



# ALABAMA-MISSISSIPPI TELECOMMUNICATIONS ASSOCIATION

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June 18, 2009

Commission Secretary  
Office of the Secretary  
Federal Communications Commission  
9300 East Hampton Drive  
Capitol Heights, MD 20743

RE: CG Docket No. 03-123

Please find enclosed an original and four copies of the Alabama Dual Party Relay's 12 month complaint log for the period June 1, 2008 thru May 31, 2009. This complaint log is being filed in compliance with CG Docket No. 03-123.

If you have any questions regarding this filing, please notify me.

Sincerely,

Jerry A. Renfro  
Executive Vice President

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# **Alabama FCC Complaint Log 2009**

**Complaint Tracking for AL (06/01/2008-05/31/2009). Total Customer Contacts: 34**

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/10/08	A caller reported that during a call to her sister, who was in the hospital, the CA did not type everything her sister said. There was a delay in the conversation. She has the print out from the conversation to show to her sister to confirm. She had to tell her sister she would have someone call her back because the operator wasn't relaying everything. Customer Service told the caller that a report would be sent to the call center supervisor and apologized for the inconvenience. No follow-up was requested.	06/10/08	On 6/30/08 a team leader met with the agent, who does not remember the call. The team leader went over proper call procedures and the importance of relaying calls verbatim. The agent was also coached on how important it is to relay all information and maintain transparency. The team leader informed the agent that if they are experiencing any technical difficulties, a supervisor needs to be notified immediately. The agent understands.
2	06/10/08	At 8:30 PM, after the completion of the call, the TTY customer stated that the agent logged out and he wanted to know the tone of the person, which the agent taking over the call was unable to provide. I apologized to the customer and stated that this agent will be followed-up with and stated that agent should have remained on the line until the call was completely done or another number was provided. No follow-up is necessary.	06/10/08	The agent was coached on proper agent switching and timing of the switch.
3	06/16/08	The caller states that she cannot place a call to her doctor's office at xxx-xxx-xxxx, because when the CA dials they reach a recording which says, "the number you are dialing is disconnected or no longer in service". Her area code is not appearing to the CA when she reaches the MO call center, and even when it is input, the number still will not connect. When a neighbor dials the number directly, and also when the supervisor dialed the number direct, they can get through fine. This began today about 10:00 AM. Customer Service apologized for the inconvenience and told her I would enter a trouble ticket asap (which was done) so the issue can be investigated and resolved. Follow-up was requested.	06/16/08	Left a message at 4:25 PM on April 1 on voice mail asking her to call back. Called at 11:30 AM on April 2. A person answered, did not say a word, and hung up. I spoke with customer, who she stated she has not had any problems with her relay calls in a long time.

4	06/17/08	A TTY customer complained that the agent did not type verbatim what her caller said and stated that agent used too many abbreviations and not enough sentences. The Customer Service Representative apologized for the problem. The customer did not request follow-up.	06/17/08	The team leader met with the CA and reminded her to always type verbatim and use only approved abbreviations.
5	06/24/08	A TTY customer states that the agent did not type all that was said when calling her Doctor's office. I apologized. The call took place this morning, 6-24-08, at approximately 8:55 AM CT. No follow-up was requested.	06/24/08	6/30/08 - This agent ID number has not been assigned to an agent since November 2007. If we had a valid agent number for the complaint, a team leader would meet with the agent and review proper call procedures pertaining to relaying calls verbatim and the importance of all information being relayed.
6	06/25/08	An AL TTY customer states that this agent was very slow typing what was said and caused both callers a delay in the entire conversation. The approximate time of the call was 9:45 PM CST on approximately 6/25/08. Relay Customer Service apologized for the problem and no follow-up was requested.	06/25/08	A supervisor met with the agent and discussed typing speed and accuracy. The agent will focus on this and use pacing phrases as appropriate.
7	07/18/08	An AL TTY user complained that the agent did not relay verbatim what was being said when the person on the other line answered the phone. The caller stated this happened today at 5:15 PM EDT and said that this is not the first time this has happened. Customer Service apologized for the problem. The customer did not request follow-up.	07/18/08	A team leader met with the CA and reminded her to relay everything that is heard, even when the phone is answered.
8	07/29/08	The customer states that they gave the person the number to call, but they never responded or said anything after the customer said "hello" several times.	07/29/08	8/2/08 - a team leader met with the agent and went over proper call procedures and the importance of keeping the customer informed and following customer instructions. We discussed the importance of good customer service and the agent understands. 8/4/08 - 4:41 PM CST - an e-mail was sent to the customer to follow-up.

9	08/21/08	The customer uses relay regularly and she is usually satisfied with the service, but this particular agent was rude. When asked their agent number they gave it. When talking too fast at one point, the agent said to the customer "blah, blah, blah, blah," then proceed to tell the customer to talk slower in a very rude voice. I apologized to the customer and assured them that this information would be forwarded to the appropriate supervisor. The customer requests follow-up at the number provided.	08/25/08	The ID number identified by the customer is not assigned to a Sprint agent. The customer was contacted, apologies were made, and the customer was informed the ID given is not assigned. The customer provided additional information that allowed for a more detailed search to identify the agent who may have handled the call. The customer was unable to 100% confirm that the call was made through AL Relay, but expressed satisfaction that the follow-up was being completed. The search returned zero results for any call to or from the customer through any of Sprint's relay services.
10	09/23/08	A caller reported that they asked the operator to dial a number, plus the extension, for a college, but the operator did not dial the extension number. The operator typed "hold for attendant" and the caller was not able to complete the call. Customer Service apologized for the inconvenience and told them the report would be sent to the call center supervisor. No follow-up was requested.	09/29/08	I met with the CA and emphasized the need to follow customer instructions and specific person/extension requests.
11	09/23/08	The caller reported that he was calling a college and asked the operator to enter an extension number, but they failed to do so. The operator typed "hold for attendant". Customer Service apologized for the inconvenience and told him that the report would be sent to the call center supervisor. No follow-up is requested.	09/23/08	The operator was coached about the importance of following customer instructions. Instead of typing "hold for attendant", the operator should have typed "entering extension number" to keep the customer informed. The operator now understands the importance of reading the notes and following instructions. She was very receptive to the feedback.
12	09/24/08	The customer states that this operator was not typing the conversation verbatim and cut the conversation down so much that what they were saying was not clear. Relay Customer Service apologized for the problem and thanked the customer for letting us know. I assured them that the complaint would be entered as stated so the supervisor at the center could investigate the problem further.	10/02/08	A team leader spoke with this agent about the call. She remembered the call and this customer stated that he does not think relay types anything verbatim. She said she did type verbatim and cut nothing down - she typed what the voice person said. The agent is a long term employee and does very good work. It was determined that the agent did nothing wrong. Not agent error and no action was taken.

13	09/25/08	An AL TTY user called to complain that when dialing a toll-free number, the agent did not type the name of the business and that she did not know where she had called. I apologized for the problem. The customer did not request follow-up.	09/25/08	On 10/1/08 a team leader met with the agent and went over call processing procedures. The importance of keeping the customer informed at all times was stressed and that everything should be relayed. I reiterated the importance of good customer service and informed the agent that they should contact a supervisor if they encounter any difficulties. The agent understands.
14	09/29/08	AL TTY user complained that after giving the agent a number to call, there was no response, even after she asked "Are you there, I gave you a number to dial?" The agent then responded that they were dialing. The customer states this has occurred too many times with this agent. I apologized and explained that I would be sure to inform the agent's supervisor to address the issue. The customer does not want contact.	10/09/08	The issue was re-opened to assign contact to a supervisor. A team leader addressed this issue with the agent, who was coached on proper call handling procedures and instructed to keep customers informed.
15	10/01/08	An AL TTY user states that they have used this operator previously and have had the same experience, where, according to the customer, the operator did not type full word for word English. The operator only typed two or three words, and it was not all that the other person was saying. Customer Service apologized to the customer. No follow-up is needed.	10/01/08	This agent was not working during this time. She was on Parental leave for the past 6 weeks. No action was taken.
16	10/03/08	A TTY customer reports that the CA did not let her know that the phone was ringing. The customer asked CA why she wasn't informed, and the CA advised that the phone did not ring. The customer did not believe the phone did not ring if it was answered. I apologized for any inconvenience or problem encountered and advised the customer that her complaint would be forwarded to a supervisor. The customer did not request contact.	10/03/08	On 10/1/08 a team leader met with the agent. They went over call processing procedures and reiterated the importance of keeping the customer informed at all times and relaying all information. The importance of good customer service was stressed and the agent was told that they should always contact a supervisor if they experience any difficulties. The agent understands.

17	10/14/08	A customer complained that the CA only typed half of the recording reached, then skipped to the end, typing "please leave a message at the tone". Because the recording was not typed completely the customer did not have the necessary information to proceed with the call. The customer called back and got a different CA who typed the entire message so the customer could continue the call according to the options given. Customer Service apologized for the inconvenience and told them that a report would be sent to the call center supervisor. No follow-up was requested.	10/14/08	The complaint was forwarded to a supervisor for instructions on how to process an answering machine. A supervisor spoke with this agent about the procedure for processing answering machines and stressed that they must be typed verbatim. The agent did not remember the call, but apologized for the inconvenience to the customer.
18	10/15/08	The caller reported that she has been unable to connect through AL Relay to a certain number in Tuscaloosa, AL (49 miles away). The operator gets the error message, "OUT COC NOT FOUND FOR PRODUCT ID 99 AND CARRIER INDEX 0377". Customer Service apologized for the inconvenience and offered to contact the business on her behalf. I told customer a trouble ticket would be entered to resolve the issue. A trouble ticket was entered on 10/15/08. No follow-up was requested.	10/15/08	The customer did not request follow-up.
19	10/24/08	The caller reported that the connection problem she reported on October 15 to a number that is in Tuscaloosa is still occurring, now to an additional number in the same city. She is not able to reach her doctor's office due to the error message the operator reaches when dialing. Customer Service apologized that the problem is not yet resolved and offered to make several test calls to get additional CA ID numbers for a new trouble ticket. The first trouble ticket number was xxxx, I entered another trouble ticket ( number xxxx) and referenced the first ticket. Follow-up is requested.	10/24/08	I left a message on their voice mail at 4:25 PM on April 1 for them to call back. I called at 11:30 AM on April 2. A person answered, but did not say a word and then they hung up. I spoke with the customer and she stated that she has not had any problems with relay in a long time. The trouble ticket explained the resolution. Also, a prior representative called the customer, who stated that they've not had problems with Relay for months.

20	10/28/08	<p>The caller reported for the third time a technical problem in connecting to certain numbers in AL. She reaches error message, or fast busy, or whistling, and the calls cannot be connected. This time the CA was at the MO call center. Customer Service apologized that the problem has not been corrected and told her another trouble ticket would be entered with the new information from today. I entered trouble ticket number xxxx today, adding to the previous trouble tickets that have not been resolved: numbers xxxx and xxxx. I asked a technician to escalate the issue for resolution. Follow-up is requested.</p>	10/28/08	<p>I left message on their voice mail at 4:25 PM on April 1 to have them call back. I called at 11:30 AM on April 2 - someone answered but did not say a word. I waited 5 minutes, then they hung up. I spoke with customer and she stated she has not had any problems with her relay calls in a long time. Customer Service explained to the customer on 11/19 that they have put AT&amp;T in as their long-distance carrier, and asked the customer to make a test call to see if that solved the problem. The customer said they were busy preparing for an event and will make the test call the next day. Also, as a previous representative stated, the customer mentioned that they have not had Relay issues in several months.</p>
21	12/24/08	<p>A VCO customer stated that he was not happy with this CA, who was not typing the voice persons complete responses. The customer stated the CA needs more training and was not a good CA. The complaint was taken by the agent in charge, who apologized and told the customer we would follow-up with the CA. No customer follow-up was requested.</p>	12/24/08	<p>The agent stated that the voice person was cutting in and out during the call. She kept the VCO customer informed that the line was cutting out and she also paced the voice person to get the conversation. The supervisor on duty was called over and verified that the agent followed protocol.</p>
22	01/02/09	<p>A customer states that the CA did not type everything heard. On January 2, 2009, at approximately 2:45 CST, the TTY business customer became frustrated that the outbound was vague in the answers to the questions. It was discovered through another call, with a different CA, that the original CA wasn't relaying verbatim. I apologized and explained that a supervisor will be notified. No follow-up was requested.</p>	01/02/09	<p>A supervisor spoke with this agent about typing verbatim, and the agent said he was typing verbatim, but that the voice customer was just vague in their responses. The agent stated he typed what he heard. It is determined that this agent did nothing wrong. CAs are not allowed to pass on information to customers. No action was taken.</p>

23	01/26/09	A TTY customer reports that Relay CAs do not type everything that is said. The customer reports that CAs type partial sentences and her family will no longer use Relay to contact her due to this problem. I apologized for problem encountered and advised her that a complaint would be entered and management would contact her regarding this issue. The customer requests contact.	05/14/09	<p>The Relay Program Manager called the customer on 5/8 at 4:40 PM and left a message asking her to call back on her TTY answering machine.</p> <p>The Relay Program Manager left another message on the customer's TTY answering machine on 5/11 at 11:20 AM, inquiring if Relay services have been performing satisfactorily lately and left a toll-free TTY number and work email address for her to contact me.</p> <p>The Relay Program Manager called the customer on 5/14 at 3:00 PM. The customer said that operators have been better at typing verbatim, but that once in a while they still don't. I explained that operators are to type verbatim and if they don't, to please remind them to do so. The customer said that she did just that. I explained that if customer is not satisfied with an operator, and has asked the operator to type verbatim but that is still not happening, then the customer can request a different operator. The customer thanked me for the call.</p>
24	02/05/09	AL TTY customer stated these agents did not type verbatim what her caller said at the end of a couple of calls they received, causing them to miss the closing of the conversation. Relay Customer Service apologized for the problem; no follow-up was requested.	02/05/09	These were the first live calls by agents on the floor their first night, while they were still in a training class. They were coached on procedures by the Training team and the team leader was notified for further discussion and development of the CAs.
25	02/25/09	A TTY customer states that the agent is not typing everything that is heard, but is only typing short sentences. and the customer does not understand what is typed. She also states that this agent has done this on previous calls. Today's call was at approximately 10:25 AM CT. I apologized and no follow-up was requested.	02/25/09	A team leader met with the CA and reviewed verbatim issues on 3/5/09 at 2:00 PM.
26	03/03/09	The caller reported that the CA did not type "ringing" or "phone answered" and there was a long delay. After a time, the CA typed "answering machine" but did not leave any message. Customer Service Responded by apologizing for the inconvenience and telling the caller that a report would be sent to the call center supervisor. No follow-up was requested.	03/03/09	<p>The complaint was forwarded to the agent's supervisor for follow-up on recording procedures.</p> <p>A Team Leader coached this agent on recording procedures. The agent did not remember the call but apologized for the inconvenience.</p>

27	03/03/09	A voice caller in FL reported that her mother in AL who uses TTY is unable to connect to the AL toll free number (800-548-2546) or to 711. Her mother is speech disabled but can hear and types her conversation using TTY. She cannot connect to AL Relay for the last three days - she gets a busy signal. The Customer Service Representative told the customer that a trouble ticket would be entered, which it was. Follow-up was requested.	03/03/09	On 3/5 a technician said: I accessed dial tone from Mobile & Montgomery and was able to dial 711 and the 800 number for relay. I called the daughter, who said her mother is still getting a busy signal. The technician will call other support personnel to determine the next step. Later that day: I called customer, who only transmits in Baudot. I asked the customer's daughter to call & report the trouble to the local carrier, as she has all the pertinent information that MCI will need. The technician gave their call back information if she needs help. 3/6: I have not heard back on progress from the customer with their LEC, so consider this issue closed. I assume they resolved the local call issue. The Relay Program Manager called the customer on 5/8 and they said they have not had issues.
28	03/25/09	The caller reported that whenever he gets this CA number, she always types, "one moment please" before dialing the number. The caller wanted to know why this was the only operator doing that. Customer Service told the caller that a report would be sent to the call center supervisor. No follow-up was requested.	03/25/09	This agent is blind and she types "one moment please" so that she can go back and double check the requested number and what she has entered. This was not a complaint, just a customer asking out of curiosity. Not agent error so no action was taken.
29	03/28/09	A CA TTY user states the relay operator dialed the wrong number. The customer tried to interrupt the operator to tell them they dialed the wrong number, but they kept typing the recording. The number the customer wanted to dial does not have a recording. Even though the customer tried to tell the operator that they dialed the wrong number, the operator kept typing, saying "recording playing". The customer states they do not appreciate that type of service. Customer Service apologized to the customer. No follow-up is needed. Correction: This was an Alabama TTY user, not California.	03/28/09	A team leader met with the agent and reviewed proper call procedures. The agent was coached on scenarios and notified to follow customer instructions at all times. The agent understands.
30	04/03/09	A customer reports that she placed a call to Cracker Barrel through Relay on Friday, April 3 between 5:30-5:40 PM. After putting in the order, the CA typed "(vomiting)". The customer has a copy of the printout and she wants an explanation. I apologized and explained that the supervisor will be notified. Follow-up was requested.	04/03/09	The team leader met with CA, who typed to the customer that the wrong key was pressed and apologized. The customer was contacted by a team leader on 4/14 by phone at 6:48 PM. The TTY user appreciated the call back and explanation, and was understanding of the mistake.

31	04/22/09	The customer says they kept typing "Hello" but got no response from CA 8965. I told customer would report this. No follow-up was requested.	04/22/09	The CA was ill.
32	05/02/09	A TTY user called a family member and the CA didn't type the voice person's response verbatim. There were long delays in the typing, and then the CA would only type 1 or 2 words, then stop. The CA changed languages in the middle of the conversation, which made no sense. The Customer Service Representative apologized for the service received and took the necessary information to file a complaint with the appropriate resources. Follow-up was requested.	05/20/09	The team leader met with CA and discussed following procedures, staying focused, and typing verbatim. A follow-up letter from the team leader to the customer was sent on 5/16/09.
33	05/06/09	A very upset customer states that the agent did not respond to them. They said, "Hello, are you there?" several times but got no response. The complaint was made on 5/4/09 at 3:25 PM and forwarded to the correct call center. No follow-up was requested.	05/06/09	A team leader met with the CA on 5/11/09 and discussed procedures at beginning of call to ensure the CA never misses an inbound caller.
34	05/07/09	The customer reports that the CA was inattentive, delayed typing and did not type verbatim at 9:15 PM on 5/6/09. The customer explained that she was talking with her sister and had to call back for a different CA. I apologized and told her that a supervisor will be notified. No follow-up was requested.	05/07/09	On 5/10/09 a team leader met with the agent. A supervisor had been called over in the middle of this call and observed the conversation, noting that the agent was attentive and focused. The supervisor also noted that the agent was typing everything verbatim to the TTY user. The team leader discussed proper call procedures with the agent, stressing the need to continue to type the conversation verbatim and that if this situation is encountered again, to call over a supervisor as was done in this situation. The agent understands.

Date Generated: Thu, May. 28th, 2009 @ 10:09:06 AM CT