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STATE OF COLORADO

PUBLIC UTILITIES COMMISSION

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James K. Tarpey, Commissioner
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Doug Dean, Director

Department of Regulatory Agencies
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Executive Director

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Governor

Received & Inspected

JUN 24 2009

FCC Mail Room

June 19, 2009

Marlene H. Dortch
Commission Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Arlene Alexander
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Washington DC 20554

RE: CG Docket 03-123: ***Colorado TRS and Speech to Speech Services for Individuals with Hearing and Speech Disabilities: Consumer Complaint Log Summaries for June 1, 2008 through May 31, 2009***

Dear Ms. Dortch and Ms. Alexander,

As you know, State and Telecommunications Relay Services (TRS) providers must submit annual consumer complaint log summaries to the Federal Communications Commission on or before July 1st.

Attached, for the State of Colorado, are five (5) copies, as requested by the FCC, of the annual complaint log summary for June 1, 2008 through May 31, 2009.

Under separate cover, a copy is provided for Ms. Alexander.

If I can be of further assistance to you, please do not hesitate to contact me via TDD 303 894 2512 or email at Joe.Benedetto@Dora.State.Co.Us.

Kindest regards.

Sincerely,

Joe Benedetto

Joe Benedetto
State Relay Administrator
Colorado Public Utilities Commission

Attachments:
Ms. Dortch: Log Summary, June 1, 2008 – May 31, 2009
Ms. Alexander: Log Summary, June 1, 2008 – May 31, 2009

No. of Copies rec'd 0
List ABCDE

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2	07/12/08	Voice Customer stated that they called in to relay and that they were placing a local call and the CA stated that it was a long distance call and wanted to know their long distance carrier. No follow up was requested.	07/12/08	The CA number 8105 doesn't exist.
3	08/07/08	Customer has been experiencing a lot of garbling when dialing into relay.	08/07/08	Suggested customer to turn off the turbo code. It'll reduce the garbling significantly. Forwarded Sprint technician for platform-wide follow-up resolution.
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5	09/16/08	Customer is experiencing garbling. He indicated that he could read CA's tying but when I type a long message, it garbled. The CA did not put an effort to interrupt me. Customer did not request a follow-up.	09/16/08	The floor supervisor verified that there was no garbling at the beginning of the call however once the inbound caller began to type for extended periods of time, the message became garbled. The supervisor also verified that CA had tried pressing space bar to interrupt the customer to inform him that the message was garbled. The supervisor coached the CA that they should attempt to keep the customer informed on the garbles and to contact a supervisor immediately.
6	09/29/08	CO Voice customer stated her branding is gone off her home and cell phone. Customer would like follow up from PM.	12/30/08	The customer's landline and mobile numbers were permanently re-branded to Voice. Relay Program Manager left a voice message explaining the resolution and to contact RPM if the problem persists.

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14	01/09/09	The VCO customer complained that the CA failed to follow the customer's note, "Always give a "GA" when dialing answer machine". VCO find this very frustrating when the CA did not read the customer note or did not understanding the voice instruction. VCO states that this has been on going problem and wanted the CAs to be trained on Customer notes to save the time for the VCO caller and the CA. Customer Service rep. offered to re-word the customer note. No follow up necessary.	01/09/09	The Supervisor explained that the CA had followed the customer note by simply typing "GA" after the answering machine has picked up. The CA followed the instruction properly according to the note. With VCO's permission, the Customer Service rep. changed the customer note to read "when reaching ans machine, type (ANS MACH PLAYING) GA".
15	01/22/09	The VCO customer attempted to thank the CA for typing well, the CA hung up on her when she was speaking. No follow up requested.	01/22/09	CA did not remember call but was coached on appropriate telephone protocols and procedures.
16	2/6/2009	Billing - General	2/10/2009	Discussed carrier of choice registration and billing. Registered the customer's preferred carrier of choice to ensure appropriate billing .
17	02/12/09	Customer thought CA was rude from start of call. Called Qwest, CA prompted for a live person at recording and customer responded "yes live person". CA sent (urn message left) and prompted for a live person three more times. The customer received no response each time they asked CA if message was received. Customer hung up to get more responsive CA. Follow up requested.	02/12/09	The CA number given has not been assigned at any call center. Without a valid CA number, a complete investigation cannot be conducted.

Tally	Date of Compliant	Nature of Complaint	Date of Resolution	Explanation of Resolution
18	02/17/09	Caller reported that her Frequently dialed Numbers database information failed to appear therefore the CA could not enter the FDN to her daughter. Customer Service checked the database profile and confirmed the customer profile information was in place. However, the information failed to appear on the CA's screen. No follow up requested.	02/17/09	Sprint technician resettled the customer database connectivity between two servers. Customer did not request follow up.
19	04/06/09	Voice customer at towing company received a relay call that was announced and identified by the CA. The Voice customer became worried as to whether the deaf customer have received help. The call was a mess!	04/06/09	
20	4/13/2009	Billing Issue - Calling Card - unable to use	4/13/2009	Caller to customer uses calling card, occasionally fails to make a data connection with the service due to its traveling through an incompatible VOIP network. Caller has decided to get a regular long-distance plan and is now making calls successfully.
21	05/24/09	The voice customer was very upset because the CA did not follow his/her directions or place his/her call. The customer stated "the operators need to understand and respect their customers." Follow up requested.	05/24/09	The Supervisor coached on the incident with the CA.

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Complaint Tracking for CO (06/01/2008-05/31/2009). Total Customer Contacts: 21

Tally	Date of Compliant	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/12/08	"All Supervisors" at the Sioux Falls, SD call center are rude. They interrupt the persons calls". Independence Customer Service entered this complaint because it appears MA customer service rep did not finish the complaint. According to the customer contact form no follow up needed.	06/12/08	Customer service acknowledged the complaint.
2	07/12/08	Voice Customer stated that they called in to relay and that they were placing a local call and the CA stated that it was a long distance call and wanted to know their long distance carrier. No follow up was requested.	07/12/08	The CA number 8105 doesn't exist.
3	08/07/08	Customer has been experiencing a lot of garbling when dialing into relay.	08/07/08	Suggested customer to turn off the turbo code. It'll reduce the garbling significantly. Forwarded Sprint technician for platform-wide follow-up resolution.
4	08/21/08	Customer is experiencing garbling with his calls. He can read the operator but the operator cannot read him. He says when he calls other centers its always garbled. Wants technician to look at it and would like follow up and a Sprint technician will contact him about the garbling problems.	08/21/08	Sprint technician called customer and letter him know that it is being worked on. Deferred the complaint to Relay Program manager.
5	09/16/08	Customer is experiencing garbling. He indicated that he could read CA's tying but when I type a long message, it garbled. The CA did not put an effort to interrupt me. Customer did not request a follow-up.	09/16/08	The floor supervisor verified that there was no garbling at the beginning of the call however once the inbound caller began to type for extended periods of time, the message became garbled. The supervisor also verified that CA had tried pressing space bar to interrupt the customer to inform him that the message was garbled. The supervisor coached the CA that they should attempt to keep the customer informed on the garbles and to contact a supervisor immediately.
6	09/29/08	CO Voice customer stated her branding is gone off her home and cell phone. Customer would like follow up from PM.	12/30/08	The customer's landline and mobile numbers were permanently re-branded to Voice. Relay Program Manager left a voice message explaining the resolution and to contact RPM if the problem persists.

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7	10/04/08	The TTY customer stated that the CA misinformed them about the type of call. The customer asked if the call was local or long distance. The CA indicated it was a local call when in fact it was a long distance call. No follow up was requested.	10/04/08	The supervisor reviewed with the CA about providing the call information (local vs. long distance). The CA didn't know where to find the information on the screen. The CA was coached as to where she can locate the information on screen and to tell the customer about the dialing macro that prompts the local or long distance call.
8	10/28/08	The caller reported that the CA only typed "I'll call you back thank you operator. Person hung up". The call was to her daughter. She requested the CA to turn up the mic volume so she could overhear the typing in order to gage her speed of speech. The CA refused. The CA also did not type everything she heard when the daughter was speaking. No follow up requested.	10/28/08	The CA has been coached to follow the customer instructions and to ask the caller to clarify the instructions.
9	11/19/08	The VCO customer stated the CA failed to follow her customer notes. No follow up requested.	11/19/08	The team leader coached the CA on importance to follow the customer notes to empower the caller's control of the call.
10	11/30/08	The CA failed to follow the VCO customer's instructions to type GA when and if the answering machine is playing. The CA said she could not understand the instructions due to his mumbling at beginning of call and complained to her after seeing "ans mach hung up" GA. In response, the CA typed " I'm sorry I couldn't understand anything you said but the number" VCO was very unhappy.	11/30/08	The team leader discussed the call procedure (to ask to repeat) when the CA did not understand the instructions before out dial the number.
11	12/12/08	The customer complained about ongoing issue with garbled messages. The customer was upset because the garbling issue has been on going issue. Also complained about disabling the turbo code which may prevent the users to benefit the necessary accommodations. Customer also inquired about the National 711 number and its constant busy signals.	12/12/08	Supervisor explained that 711 call congestion could be a result of the holiday season. The supervisor also acknowledged the garbling issue and that it is system-wide issue for time being.

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