

June 23, 2009

DOCKET FILE COPY ORIGINAL Received & Inspected
JUN 29 2009
FCC Mail Room

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

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Marlene,

Please see the attached Annual Complaint Log for the State of North Dakota for the period of June 1, 2008 through May 31, 2009.

Please review the information, and if this is not sufficient, please advise and I will be glad to provide additional information.

Thank you,



Roxy Ennen
State of North Dakota
Information Technology Department
701-328-2300
rennen@nd.gov

Attachments:

- 1) 1 original & 4 copies of the Annual Complaint Log

NO. OF COPIES BY MAIL 0
USA B C D E

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FCC Mail Room



North Dakota FCC Complaint Log 2009

Complaint Tracking for ND (06/01/2008-05/31/2009). Total Customer Contacts: 3

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/17/08	A ND Voice customer calls an HCO user. The HCO user can hear the relay agent, but the agent is either not receiving the HCO text or only receives one or two words of text. The customer is using an Ultratec Portable Compact C TTY with an Alltel cell phone. Relay Customer Service apologized for problem and suggested customer contact Ultratec to see if it is a compatibility issue with the TTY and the Alltel cell phone. Also entered a trouble ticket. Follow up is requested as soon as a resolution is found.	07/17/08	Called the customer and she stated that it was a cell phone issue. The HCO customer purchased a different cell phone, not an LG. The product is working fine now.
2	10/07/08	TTY customer reports Relay greeting is partially transmitted to her. Entered a trouble ticket. Customer requests follow up contact.	10/07/08	Customer sent me an email letting me know that all was now working well. She thanked me for following up with her.
3	10/16/08	TTY customer reports the Relay ND greeting macro is not transmitting the entire greeting. Entered a trouble ticket. Customer requests follow up contact.	10/29/08	Customer sent me an email stating that her relay calls were working fine now.

Date Generated: Mon, May. 4th, 2009 @ 01:58:47 PM CT



**North Dakota FCC Complaint
Log 2009**

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