



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
OFFICE OF THE DEAF AND HARD OF HEARING

June 30, 2009

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 1 Street, SW, Room TW-B204
Washington, DC 20554

RE: The state of Washington's Telecommunications Relay Services Annual Consumer Complaint Log Summary (CG Docket No. 03-123)

Dear Ms. Dortch:

Pursuant to 47 C.F.R. §64.604(c)(1), the Office of the Deaf and Hard of Hearing (ODHH) respectfully submits Washington's Telecommunication Relay Services (TRS) Annual Consumer Log Summary for the 12-month period commencing on June 1, 2008, and ending on May 31, 2009.

Enclosed please find the 2009 Washington Relay Annual Log Summary of Consumer Complaints and the 2009 Washington Relay Customer Complaint Tally indicating the number of complaints received by ODHH ending May 31, 2009.

Should you have any questions concerning this summary or report log, please contact me at (360) 902-8000 TTYN or email at pecksc@dshs.wa.gov.

Sincerely,
A handwritten signature in blue ink that appears to read "Steve".

Steven Peck
Washington State Relay Administrator

Enclosures:

- Attachment #1 - Annual Log Summary of Consumer Complaints
- Attachment #2 - Washington Relay Customer Complaint Tally

cc:

Arlene Alexander, FCC Consumer & Governmental Affairs Bureau
Eric Raff, Office of the Deaf and Hard of Hearing
John Moore, Sprint Relay
Kristen Russell, Washington Utilities and Transportation Commission



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Annual Log Summary of Consumer Complaints

State of Washington
 Department of Social and Health Services
 Office of the Deaf and Hard of Hearing
 Washington Telecommunication Relay Services
 Sprint Relay
 Annual Log Summary of Consumer Complaints
 CG Docket 03-123
 June 30, 2009

Attachment #1

Acronym Log

RO Relay Operator
 CA Captioning Assistant
 CS Customer Service
 RPM Relay Program Manager
 TT Trouble Ticket
 ODHH Office of the Deaf and Hard of Hearing

	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/16/08	Customer had problem with garbling on her answering machine message left from this RO. CS apologized for problem and assured that a TT would be turned in as stated. Customer did request a call back. TT# 6725416 RO: N/A	10/27/08	Customer filed complaint in person. RPM spoke with customer and worked with ODHH TED Program to provide new TTY to customer. The TTY device appeared to be the issue and customer no longer has garbling issues.
2	08/21/08	Customer shared feedback regarding accuracy of captions. Customer says that sometimes captions are very good and other times captions have more errors than usual. CA: N/A	08/22/08	Suggested customer document the date, time, and CA # for more specific follow-up.
3	08/22/08	Caller requested a TTY-TTY connect. RO 8523M did not dial out, but hung up on the caller. CS apologized to customer and assured them that the information would be forwarded to appropriate supervisor. Customer did not request follow-up.	08/23/08	Supervisor discussed with RO and reminded him to stay focused and be sure not to disconnect callers.
4	09/02/08	Customer states that RO 8539 disconnected caller. RO disconnected the call and was very rude to voice user and VCO user.	09/13/08	Spoke with RO and coached. RO said that the 18 hand disconnected and could not stop the 08 from automatically disconnecting. CS attempted to contact customer's email address, but that address came back undeliverable.



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5	09/07/08	TTY customer was on a call with RO 8001 and was cut off. Customer stated that she believes the call was disconnected or the RO hung up on her. CS apologized to customer and told her CS would look into the matter. Customer requests follow-up via letter.	09/08/08	Supervisor discussed with RO, who recalled processing a call in which one of the parties did not respond and he had to inform the other party of this. RO could not remember if it was the TTY customer or the voice caller who didn't respond. RO was reminded to get a supervisor and/or completed a TT for any out of the ordinary occurrences that happen during a call. RPM sent letter to notify customer that RO was coached and to contact CS if situation occurs again.
6	09/18/08	Customer was very upset that the RO 3820F asked for the number to call two or three times and ignored everything the customer was saying. No follow-up requested.	09/18/08	RO was coached to follow customer instructions and that there will be consequences for not doing so.
7	09/23/08	VCO customer says her number shows as "private" when she calls a cell phone number through relay service. Since her number doesn't show, the outbound person doesn't answer. CS apologized for inconvenience. Follow-up requested. RO: 6482 TT# 7064031	09/23/08	RPM contacted customer who reported that the problem had been resolved by the customer's phone company which updated the bad wiring to the customers apt.



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8	09/24/08	Customer states that "I did not appreciate RO 7773 hanging up on me - just FYI." Forwarded to correct center. No follow-up requested.	09/24/08	Team Leader (TL) met with RO. TL went over proper call procedures and stressed the importance of customer service. Reiterated to the RO that improperly disconnecting customers can lead to immediate termination. RO understands.
9	09/30/08	Customer states that he got disconnected when making a call using WA Relay VCO. CS apologized for the problem and opened TT. Follow-up required to ensure resolution of the problem. RO: N/A TT# 7094123	12/10/08	Customer called back via VCO Relay. RPM spoke with customer to follow-up on the resolution of the complaint. Customer confirmed that the issue has been resolved, but not sure what caused the problem. Customer is satisfied and stated that they have not experienced any other problems.
10	11/24/08	WA TTY/VCO customer unable to receive inbound calls without garbling. The TTY/VCO user and RO received garbled messages when customer uses TTY or VCO, even when they use 7-1-1 or the 800-number. RO: N/A TT# 7327780	12/15/08	RPM spoke with customer's daughter and learned that the problem was resolved. Customer contacted LEC to check the wire set-up and LEC replaced the old wire with a new wire.



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11	12/12/08	Customer complained that they could not connect to CapTel services.	12/12/08	At approximately 2:02 PM CapTel experienced an interruption at the Data Center for approximately 10 minutes, causing some calls to be dropped and others were not answered. Calls continued to queue up during the outage and were promptly answered. Customer was notified and was successfully able to process calls through CapTel services.
12	01/31/09	Customer reports that RO 3818 was rude. RO continued typing when customer asked them to stop. Customer wanted to dial another number and RO disconnected. No follow-up requested.	4/20/09	Supervisor discussed situation with RO; RO apologized but does not remember incident.
13	02/05/09	Customer reports that RO 7669 dialed number and, after ringing and no response, asked RO to dial again. RO did not respond and hung up. CS apologized to customer and reported to appropriate supervisor.	02/09/09	Team Leader (TL) met with RO and coached on proper call processing with particular attention to disconnect procedures. Informed RO that intentionally disconnecting customers is grounds for termination. RO understands.



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14	02/09/09	VCO Customer contacted CS to report RO 1499F had poor spelling skills. RO would type 2 or 3 words and then stop and then start again, and text was full of typos so customer could not follow conversation. Customer had to hang up and call back to get different RO. CS apologized for inconvenience and referred to appropriate supervisor. No follow-up requested.	02/09/09	Supervisor met with RO. RO had indicated that she could not see garbling or errors on her screen. The start and stop typing style was because of the type of call- heated discussion- and trying to type verbatim as best as she could.
15	02/11/09	Customer is unable to place calls through relay service because number is coming up as unknown. Apologized to customer for problems experienced and informed customer that the issue will be looked into. CS checked Customer Information System (CIS) for block. Entered access even though there was no obvious restriction. Follow-up requested. RO: 1778F TT# 7600932	03/06/09	RPM contacted customer to follow-up on his connection issues. Customer informed RPM that the connection issue had been identified as a LEC issue with Comcast. Customer has since switched to a different LEC and has not had any problems processing relay calls since switching services to a different phone company.



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16	03/26/09	Customer could not dial local call to her brother. CS apologized for problem and assigned TT. Call-back requested. RO: 7913F TT# 7765816	03/27/09	Technician contacted the customer to acknowledge that the system has been upgraded and apologized for the inconvenience.
17	03/27/09	Customer experiences troubles making call through Relay. CS apologized for inconvenience. Follow-up requested. RO: 6071 TT# 7769917	05/7/09	Center has been having issues with calls being dropping in middle and beginning of calls. There have been problems with calls not dialing out. Site tech has been working with Sprint and local phone provider (SDN Communications) to get problems resolved. Some computer equipment is to be changed out on night of 03/31/09 to resolve problem. RPM made several attempts to contact customer to acknowledge that the issue had been resolved.
18	04/02/09	IWA TTY customer states after typing a word, the RO 5216F disconnected the call. CS apologized for problem. No follow-up requested.	04/02/09	RO does not remember call. SuperNisor will monitor RO for any ongoing problems.



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19	04/05/09	Customer stated that RO 7706F did not follow note about unblocking caller 10 and when customer told RO to do so, the RO hung up on them. CS representative apologized for situation and told customer that the complaint would be passed on to RO's direct supervisor. No follow-up requested.	5/18/09	TL met with RO and coached on proper call processing with particular attention to block/unblock procedures. RO was informed that if she experience problems that she should contact supervisor immediately. RO understands.
20	04/06/09	WA TTY user complained that after she gave the RO 3016 the number to call, the RO dialed out then hung up and asked the caller for the number again, and then the RO disconnected the caller. CS apologized for inconvenience. Customer did not request follow-up.	04/07/09	Spoke with RO about complaint. The RO does not remember having any problems with any calls or any customers yesterday, nor did she disconnect anyone after asking them to repeat a phone number.
21	04/06/09	Customer states that RO 3821 was very rude and hung up on them. Complaint forwarded to correct center for follow-up with RO. No follow-up requested.	04/13/09	Supervisor spoke with RO 3821 and RO does not remember this incident. RO said that she never hangs up on any of the callers and apologized. RO 3821 is an excellent RO and also does the Quality Program for the center.
22	04/06/09	Customer states that RO 8805 was very rude and disconnected call. Forwarded to correct center for follow-up with RO. No follow-up requested.	04/16/09	Team Leader met with RO to discuss the complaint. It was determined that the RO followed the no response disconnect procedure.



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23	04/15/09	Customer can't get through to her brother's privacy manager unless caller 10 is unblocked. This is stated in call notes. RO 7642 did not unblock caller 10 as instructed. CS apologized for problem and assured customer that complaint would be sent in as stated and suggested asking for supeNisor assistance of the problem happened again. No call-back requested.	04/17/09	Supenisor met with RO. *Note: This RO is still in training.* Went over importance of customer notes and proper call procedures. Reiterated the importance of CS. RO understands.
24	04/18/09	Customer complained that RO 7711 M did not follow customer notes to unblock their number, as they got a privacy manager recording and was then not able to place their call. CS apologized and assured customer that RO would be instructed as to correct procedures. CS apologized and offered to connect with an RO. Customer said they were willing to try again and did not request a follow-up.	04/20/09	TL met with RO and went over proper call procedures with particular attention to remote blocking/unblocking numbers at customer profile. RO was coached on providing good customer seNice. RO understands.



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25	04/18/09	Customer complained that RO 3818F did not follow customer notes. The call did not go through and as a result, customer would not have gotten the recording that played. Customer requested to speak with a supervisor.	04/21/09	Supervisor was called to help and took over the call, as requested. The number was re-dialed and the same system error message came on again. Supervisor explained that it appears to be a LEC issue. Customer was encouraged to call back if a similar issue appears again. Customer understood and was satisfied with the explanation.
26	04/29/09	I At approximately 5 PM a VCO customer complained that RO 8569F did not follow customer notes and was very angry. Customer notes stated to type out recordings and watch for interruptions from VCO customer. Customer stated that RO sent recording playing macro while VCO wanted the recording typed out per their notes. VCO user also tried interrupting RO while on hold for several minutes and the RO did not respond.	05/04/09	I CS apologized for inconvenience and assured customer that we train ROs to always look for and follow customer notes. Assured them that this RO would be followed-up with. Team Leader (TL) met with RO. TL reviewed procedures about priority of customer's notes. TL discussed tips how to handle giving the VCO user a chance to interrupt.
27	05/06/09	I Customer reported that during a specific call captioning services stopped before the call was completed. CS rep apologized for the incident and thanked customer for the feedback.	05/06/09	I CS rep advised 2-line CapTel user that she may turn captions off and then on again if captions fail to appear during the call. Situation was related CA's station and has been repaired. Customer was satisfied with the information.



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28	05/12/09	Customer states that she gave the number to dial and the RO 6114 dialed the number. The customer states that she saw their light flashing when the line disconnected. CS apologized for the problem and assured that a trouble ticket would be sent in as stated. TI:7927172	06/8/09	RPM made several attempts to contact customer to follow-up and obtain information about the outbound party so that "Don't Hang Up" campaign information can be submitted to the outbound party.
29	05/18/09	Customer states that she asked RO 1683F to explain to the outbound person on how to call her back using the relay service. The RO informed customer that they could not get involved with the conversation. Since this is a service that we provide, the RO should have followed the customer's instructions and given the information on how to call back using the relay service. CS apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.	OS/28/09	Supervisor met with RO and coached on the topic of explaining "how to use relay" to a voice person per customer's request is not a breach of transparency. RO understood.



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30	05/20/09	Customer states that her call through WA Relay was the "worst ever". The call was made at approximately 10:30am on May 20 th . She reported that the RO 8553F "was impatient and rude. She sounded annoyed and bothered to place the call. Her negative attitude put me in a foul mood." CS rep apologized and stated that the supervisor would be notified. No follow up was requested.	05/20/09	Supervisor spoke with RO in regards to the call. RO stated that the customer had a very heavy accent and had to pace the customer continuously throughout the call. Due to constant pacing, customer became impatient and requested RO's number which was given according to policy.
31	05/21/09	Customer states that RO 7617 did not read and follow customer notes. Note read "do not type message, will leave message on answering machine on 1 st call." The RO typed the message and then asked if customer wanted to redial to leave message. CS apologized and assured the caller that this would be forwarded to RO's supervisor for review.	05/27/09	I Team Leader met with RO and went over proper call procedures with particular attention to follow customer instructions and reading customer notes.



WA Relay Customer Complaint Tally

FY09 (June 1, 2008 to May 31, 2009)

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS															
#00	Answer Wait Time													0	0%
#01	Dial Out Time													0	0%
#02	Didn't Follow Database Inst.											3	1	4	19%
#03	Didn't Follow Cust. Instruct.												1	1	5%
#04	Didn't Keep Customer Informed													0	0%
#05	Agent Disconnected Caller			1	1					1		5		8	38%
#06	Poor Spelling									1				1	5%
#07	Typing Speed/Accuracy			1										1	5%
#08	Poor Voice Tone													0	0%
#09	Everything Relayed													0	0%
#10	HCO Procedures Not Followed													0	0%
#11	VCO Procedures Not Followed													0	0%
#12	Two-Line VCO Procedure Not Followed													0	0%
#13	Background Noise Not Typed													0	0%
#14	Feelings Not Described													0	0%
#15	Recording Feature Not Used													0	0%
#16	Noise in Center													0	0%
#17	Agent Was Rude				2				1			1	1	5	24%
#18	Problem Answer Machine													0	0%
#19	Spanish Service													0	0%
#20	Speech to Speech													0	0%
#21	Other Problem Type Complaint				1									1	5%
TOTAL		0	0	2	4	0	0	0	1	2	0	9	3	21	100%
TECHNICAL COMPLAINTS															
#22	Lost Branding													0	0%
#23	Charged for Local Call													0	0%
#24	Trouble Linking Up				1						1			2	20%
#25	Line Disconnected				1								1	2	20%
#26	Garbled Message		1											1	10%
#27	Database Not Available													0	0%
#28	Split Screen													0	0%
#29	Other Technical Type Complaint						1	1		1	1		1	5	50%
TOTAL		0	1	0	2	0	1	1	0	1	2	0	2	10	100%



WA Relay Customer Complaint Tally

FY09 (June 1, 2008 to May 31, 2009)

MISC COMPLAINTS													TOTAL	PCT.	
#30	Rates												0	#DIV/0!	
#31	OSD												0	#DIV/0!	
#32	No 900 Number												0	#DIV/0!	
#33	Carrier of Choice												0	#DIV/0!	
#34	Network Recording												0	#DIV/0!	
#35	Other												0	#DIV/0!	
#60	Illegitimate Relay Calling												0	#DIV/0!	
TOTAL		0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!	
TOTAL COMPLAINTS		0	1	2	6	0	1	1	1	3	2	9	5	31	