

Docket 03-123

JIM GIBBONS  
Governor

STATE OF NEVADA

MICHAEL J. WILLDEN  
Director



DEPARTMENT OF HEALTH AND HUMAN SERVICES

**Office of Disability Services**

Received & Inspected  
JUL 02 2008  
FCC Mail Room

Nevada Council on  
Developmental Disabilities

Independent Living  
Program

Nevada Assistive  
Technology Collaborative

Personal Assistance  
Services

Traumatic Brain  
Injury Services

Relay Nevada

Deaf and Hard of  
Hearing Services

June 26, 2008

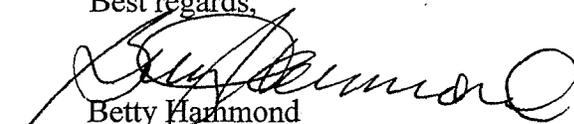
Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-B204  
Washington, DC 20554

Ms. Dortch:

Enclosed is the annual TRS complaint summary report for the State of Nevada. This report covers June 1, 2007 through May 31, 2008. An original and four copies are enclosed, as is the data on disk; an additional copy has been forwarded to Arlene Alexander.

Please call me should you have any questions or further needs regarding this report. Thank you for your ongoing support of TRS.

Best regards,

  
Betty Hammond  
Relay Nevada

Cc: Arlene Alexander



**NEVADA**

**FCC COMPLAINT LOG**

**2008**

**Complaint Tracking for NV (06/01/2007-05/31/2008). Total Customer Contacts: 15**

<b>Tally</b>	<b>Date of Complaint</b>	<b>Nature of Complaint</b>	<b>Date of Resolution</b>	<b>Explanation of Resolution</b>
1	05/19/08	Set up - General	05/19/08	Advised customer of the importance of using an in-line filter when connecting the CapTel phone to a DSL line.
2	05/10/08	TTY said they called in using 711 and operator would not answer. TTY user dialed in 4 times and got the same operator and still the operator would not answer. No follow-up requested.	05/10/08	Agent was coached on when a call comes in and they hear try tones to hit the "hello" button. Agent was also reminded that quality of customer service is a top priority so we never want to not respond or hang up on customers. Agent understands and will continue to follow procedure and provide great customer service.
3	05/08/08	Set up - General	05/08/08	Advised customer to turn off 2 Line mode in the menu of the CapTel phone due to customer using one phone line with CapTel.
4	04/15/08	Hearing customer cannot connect to Relay Nevada voice line. Gets electronic noise. Opened trouble ticket. Follow-up required for problem resolution.	04/15/08	Automated Number Identification branding issue. The telephone numbers have been branded as Voice. Customer has confirmed successful connection to NV Relay voice number at 1-800-326-6888. Customer is completely satisfied.
5	02/05/08	Agent did a poor job. Agent response time was slow during call and throughout conversation there was a lot of lag time. No follow up requested.	02/05/08	Team Leader met with the agent about responding to customer right away and pacing. Advised the agent to call for help if necessary.
6	01/04/08	TTY customer is not able to reach the toll free number he was trying to dial through this agent. Opened trouble ticket. No follow-up requested.	01/04/08	Regional 800 issue. Placed test calls. Sprint was able to reach the toll free number through Relay Nevada. Since the customer did not leave name or phone number to call back, Sprint has closed the trouble ticket.

7	11/30/07	Customer states for the past several weeks, it takes 711 Relay a long time to answer in the state of Nevada. Customer was not able to supply an agent id or specific dates/times. Customer explains it's happening "all the time." The call came into Customer Service as try; there was no delay. Asked customer to call back to Customer Service with agent id and specific dates/times. Rebranded the telephone number as TTY. Recommended customer notify his local telephone company if the problem will continue. No follow up requested.	11/30/07	This customer has not called back with any specific agent ID, Can not open a technical trouble ticket without any specific information. No follow up needed.
8	11/29/07	Voice person Heather in NV states that she is trying to call her hearing mother in CA and she is getting the relay service. This same thing happens when she tries calling her mother from her cell phone. When Customer Service tried calling her mother from MO office phone again it calls to CA relay service. All three calls were from regular phone lines and relay should have not been involved at all. Opened trouble ticket. Customer requested for a call back on her cell phone when the problem is fixed.	05/14/08	After investigation the issue should be reported to the customer's local exchange carrier. The LEC is not routing the customer dialing information correctly. RPM contacted the customer on 5/14/08. The customer has confirmed that the LEC has resolved her issue.
9	10/10/07	Customer cannot connect to NV Relay through 711. Opened trouble ticket. Follow up requested.	10/15/07	Sprint conducted internal test calls. It was determined that it was the customer's local exchange carrier (LEC) routing and translations 800# prior to reaching the relay center. Customer was contacted and advised to report the 711 dialing and access issue to her local telephone company.
10	09/19/07	Captions Lag too far behind voice	09/19/07	Customer shared feedback regarding captioning lag time between the spoken word and text. Provided tips for the CapTel user to use to control the speed of the conversation, as well as filling gaps of seconds in the delay. Subsequent test calls using suggestions worked well.
11	08/07/07	VCO customer shows branded to customer service but not to the agent. Opened trouble ticket. No follow-up requested.	08/07/07	Customer Service doubled checked the customer's VCO branding and it is on the system, as customer was advised by Call Center Supervisor to brand the VCO with the database. Updated and it worked. The issue probably has been caused by the platform upgrade.
12	07/16/07	TTY husband calling from a pay phone to voice wife on her cell phone. Operator said, "What in the hell are you doing?" Wife asked if that was verbatim and the operator laughed. Husband then typed "It Relay" and wife said she knew something was wrong. She said her husband's English is not good. She called in to complain for him. She said Communication Assistant had mothering attitude and was controlling.	07/16/07	Had a discussion with the operator about sounding professional and creating a positive image over the phone. Operator explained that she may have possibly forgot to mute her microphone during an operator relief, she's not sure. Operator was receptive to the coaching and expressed she will maintain a friendly phone image and that she would never say anything like that to a customer, but may have said it to a co-worker. Operator was reminded that there is no talking to co-workers while relaying calls. An email was sent to the customer per their request for follow up.

13	07/04/07	Nevada VCO complains that agent cuts off the conversation of the person they are calling all the time. VCO does not like (M) agents because they always hang up on her calls and just type numbers, not words. Most recently, this agent hung up on this VCO caller today. Caller does not want a call back after agent is met with.	07/04/07	Invalid agent ID. Not able to coach an agent without a valid ID.
14	06/20/07	Customer stated that the Operator used XXX too many times during the relay of the call. No follow up requested.	06/20/07	Supervisor reviewed with the operator in regards to incident and gave suggestions for improvement.
15	06/13/07	Billing - General	06/13/07	Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from CapTel.