



Illinois Telecommunications Access Corporation

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June 24, 2009

Office of the Secretary
Federal Communications Commission
Washington, DC 20554

Via Electronic Mail (Email)

RE: CG Docket 03-0123

Dear Secretary:

As directed in the above-mentioned Docket, please find the following enclosed document:

- The State of Illinois' Sprint TRS and CapTel Annual Complaint Logs, which includes the number of complaints received for the period June 1, 2008 through May 31, 2009, that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.

In addition, staff of the Illinois Commerce Commission, regulatory agency of the State of Illinois for the ITAC TRS Program, reported no standard TRS complaints elevated during the reporting period.

Please contact me if you require any additional information.

Sincerely,

A handwritten signature in black ink that reads 'Patty Kress' in a cursive script.

Patty Kress,
Assistant Director

cc: Emma Danielson, Illinois Account Manager, Sprint Relay (via Email)
Mary Watters, Illinois Commerce Commission, ITAC/ITAP Liaison (via Email)

Enclosures: Annual Illinois TRS Complaint Log, which includes CapTel Complaints for same reporting period (June 1, 2008 through May 31, 2009).



**Illinois FCC Complaint Log
2009**

Complaint Tracking for IL (06/01/2008-05/31/2009). Total Customer Contacts: 51

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/15/08	The VCO user placed a call yesterday and said that the agent did not follow customer notes which instructed them not to type out the answering machine and to give the GA to leave a message. Apologized and told her we would follow-up with the agent. No follow-up requested.	06/15/08	Agent was coached on always reading and following customer notes and instructions.
2	06/15/08	VCO customer said the agent didn't follow her customer notes not to type out the answering machine message and to give her a GA to leave a message. She also said the agent hung up on her when she got mad. Apologized and told her we would follow-up with the agent. No follow-up requested.	06/15/08	Agent said she started to type the answering machine message in error. Agent apologized to the customer and then the Inbound caller hung up. Agent said she did not disconnect the customer. Coached Agent on reading and following customer notes. Agent said she would never disconnect a customer.
3	06/16/08	Customer Complaint: When calling into Illinois Relay using 711 the initial greeting they are getting is in Spanish, then the rest of the conversation is in English. This only happens with the initial greeting. Customer Service Response: apologized. follow-up requested.	06/16/08	Called the customer on 7/7 at 3:50 PM, 7/8 at 11:05 AM and 7/9 at 3:35 PM. No answer and no answering machine at that number. Unable to leave a message for customer to call back.
4	06/18/08	Customer Complaint: Agent typed out the message even after I told her not to. No response or apology, nothing. The agent just kept typing "redialing to leave message". Apologized for the frustration and told her we will look into this. follow-up requested.	06/18/08	Coached agent on always reading and following customer notes and instructions.
5	06/18/08	Agent typed out the message even after I told her not to and my notes also inform agents not to. The agent typed out the message of the party I was calling 3 times. Apologized for the frustration and told her we will work with the agent. follow-up requested.	06/18/08	Followed up with the agent and agent stated that she recalled seeing the note. However, in her attempt to provide quality relay service for the customer, upon reaching a recording she forgot the instructions and immediately started to type the recording message. She then realized what she had done and stopped typing and apologized to the customer, but the customer had already disconnected the call. She understood the importance of adhering to customer requests and notes. An email was sent to the customer at 1:30pm, Friday June 20, 2008.

6	06/18/08	Agent typed out the message even after I told her not to when she said "answering machine hung up, GA or SK". Apologized for the frustration and stated someone will work with the agent. follow-up requested.	06/18/08	Went over protocol with agent. Emailed customer.
7	06/23/08	Customer unable to connect to Illinois' 711 or 800 numbers on Saturday, 6/21/08. A Trouble Ticket was created. Customer unable to connect VCO to VCO. Customer requests contact and provided their email and phone number.	06/26/08	Customer stated that VCO to VCO calls are now working. VCO to VCO is new for some of the agents, but they either ask a supervisor for help or figure it out. Her calls are now going through.
8	06/25/08	Customer stated that the operator is a slow typist. Customer did not understand the operator's typing and said she was waiting for her friend to talk, but the operator was typing wrong and they did not understand what was said on the TTY. The Team Leader talked to the customer tried to explain about garbling and that it was possibly the customer's TTY. It is suspected that the issue was with the TTY user, not the operator. Complaint forwarded to correct center. No follow-up requested.	06/25/08	Operator summoned a supervisor to observe the call and supervisor witnessed that the operator was typing very clearly. Supervisor scrolled through the whole conversation and no issues were identified. It was suspected the issue was with the TTY user. The operator was coached to complete Trouble Tickets in addition to getting a supervisor when this happens in case the customer hangs up before the supervisor can get there.
9	06/25/08	Agent dialed the incorrect number. When the customer repeated the number to dial, the agent said they dialed the correct number the first time and the customer said the agent was "complaining" about outdialing numbers. Follow-up requested. Forwarded to supervisor for follow-up about following customer instructions and having the proper attitude on the phone. Supervisor will contact the customer and follow-up about the action taken.	06/25/08	Supervisor spoke with this agent about their attitude. Explained that agents are not to question what the customer says and to follow customer instructions. Supervisor called the customer and explain about the action taken with this agent on 6/30/08.
10	06/26/08	Customer stated that they got mad at this agent. Said they called 711 and wanted to call a friend, but got no response from the agent. Customer said, "I typed "Hello, hello?" and the agent didn't respond. This happened on 6/24/08 around 5:30 PM. Apologized to the customer and informed them that the complaint would be filed and forwarded to the agent's supervisor. Customer satisfied.	06/26/08	Complaint forwarded to Team Leader for coaching on calling for help if it's needed, not just leaving the customer wondering what is going on. Agent apologized for the inconvenience to the customer.

11	06/28/08	Customer's daughter received a letter in the mail from relay about the branding of the number as well as the addition of numbers to the frequently dialed list. However, when the customer tried calling into relay, they were asked to dial again and it wasn't branded properly as VCO. The customer wanted to know why the number wasn't branded last week. Customer Service apologized for the inconvenience. The agent branded the number and found the missing frequent dialed numbers list. Customer requested follow-up by be called in the mornings.	06/28/08	Called the customer and she stated all was working fine now. She thanked me for calling to follow-up with her.
12	07/01/08	Caller cannot complete a call to a specific number through Sprint Relay. Apologized for the problem and opened a Trouble Ticket. Follow-up required for problem resolution.	07/01/08	Spoke with the customer and he stated all was now working fine. He thanked me for following up with him.
13	07/01/08	TTY customer states his calls are getting disconnected. The calls took place at 5 PM and 5:11 PM this evening, 7-1-08. Apologized and created a Trouble Ticket. No follow-up requested.	07/01/08	Customer did not request follow-up.
14	07/04/08	Customer's son called to complain that the TTY line (his mother) was always busy when he tried to call it. He had tried several times since 3:00 PM (this call was taken at 6:55 PM) and it was busy each time. I apologized to customer, recorded the customer information and placed a test call to the number of the TTY user, which went through without problem. I informed the customer of this, recommended that he try to place the call again and, if the problem persisted, to contact his LEC for further assistance since the call I placed went through properly. No callback requested.	07/04/08	Customer did not request follow-up.
15	07/06/08	VCO customer stated that their family was having trouble reaching an agent through 7 1 1. They would call in and hear the TTY tones but would not get through as a voice individual. Customer Service agent apologized to the VCO user and gave out the 7 1 1 translation number and the state voice 800 number. No follow-up was requested.	07/06/08	Customer was satisfied and did not request follow-up.

16	07/14/08	Customer said about the agent, "She fool me, she say fast hung up...weird person." Supervisor did not understand what the customer meant. The customer kept repeating the same text over and over. No follow-up was requested. Issue forwarded to the correct center.	07/14/08	The agent does not recall this particular call. Unable to formally coach the agent due to insufficient information.
17	07/14/08	VCO customer complains that the updated Sprint platform does not work correctly and the problems should be resolved by now. Customer stated she has been in contact with the Illinois Program Manager many times complaining about the system and nothing has been done. Customer is very unhappy with Sprint and requests contact.	07/25/08	Communicated with the customer via email and explained that we monitor our equipment daily. When problems arise, we need the details so we can investigate to determine what caused them. She will continue to document the details and contact Customer Service so our technicians can look into them.
18	7/29/2008	Billing - General	8/4/2008	Collected information and took appropriate action to remedy circumstance to customer's satisfaction.
19	08/04/08	Customer called in upset about Turbo Code and garbling, stating, "This is not a complaint about the operators, I have had problems with my turbo code being disabled and then coming back on. I have made many complaints and talked to many people about my problems. I just want you to know that many operators are getting in trouble because of technical issues." Assured the customer that I would forward this to the proper department and issued a Trouble Ticket.	08/04/08	Customer did not leave contact information for follow-up.
20	08/14/08	A TTY customer was having problems making and receiving calls via Relay (advised contact person for customer that a complaint and Trouble Ticket would be entered) Customer's contact request follow-up.	09/08/08	The social worker who was working with the customer on this issue sent me an email to let me know that his calls were now working with relay. He thanked us for working with them to resolve the issue.

21	08/22/08	The outbound voice user complained that they had experience the "worst relay call I've ever had!" When on a call with an inbound TTY user, there was poor communication. When the voice caller asked the operator to repeat anything, the operator retyped what he said. Everything the operator said was too fast and the operator did not get a supervisor after call was finished and the inbound caller disconnected. It was a very difficult call and the operator told the voice user, "This call is over," and hung up. Customer stated this was very poor customer service. The complaint was forwarded to the correct center. The complaint came was made on 8/20/08 but the actual call in question occurred at 6:30 PM on 8/19/08. No follow-up was requested.	08/22/08	The agent followed procedures and tried to maintain transparency.
22	08/28/08	Technical - General	08/28/08	The customer says the agent was very slow to begin captioning a call on 8/28/08 at 11:08 AM. The incidence was investigated and a technical difficulty was identified on this call. Customer Service apologized for this occurrence.
23	09/04/08	Customer notes say voice, VCO, HCO and TTY may use number, caller uses amplified phone. Caller is hearing impaired and was using their voice to speak because the TTY was malfunctioning. They called a bank TTY line and the agent began pressing numbers for options without being instructed to. A supervisor assisted the call and terminated it. The supervisor questioned whether the caller had a disability, the legitimacy of the call and was rude. The caller hung up due to frustration with the agent and supervisor.	09/04/08	Lack of information regarding the date and time of the call make it impossible to find out which operator and supervisor this contact is referring to. If we had an exact time and date for this call we could coach the operator and the assistant supervisor on proper disconnect procedures and ensure that they are trained properly.
24	09/08/08	Customer states that this was a terrible agent. They were not paying attention and took 3 times to dial outbound each time. The TTY user hung up because no typing was done. The actual incident happened in August, but the customer called in on 9/5/08 at 11:16 AM to report it. No follow-up was requested.	09/08/08	The agent was coached of the importance of keeping the customer informed on the process of the call.
25	09/08/08	The TTY user came in on wrong line.	09/09/08	The customer did not request follow-up.
26	09/09/08	The agent took too much time to relay the call.	09/09/08	There is no such agent in this facility. No action was taken and the ticket closed.

27	10/12/08	A TTY customer requested a supervisor, saying that the agent had not followed database directions. The agent did not send the "rings" (the instructions said no macros EXCEPT the ringing macro). The notes also said not to type out recordings/answering machines but the agent did. The customer also feels that the agent was rude because when customer pointed out an error, The agent did not apologize but instead asked for a number calling to. I apologized to the customer and told them a Team Leader would speak to the agent and a report would be filed. No follow-up was requested.	10/12/08	The agent was coached on reading/following customer notes and instructions and being apologetic when an error is made.
28	10/20/08	The customer gave the operator the number to dial. He heard tones, but it did not sound like TTY tones. The operator did not explain what the tones were, did not say anything, and hung up on the customer. I apologized to the customer and informed him the complaint would be documented and forwarded to the operator's supervisor. The customer is satisfied and does not want a follow-up call.	10/20/08	A Team Leader met with the agent, who was coached on proper disconnect procedures. If the agent has trouble connecting any call they should get a supervisor immediately for assistance. The agent understands.
29	11/03/08	Customer questioning the accuracy of captions.	11/03/08	The customer shared a note mentioning a call made about 2 months ago with lack of captioning quality. The customer did not have specifics so we could follow-up with the agent and did not have any new calls to cite, noting that all is fine now. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Customer Service also suggested that the customer document the date, time, and agent number of any future calls with issues to allow us to take specific action with the agent captioning the call.

30	11/08/08	VCO customer stated that when trying to leave a message on an answering machine the operator was "dumb" and "doesn't know how to spell" and that while waiting for the operator CA to figure out how to spell the word "message", the answering machine disconnected so a redial was necessary. The customer was extremely frustrated and had to get a new CA to place call. The supervisor apologized and assured the customer that the information would be given to the operator's direct supervisor. No follow-up requested.	11/08/08	The operator was coached on correct call processing for VCO users leaving a message on an answering machine.
31	11/11/08	The agent was hard to understand and yelled at the voice person several times. There is no agent by this number at the relay centers. The complaint was forwarded to customer service for follow-up. Complaint came in at 7:30 AM on 11/11/08.	11/11/08	Invalid agent ID.
32	11/15/08	The customer received a message on a voice mail system to return a call to a TTY user. The agent who left the message was very hard to understand and had a thick accent. Customer stated they, "Do not want to get anyone in trouble, but it's important to have a clear voice when facilitating these types of calls." Thanked customer for feedback. The complaint came in at 7:10 PM on 11/14/08. The caller did not say when the voice mail message was left. Complaint was forwarded to the correct center and no follow-up was requested.	11/15/08	Coached agent on slowing down and using careful pronunciation when leaving messages.
33	11/15/08	Customer stated that the agent didn't follow their instructions at all. Stated that the call took twice as long as it should so they just hung up. The complaint was forwarded to the Team Leader for follow-up on following database and customer instructions.	11/15/08	Team Leader went over this complaint with the agent, who did not remember the call but apologized for the inconvenience to customer. Team Leader coached the agent about following customer instructions in a timely manner.
34	11/19/08	Customer complained that the captions lag too far behind the voice.	11/19/08	The customer's wife shared feedback regarding the lag time of captions on some calls. They did not have call (date/time) specifics to share. Customer Service Representative apologized for the incident and thanked them for the feedback. We suggested the customer document the date and time of the call and the agent number for more specific follow-up. The customer's wife chose not to share specifics.

35	11/24/08	An Illinois VCO customer says she cannot receive incoming relay calls. She says either "numbers fly across the screen" or she gets nothing, and then the line disconnects. The agents do not respond when she says "Voice please, GA". Apologized for inconvenience. Made a test call to her via Illinois Relay and got a loud squealing noise, then the line disconnected before the agent could type. Opened a trouble ticket. Follow-up requested.	11/24/08	Called customer on 3/13 at 12:50 PM and there was no answer. Tried calling again on 3/17 at 11:55 AM and it was busy. Called on 3/17 at 3:30 PM and left a message on the TTY answering machine. Spoke with customer on 3/19 and she said she can call out, but her friends have trouble connecting with her. Suggested that they tell the agent to set up VCO before connecting with her. She thanked me for following up with her.
36	11/26/08	A TTY user complained about an agent blocking a call. A supervisor checked and the call was blocked.	11/26/08	There was not enough information to follow-up. Were there instructions to block or unblock the number? Was the privacy manager recording reached? We would need to know if call was supposed to be blocked or not in order to follow-up. Team Leader meeting with supervisor filing the complaint and will have them write a more detailed complaint next time.
37	12/04/08	Technical - General	12/04/08	Technical support worked with a Telephone Company provider to fix a routing issue for the CapTel user's phone number. Issue has been resolved.
38	12/05/08	A VCO customer is unable to connect with the Illinois VCO dedicated line. The customer has been experiencing the problem for the past few days. Advised customer that a complaint and trouble ticket would be entered regarding this issue. Also placed a test call from Relay Customer Service successfully to the Illinois VCO number. Opened a trouble ticket. The customer's daughter requests contact asap.	12/22/08	Spoke with the customer's daughter and she said it has improved. Sent a call log tracking report for them to document their calls. She thanked me for following up with her.
39	12/08/08	The inbound customer was on a call with their bank and relay hung up on them. The complaint came in on 12/3/08 at 3:33 PM. No follow-up requested.	12/08/08	The Team Leader met with agent on 12/9/08 and coached them on proper call and disconnect procedures. Team Leader told the agent that if they are experiencing technical difficulties to inform a supervisor immediately. Informed the agent that intentionally disconnecting callers is a terminable offense. The agent understands.

40	12/12/08	The TTY user stated that operator stopped responding to them while on a relay call between the TTY user and their lawyer. The TTY user was very mad about this. Informed the caller that the information would be forwarded to the operator's immediate supervisor.	12/12/08	Met with agent who explained that there was a technical problem on the call. The agent understands to always respond to customers.
41	12/19/08	An Illinois Speech to Speech user said the operator was not doing a very good job about going through the alphabet with them to relay their call. The operator did not ask me what, where, why, or any other information.	12/19/08	The Team Leader coached the operator, who said that he did go through the alphabet but not letter by letter. Instead he would say, "Is it between a - g?". Gave the operator ways to ask if there are "any further instructions" and reminded him to be sure to go through the alphabet and numbers. The Team Leader called customer who said that the operator did a better job when he assisted her today.
42	01/13/09	The caller reported that they were unable to call their doctor's office phone numbers through Illinois Relay. When they tried to call they got a fast busy signal and the calls could not go through, so they had to go to the emergency room instead. Customer Service Response: Apologized for the mishap and asked for the phone numbers that could not be reached. Made test calls to the numbers from the desk phone in Customer Service and the calls went through fine. Entered a trouble ticket. follow-up requested.	01/13/09	Customer stated it was working fine now and will call back if problems arise.
43	01/14/09	Technical - General	01/14/09	Prompt correction by technical personnel while troubleshooting with customer remedied the short term inability for this customer to make and receive captioned calls. Customer confirmed ability to make and receive captioned calls successfully.
44	01/16/09	VCO customer reports garbling problems on incoming and outgoing calls. (Placed test call to customer via Relay and no garbling problems were experienced. Customer requested Trouble Ticket and complaint be entered to resolve issue.) Customer requests contact asap. Customer also reports that agents do not follow her Customer Database notes to "disable Turbo Code". She does not have an agent ID because the typing was too fast to write it down.	03/20/09	Spoke with customer on 3/19 and she said she can call out, but her friends have trouble contacting her. Suggested they tell the agent to set up VCO before connecting with her. She thanked me for following up with her.

45	01/22/09	Illinois TTY user complains she cannot connect to her calls via 711 from work, instead has gotten a busy signal for 2 days. Apologized and performed 2 successful test calls. Advised caller to check with office telephone administrator and entered a Trouble Ticket. Customer wants contact with resolution.	01/22/09	Called three times and get a recording stating the person had not setup their voicemail.
46	03/02/09	Customer complained that the captions stop in the middle of calls.	03/02/09	Customer shared feedback regarding failure of captions and provided specific call data. Customer Service Representative apologized for incidence and thanked customer for the feedback. Investigated call detail was shared with Call Center management for follow-up with the agent by the agent's supervisor.
47	03/07/09	The TTY user placed a call on March 7, 2009 at 3:22 PM to his mother and the agent did not type clearly and did not speak very good English to his mother. "My mother said that she couldn't understand him because he didn't speak good English." The TTY user was so angry that he hung up and called back for a different agent. The TTY user also stated that his mother said "he was rude." The customer service representative apologize for the inconvenience and stated that this information would be passed on. No follow-up was requested.	03/07/09	Met with agent. Agent does not specifically remember this call, nor does he remember anyone being upset with him because of his accent. Agent understands the importance of speaking clearly and was told by his supervisor that if a voice caller appears to have a hard time understanding, try speaking more slowly due to his accent. Complaint of rudeness was not enough info to follow-up on. No information about what did agent did that was rude.
48	03/13/09	Dialing Issue - unable to dial regional 800 number	03/13/09	Technical Support made an adjustment so that this CapTel user can successfully make captioned calls to the regional 800 number.
49	04/07/09	Customer gave the agent specific instructions to dial a 217 number and then enter an 866 number to confirm. The agent dialed the 866 number then disconnected the customer as the customer was trying to inform them that the wrong number was dialed. Apologized and told the customer that the information would be forwarded to the appropriate center. Obtained agent assistance to complete the call as instructed by the customer.	04/07/09	Team Leader met with agent on 4/14/09. Emphasized that disconnecting calls could result in disciplinary action up to and including termination. Discussed how to document if disconnecting calls in future by alerting a Team Leader.

50	04/08/09	TTY customer unable to dial a certain number via relay but the call does go through without the relay. Call took place at approximately 10:45 AM CT. Apologized and a Trouble Ticket was created. No follow-up was requested.	04/08/09	Customer did not request follow-up. Case is closed.
51	04/21/09	On 4/17/09 at 9:23 PM the customer dialed the 800 number for Illinois Relay and reached an agent. The agent placed the call to a VCO user. The customer explained her mother uses broken English and that communication is a challenge for her. It is reported that the agent was disrespectful and added unnecessary commentary during the call. It was also stated that the CA abruptly disconnected the call before the parties were finished. Apologized. The supervisor will be notified. Customer Database Record was ordered. follow-up requested.	04/21/09	Operator did not remember this specific call, but said she will accept responsibility for it. She was coached about remaining professional and keeping composure during all calls and was also reminded about the consequences of intentional call disconnects. Operator was placed on corrective action. A follow-up email was sent to the customer.

Date Generated: Mon, May. 4th, 2009 @ 09:13:50 AM CT