RO unknown	08/12/07	RPM contacted customer via TTY. Customer states that he has a very slow response time from the time he dials relay to the time he gets the hearing party. Customer clarified that this means he gets the relay RO, gives number of hearing party. That time span from relay to hearing party is very slow. Customer states his only issue stems from the connection time. He seems satisfied with every other aspect of the relay service. He will document the time frames and RO numbers with the next few calls and let Customer Service know if there is a continued problem, with specific response times.

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07/19/07	Customer using VCO likes to switch between TTY and VCO. Customer complains his frequently dialed numbers are usually not available and he has to hang up and call back. Customer states problem is ongoing. Apologized for the problem and explained that CS Rep would let the technicians know of the problem. No follow up requested. RO unknown	07/27/07	CS Rep explained that using the dedicated VCO number will automatically get him to the appropriate gate, unlike dialing 711. CS Rep also explained that if a person switches from using VCO to TTY and dialing from the same phone number, it will generate a system search which includes TTY, ASCII and then Voice, thus he gets ASCII, at his end.
07/23/07	Customer states that she wanted this RO to contact Relay CS. Upon dialing the number the RO told the customer that her party had hung up. It is very unusual when calling to CS to have this type of response. Also the RO did not type the macro stating that the person hung up and their RO ID number and disconnected the call before another call could be made. Customer states that this RO needs coaching on how to process calls. RCS response: Apologized for the problem and assured that a complaint would be sent in as stated. No follow up requested. RO 5406F	07/24/07	While the RO does not recall the event. RO was coached on the importance of keeping the customer informed and the importance of not disconnecting calls. Supervisor advised the RO of the consequences of doing so.

Annual Log Summary of Consumer Complaints

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 Sprint Relay
 Annual Log Summary of Consumer Complaints
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07/23/07	Customer reported that for the last 6 months, when he makes VCO relay calls to any long distance or toll free number, the person on the line cannot hear him, no matter how loud he yells. Local calls do not seem to be a problem, he can be heard during those calls. CS Rep apologized for the inconvenience and told him a TT would be entered with the information he provided. TT # 4555939 RO unknown	08/12/07	Apologized and thanked him for his feedback, as it was important to have for resolving the VCO issue. RPM notified VCO customer that the VCO issues have been resolved and to encourage customer to contact him if the problem occurs again.
07/31/07	Customer states that RO typed a request asking for the customer's phone number, which made the customer think they were talking to a live person. There was no indication for a recording and it wasn't until the end of the call that the RO told them there was no live person. The customer didn't appreciate being misinformed. This was the second time the customer has dealt with this RO and this has happened. Apologized to customer. No follow-up requested. RO 2265F	08/03/07	RO did not remember this call, however the RO was coached on the importance of keeping the caller informed and using the correct macros to let customers know they have reached a recording.
08/01/07	Customer stated that RO mumbled to the point he could not understand what was read then when caller asked RO to repeat, RO would not. Apologized to caller and assured that there will be a resolution. Follow-up requested. RO 794M	08/10/07	The RO number provided is incomplete and therefore unable to assign this complaint to the correct RO. If the number were complete, the RO would be coached on proper call procedures with particular interest in the affect one's voice tone has on a call. Followed up with customer via e-mail on 08/10/07 @ 9:12 am.

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08/03/07	VCO customer complained that every time he calls someone, the outbound is not able to hear him. Apologized to customer. Follow-up from account manager requested. RO 3812	09/24/07	After several attempts to reach customer on 08/10/07, 08/22/07, 08/30/07, 09/12/07 and 09/24/07, RPM left a final message on answering machine notifying customer that the VCO issues have been fixed, and to contact him if there are further problems.
08/14/07	Customer states that his database information is not showing up on his calls into relay service. The RO's are unable to dial his frequently dialed numbers. This happened three times in a row in the last hour. Apologized for the problem and assured that a trouble ticket would be sent to investigate the problem further. No call-back requested. TT # 4989947 RO 3817M	10/16/07	Trouble ticket entered. RPM made contact with customer service to inquire about the information available on the database for the customer. Customer preferences and frequently dialed numbers, COC and identification as a VCO user is on the customer profile. Customer profile was updated.
08/21/07	Caller reported that the RO did not connect him to directory assistance, but instead transferred him to customer service department. Apologized for inconvenience and assured that report would be sent to call center supervisor. No follow-up requested. RO 7812F	08/29/07	TL met with RO on 08/27/07. RO was coached on proper call procedures with special attention to the difference between transferring someone to customer service and processing a directory assistance call.

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 Sprint Relay
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08/21/07	WA CapTel user called expressing concerns over connection and reconnection problems.	08/21/07	CS Rep submitted to customer information explaining the difference between a CapTel phone and a traditional phone. CS Rep also explained to customer why disconnection/reconnection might be occurring and sent e-mail with tips to reduce their occurrence.
08/24/07	WA CapTel caller reported problems with accuracy of captions.	08/24/07	CS Rep apologized and thanked customer for the feedback. CS Rep informed customer that information would be shared with appropriate captioning service staff for follow-up. Suggested in the future that customer document the date, time, and CO # for more specific follow-up.
08/28/07	Customer stated that RO hung up on them instead of dialing out and leaving a message on the answering machine. CS Rep Apologized to customer and forwarded complaint to the correct relay center for follow-up. RO 7737F	09/05/074	TL met with RO. RO does not think she did this and we were having technical issues that day. TL went over proper call procedures and stressed that if she is experiencing technical difficulties, to notify supervisor.
08/28/07	WA CapTel caller reported problems with accuracy of captions.	08/28/07	CS Rep apologized for incidence and thanked customer for feedback. Suggested in the future that customer document date, time, and CO # for more specific follow-up.

Annual Log Summary of Consumer Complaints

State of Washington
 Department of Social & Health Services
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 Washington Relay Telecommunications Services
 Sprint Relay
 Annual Log Summary of Consumer Complaints
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 June 30, 2008

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09/07/07	WA CapTel caller reported problems with accuracy of captions.	09/07/07	CS Rep apologized for incidence and thanked customer for feedback. CS Rep explained why errors may have occurred and suggested in the future that customer document date, time, and CO # for more specific follow-up.
09/07/07	WA CapTel caller reported problems with accuracy of captions on external answering machine.	09/07/07	CS Rep apologized for incidence and thanked customer for feedback. CS Rep informed customer that information would be shared with captioning service staff and suggested in the future that customer document date, time, and CO # for more specific follow-up.
09/11/07	WA CapTel caller reported problems with accuracy of captions. Customer shared an example of a word in the captioned text that was not correct.	09/11/07	CS Rep apologized for incidence and thanked customer for feedback. CS Rep explained how text captions are created with voice recognition. Customer confirmed correction was provided by CO.
09/11/07	WA CapTel caller reported problems with accuracy of captions.	09/11/07	Customer shared feedback regarding accuracy of captions. CS Rep suggested in the future that customer document date, time, and CO # for more specific follow-up.
09/12/07	Customer complained that RO did not pay attention to his notes. Apologized to customer. No follow-up requested. RO 3810	09/12/07	Supervisor shared feedback with RO and reminded RO of proper protocol pertaining to customer instructions.

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 Sprint Relay
 Annual Log Summary of Consumer Complaints
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 June 30, 2008

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09/14/07	WA CapTel user called regarding technical problems with CapTel.	09/14/07	Technical support identified the cause of customer's experience and made an internal adjustment to modem equipment that provided a resolution to this technical problem.
09/26/07	Customer complaint: Taken by WA ODHH on 9/24/07 from a TTY caller. Reported relay service took too long to answer call and when it connected, the screen had garbled text. CS response: TT was entered for resolution, as requested by program manager. Would like follow-up from program manager. TT # 4994734 RO unknown	10/21/07	RPM called customer on 10/15/07 and 10/18/07 for more information. Customer has fiber optic line, but is able to make TTY to TTY calls without problem (RPM was able to read text clearly on each call to customer). RPM contact customer's phone company and was informed that fiber optic lines act similar to analog lines and should not prevent calls from coming through clearly. RPM referred this complaint to the call center again on 11/05/07 to get more information on the resolution. The agent is no longer employed. Technical support identified the cause of the customer's experience and made a software upgrade in the system to resolve the customer's experience.

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State of Washington
 Department of Social & Health Services
 Office of the Deaf & Hard of Hearing
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 Sprint Relay
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 CG Docket 03-123
 June 30, 2008

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09/29/07	VCO customer said RO did not relay Call properly. RO never kept VCO customer informed and when RO addressed VCO customer, RO never put their conversation in brackets as normally done. VCO customer felt as if they were talking to another person, not relay. It was most upsetting because of the importance of the call to her bank with her account number and code involved. VCO customer stated that the RO hung up on her. RO 7634	10/03/07	TL met with RO. RO does not remember this call. TL went over proper call procedures and reiterated that when conversing with a customer, the RO is to use brackets.
10/01/07	Caller said he called a store where the person at the store hung up on him twice with same RO. He asked to dial number a third time and RO disconnected caller. Apologized to customer. No follow-up requested. RO 6094	04/01/08	Due to new software, the computer is disconnecting calls for no reason. Technical issue, not RO error. RO stated that when they did the redial on the third try the call just disconnected. Issue related to Sprint's geographical rollout of the Phoenix platform upgrade to solve this technical issue.

Annual Log Summary of Consumer Complaints

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 Department of Social & Health Services
 Office of the Deaf & Hard of Hearing
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 Sprint Relay
 Annual Log Summary of Consumer Complaints
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 June 30, 2008

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10/01/07	Customer needs to place TTY to TTY calls using TTY call release. She types "TTY to TTY call to this number xxxx," then waits and waits, with no reply, no connection. Supervisor had previously told her to get the RO ID number so they could retrain on TTY to TTY call release. Date/time of calls was 9/30/07 @ 9:16 am and 9:28 am/ Apologized for inconvenience and told customer that the report would be sent to RO supervisor. Follow-up requested. RO 7609F RO 7605F	10/05/07	TL spoke with RO 7605 on 10/02/07 and discussed proper call procedures for TTY to TTY. RO had misunderstood the instructions. RO now understands proper call procedures. TL spoke with RO 7609 on 10/01/07. RO remembered call and connected the TTY to TTY when she heard outbound TTY tones. The call then disconnected before she could tell a TL. TL went over proper call procedures with RO and she understands. CS Rep attempted contacting customer on 10/01/07 @ 12 pm CST, no answer; 10/02/07 @ 1:20 CST, answer but no response; 10/03/07 @ 10:10 CST, customer requested to be called back the following day. CS Rep called back on 10/04/07 @ 2:45 CST, left message.
10/05/07	Voice customer complains no one can reach her mom who uses VCO via WA TRS voice number. Apologized, made test calls, and customer phone disconnected. Submitted TT and encouraged customer to check device settings with manufacturer. CS Rep informed customer to contact WA TED program as TTY is 10 years old. No follow-up requested. TT # 5061871 RO unknown	10/10/07	RPM followed up with customer 10/09/07 @ 2 pm. Customer states that problem lies with the equipment, not relay services, and that she has contacted WA TED program on behalf of mother. Customer thanked RPM for follow-up. RPM encouraged customer to call back if experiencing other problems.

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 Office of the Deaf & Hard of Hearing
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 Sprint Relay
 Annual Log Summary of Consumer Complaints
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 June 30, 2008

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10/09/07	Customer complained that there were long delays after TTY. Customer typed GA. Apologized to customer. No follow-up requested. RO 3817	10/09/07	RPM explained to the customer that the RO is new on the floor and was reviewed by RO's supervisor on the call to ensure that the RO handled the call properly.
10/19/07	Voice Customer stated that they dialed 711 and got TTY tones and doesn't have a TTY in their home. When customer dialed to TRS CS, her call arrived TTY, but CS rep was able to switch to voice. Apologized for problem. Provided customer with toll-free voice number. No follow-up requested. TT # 5152607 RO unknown	11/20/07	TT # 5152607 opened on 10/19. Test calls have been placed and branding has been verified as correct. The call centers will monitor this issue.
10/20/07	Customer stated that RO was slow to respond. Forwarded complaint to appropriate call center. RO 3817	10/23/07	Supervisor discussed with RO the importance of focusing on calls and responding promptly.
10/20/07	Customer complained that system is slow. It takes too long from the voice person to her TDD. Call was over an hour long and the system became slower as the Call progressed. Follow-up requested.	11/28/07	It is felt that it is a technical issue with the Phoenix system when there is a long Call. Bug # 2444. RPM Called customer on 10/24/07 @ 10:15 am, 10/30/07 @ 5:30 pm, and 11/28/07 @ 1:40 pm. Phone rings, no answer. On 11/28/07 issue should be resolved due to recent geographical release of the Phoenix platform rollout to resolve bugs in the system.

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 Office of the Deaf & Hard of Hearing
 Washington Relay Telecommunications Services
 Sprint Relay
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 June 30, 2008

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10/30/07	Customer shared feedback regarding captioning to her answering machine. Answer Machine message retrieval concern. Customer cited that a number was cited wrong on the answer machine.	10/30/07	CS apologized for the incident. Suggested to customer to write down CO #, date and time of the call so that our team leader can follow up with coaching the CO.
11/05/07	VCO customer stated that when calling into relay and asked to call "Kathy," the RO then asked for the number he was calling to. It states in his notes that he uses his FD list. The RO should have simply accessed the FD list once the customer said to call "Kathy" and put the call through. This was the 2 nd RO today that asked him for the number he was calling to instead of looking at the FD list. Customer wants RO to be coached immediately. Because it is very frustrating. RO 3805F	11/05/07	Supervisor discussed proper call procedures for FD numbers with RO.
11/15/07	TTY customer dialed in and call was disconnected. Apologized to caller. Follow-up requested. RO unknown.	11/20/07	RPM followed-up with customer on 11/20. Customer is satisfied. Technical issue related to the geographical rollout of the Phoenix platform upgrade that disabled the call, not an RO error

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 Washington Relay Telecommunications Services
 Sprint Relay
 Annual Log Summary of Consumer Complaints
 CG Docket 03-123
 June 30, 2008

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11/19/07	TTY user reported garbled messages when calling via WA Relay. Follow-up requested. TT # 5373755 RO unknown	12/03/07	RPM attempted contact on 11/28/07 @ 1:20 pm, 11/29/07 @ 10:30 am, and 11/30/07 @ 5:30 pm. Phone continued to ring, but no answer. This issue is a reported problem with the new Phoenix platform and a release is scheduled in December to fix this issue.
11/19/07	WA voice caller reports that she requested RO to call a TTY #, which RO misdialed. RO apologized for error, dialing correct # 3 times with answer. Customer concerned she cannot communicate with her deaf friends via relay service. Supervisor assisted on call and apologized for problem. No follow-up requested. RO unknown	12/03/07	Customer didn't have RO number and as a result supervisor was unable to follow up with RO due to lack of RO # to appropriately resolve complaint. Supervisor suggested that customer provide RO number if problem occurs again.
11/21/07	Customer gave RO 800# to call and RO asked if she wanted live person. The customer said yes. RO informed the customer that the recording hung up. Customer requested that RO redial, and RO disconnected the call. Customer also complained that RO's typing was "pretty bad." RO 8073	11/21/07	This situation was discussed with the RO and it was determined that it had happened on a particular day that the operator became ill at work and had to leave in the middle of her shift. Her new medication was affecting her in a manner in which she didn't realize she wasn't processing calls well. RO states that she would never deliberately disconnect a customer and she apologized.

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12/07/07	Customer stated that relay service sent their number and customer said hello. RO did not respond. Customer repeated and RO still did not respond. Customer stated that call was then disconnected by RO. Apologized to customer and forwarded to appropriate supervisor. Follow-up requested. RO 5408	12/17/07	RO stated that there have been technical difficulties when call arrives on TTY line but automatically detects ASCII without RO being able to process that call. Supervisor stated that proper procedures should be followed when arriving on voice or TTY line: send greeting and wait for response.
12/11/07	TTY customer instructed RO to dial number and if answering machine picks up, to hang up. RO did not follow customer instructions, and TTY user is upset because RO ignored instructions. No follow-up requested. RO 7713	12/24/07	Supervisor spoke with RO and reminded of the importance of following customer instructions. RO understands.
12/12/07	Voice customer could not hear VCO user. Garbling issue on VCO user's end. Apologized to caller. Follow-up requested. RO unknown	02/14/08	Internal software update related to the Phoenix platform was performed. Not an RO error. RPM sent customer two e-mails to see if customer was still experiencing same problems. Customer has not responded.

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12/14/07	Customer stated that RO asked customer for number to call and after customer gave number, no response for a long time, then RO asked again; caller repeated, then RO disconnected call. Apologized to customer. Follow-up requested. RO 5424	12/17/07	RO stated that when the greeting was sent, it called over to the voice line, and by the time it arrived back to TTY line, there was no response. Coached RO on importance of following correct procedures for keeping customer informed on both voice and TTY lines.
01/04/08	Voice customer stated that RO hung up on him. RO refused to repeat last few words of what TTY user typed. Forwarded to correct center. No follow-up requested. RO 8546	01/28/08	Met with RO and explained that he can read the last words. RO was trained that we are not to go back and repeat. However, under new CSI, RO understands that he can repeat. However, RO did not hang up because customer was outbound, phone automatically disconnected after 60 seconds.
01/15/08	Customer reached answering machine on outbound line. Customer states that RO did not allow customer to leave a message on machine, and then hung up on customer. Apologized and forwarded to appropriate supervisor for follow-up with RO. No follow-up requested. RO 5145	01/30/08	Supervisor coached the RO how to properly reach answering machine and leave the message on it.

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01/19/08	Customer could not read what relay was typing. RO disabled turbo code and slowed typing but customer still unable to read relay. Customer requested to be transferred to customer service. Supervisor on floor transferred customer to CS. RO 6137	01/19/08	Technical issue related to the geographical rollout of the Phoenix platform upgrade that disabled the call, not an RO error. RO followed proper procedures. No action taken with RO.
01/23/08	Customer filed complaint about length of the waiting to be connected on the relay call. Apologized to customer. Follow-up requested. RO unknown	01/29/08	Contacted Customer and informed customer that it was very important to provide RO # with date and time of the call so CS could follow up with more detailed information.
02/12/08	Customer calling UK, call would not connect through relay. Caller stated that this has been going on for about a month. His hearing family is able to call directly but not through relay. Apologized to customer. Follow-up requested. RO unknown	02/12/08	RPM attempted to contact customer via TTY three times with no answer or answering machine to leave message. On the 4 th attempt RPM was able to leave message through VRS. Customer called RPM and stated that he had problems calling family members in UK through relay using a very old TTY. RPM provided information on international dedicated relay number and who to contact to apply for a new TTY.

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 Office of the Deaf & Hard of Hearing
 Washington Relay Telecommunications Services
 Sprint Relay
 Annual Log Summary of Consumer Complaints
 CG Docket 03-123
 June 30, 2008

Attachment #1



Acronym Log

CO: Captioned Operator
 CS: Customer Service
 RO: Relay Operator
 ODHH: Office of the Deaf & Hard of Hearing
 TT: Trouble Ticket
 RPM: Relay Program Manager

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/12/08	Customer cannot Call long distance to her mother in California. RCS apologized for the problem and assured customer that a TT would be turned in for further investigation. Follow-up requested. TT # 5880882 RO 3803	02/12/08	RCS Tech said that using Comcast VOIP to call center will not work. RCS Tech recommended that customer switch back to original service provider. RCS opened TT and followed-up by e-mail with customer. Customer Service sent email to customer explaining that using Comcast to place customer long distance to her mother in California from Washington would not work. Tech staff tried all four other options to let the call go through and it will not work. Suggested customer to go back to using the original LEC service and it will work.
02/19/08	Customer stated that RO did not process call and hung up without letting customer know. Customer waited after phone number was given, then RO hung up. Apologized to customer. Follow-up requested. RO 6043	02/26/08	TL coached RO on proper disconnect procedures and following customer instructions. RO did not remember call, but if he accidentally hung up on customer, he apologized. Team Leader followed-up with customer.

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02/23/08	<p>Customer has Comcast. Customer tries to Call mother and gets one of 2 recordings every time. Recording 1: You have accessed the Sprint network. Our records indicate... Recording 2: Your Caller ID information has not been received. Please enter access number or record your name.</p> <p>Follow-up requested.</p>	02/25/08	<p>CS notices it was a Comcast Digital Voice (VOIP) issue so checked in Customer Information Services to be sure the number was not restricted by Sprint, then Called Comcast to confirm customer selected Comcast as COC. Verified information then contacted CIS to unblock the number in our system.</p> <p>Customer Service sent email to customer explaining that using Comcast to place customer long distance to her mother in California from Washington would not work. Tech staff tried all four other options to let the call go through and it will not work. Suggested customer to go back to using the original LEC service and it will work. RPM unable to follow up with customer due to the fact that the customer's phone account is no longer in service.</p>
03/04/08	<p>TTY customer states he is unable to reach Relay by dialing 711 through LEC at 1:10 on 03/04/08. He has success reaching relay when he dials the toll free Relay number. TT # 6008655 RO unknown</p>	03/04/08	<p>Sprint Tech contacted Qwest to report 711 dialing issues. Qwest reported that they were finally able to complete the call successfully to 711 from the customer's location.</p> <p>RPM spoke with customer and customer stated that the problem seemed to be solved.</p>

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03/11/08	TTY customer stated that RO out-dialed and customer received 2 rings and then the call was disconnected. Apologized to customer and assured them the complaint would be filed with appropriate supervisor. No follow-up requested. RO 6152	03/15/08	TL spoke with the RO. RO remembered the Call and stated that she only heard 2 rings. RO went to type to the customer and the computer completely shut off to start a "Physical Dump." RO did not intentionally disconnect customer. Sprint's geographical rollout of the Phoenix platform software upgrade performed internally to resolve this concern. Not an RO error.
03/28/08	TTY customer stated that on Sunday 03/23/08 voice caller using 711 have been hearing unusual clicks and noises when trying to reach her. The voice callers are experienced with relay and know that the sounds are not normal. Also, her TTY message tape indicates several missed calls but no actual messages. Follow-up requested. TT # 6154088 RO unknown	04/07/08	RPM manager e-mailed to customer stated that it is very important for us to have RO ID #, time, and date to track down the problem. Technician needed the RO ID # in order to correct the RO booth and its terminal.
04/18/08	Customer reported having trouble dialing into relay WA on 711 and the 800-833-6388 number. Not enough details provided to open TT. Follow-up requested. RO unknown	05/12/08	RPM staff reviewed the complaint document and agreed that, due to lack of information, the complaint must be closed. Possible known local LEC issue, WA TRS provider to mail letters to WA LEC's to resolve 711 and 800 number routing issues.

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04/22/08	Customer provided feedback about accuracy of captions.	05/01/08	CS Rep apologized for incidence and thanked customer for the feedback. CS Rep suggested in the future that customer document date, time, and CO # for more specific follow-up.
04/29/08	Customer stated that RO typed a curse word to a patient that customer didn't say. The patient typed that he did not appreciate the profanity and customer told patient that they did not say that. CS apologized to customer. No follow-up requested. RO 80308	04/29/08	TL reviewed the complaint and coached the RO on proper verbatim during the call.
04/29/08	Customer states that RO was rude and unpleasant. RO refused to give his ID number. RO interrupted the call and said to give all comments to the caller. Customer could not stay on the line with RO any longer and hung up. No follow-up requested. RO unknown	05/28/08	CS apologized to customer. RPM reviewed the complaint and it does not have enough details to warrant a resolution.