



State of Vermont
 Department of Public Service
 112 State Street
 Drawer 20
 Montpelier, VT 05620-2601
 TEL: 802-828-2811

FAX: 802-828-2342
 TTY VT: 800-734-8390
 email: vtgps@state.vt.us
service.vermont.gov/

DOCKET FILE CONTROL

Received & Inspected
 JUN 29 2009
 FCC Mail Room

June 23, 2009

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

Re: Annual Log Summary of Consumer Complaints Concerning TRS
 CG Docket 03-123
 DA 09-1318

Dear Madam or Mister Secretary:

Enclosed for filing with the FCC in compliance with 47 C.F.R. §64.604 are an original and four copies of the Complaint Log Summary for the Vermont Telecommunications Relay Service. Sprint is the VTRS vendor for Vermont.

One complaint was filed with the Vermont Department of Public Service during the period June 1, 2008 through May 31, 2009. However, the complaint was not against the relay service itself, but rather had to do with a specific person making calls using the relay service.

Sincerely,

Susan L. Paruch
 Consumer Affairs & Public Information
 Vermont Department of Public Service

Enclosures

SEARCHED _____
 SERIALIZED _____
 INDEXED _____
 FILED _____





**Vermont
FCC Complaint Log 2009**

Complaint Tracking for VT (06/01/2008-05/31/2009). Total Customer Contacts: 13

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	10/18/08	A voice person called complaining that the VCO person they were calling didn't know how to use their phone. The voice caller wanted someone to add to the VCO customers notes or have someone coach the VCO person on phone etiquette. The voice caller's second complaint was that the relay operator who answered 711 about 10 minutes earlier was very rude and hung up on him. The relay operator said their ID so fast he did not catch it. The customer would like a follow-up call with the VCO customer.	10/18/08	The Customer Service Representative apologized for the inconvenience and offered the VT Equipment Program number. The voice person was also assured that a complaint form would be filed to fix this problem. The Program Manager attempted to call the VCO customer on 11/24 but was unsuccessful. The Program Manager called a second time in December, then a final time on 5/18/2009 at 11:30 AM and left a voice message on the customer's answering machine with a call-back number.
2	10/31/08	A customer stated that, "Agent didn't follow up with my request of what she said my message that I wanted to leave." The customer wanted to leave message but felt the CA was not paying attention. The customer felt the CA didn't leave the message at all because macros were sent so quickly. He also felt that the CA lied about what message she left. I apologized to the customer and informed him that this information would be forwarded to the appropriate supervisor. The customer requests follow-up, preferably with a direct TTY call.	10/31/08	Someone met with the CA and went over step by step procedures for answering machines. I contacted the customer and let them know what steps I took to explain procedures to the CA. The customer was satisfied at the end of our conversation.
3	12/03/08	Technical - General	12/05/08	Worked with telephone provider on technical issue related to captioned calls to the customer's voice mail access number. 1-Line CapTel customer confirms that he can now successfully receive captions of his voice mail messages.
4	12/08/08	The customer was frustrated that she was not informed that a new operator was taking over the call. She also expressed concerns about gendering properly. The complaint came in on 12/7/08 at around 1:40 PM. No follow-up was requested.	12/08/08	12/9/08 A team leader met with the agent on 12/9/08 and reviewed proper call procedures, with particular attention to keeping the customer informed at all times. The agent understands.
5	12/08/08	A very frustrated customer called on 12/7/09 at 1:40PM to say that, during a call last week, the agent gendered wrong and did not give agent change information. No follow-up was requested.	12/08/08	A team leader met with the agent on 12/13/08 and went over proper call procedures. The importance of always keeping the customer informed and providing excellent customer service was emphasized and the agent understands.
6	12/08/08	A customer called on 12/7/08 at 12:33 PM CST to complain, "CA did a poor job with my call. This CA would pause for long periods of time without keeping me informed of what was going on. At times he would not respond to me so I did not know if I was still connected. This CA needs to be talked to on how to relay calls." I apologized to the customer and informed them this would be forwarded to the appropriate supervisor.	12/08/08	The agent does not remember the call. A supervisor coached the agent on appropriate procedures based on the description of the call given by the customer.

7	12/08/08	A complaint was made on 12/7/08 at 12:33 PM CST. The customer stated, "CA left a msg on my ans mach from a voice friend of mine. They left the wrong msg. This CA needs to pay attention to what the voice caller is saying. The CA said they wanted to have dinner with me. After speaking to the voice caller I was upset because they said they would be having dinner with their folks. This was very upsetting that they did not type what the voice said and typed something different. They need to pay attention and be talked to about this." I apologized to the customer and informed them this would be sent to the appropriate supervisor.	12/08/08	This CA is no longer employed.
8	12/08/08	A customer called to complain that they thought an agent gendered wrong on an answering machine and didn't answer her questions. The complaint was made on 12/7/08 at 1:40 PM. No follow-up was requested.	12/08/08	The agent does not recall this call and was coached on this issue.
9	01/05/09	A customer stated that they typed out their answering machine message prior to dialing the number. The operator dialed the number, typed out what the answering machine said, and then said that the answering machine hung up. The operator did not follow the customer's instructions to leave a message. When the customer tried to discuss this with the operator, the operator disconnected the call. The customer called back to get a supervisor on 1/4/09 at 3:40 PM. I apologized to the customer and informed them that we would document this and inform the agent's supervisor. The customer is satisfied and does not want a call back.	01/15/09	A team leader met with the CA and went over answering machine procedures and reminded them to be sure to alter regular procedures if a customer requests special instructions. The CA said she understands.
10	01/10/09	A TTY customer called the relay center to say that they just had a bad experience with a call. The TTY user said that the CA didn't keep them informed during the call when voice person interrupted and call flow was interrupted. The caller was most upset when voice person hung up while they were typing and CA did not let them know exactly when the person hung up. The caller says the CA typed, "(PLEASE STOP TYPING SO I MAY ANSWER UR QUESTION)". The TTY user saw XXX XXX (PERSON HUNG UP) VTRS GA or SK repeated over and over. The TTY user does not know how much of their typed message was relayed to voice caller.	01/10/09	A team leader met with the agent on 1/14/09. They discussed proper call procedures and coached the agent on the importance of keeping the caller informed at all times. The team leader also reiterated the importance of good customer service. The agent understands.
11	04/15/09	A complaint was received at 6:04 PM EST in April 2009, but no date for the call being discussed was given. The upset customer stated that the CA responded without typing his number. The CA did not apologize about not giving a number. The supervisor receiving the complaint was unable to get more information or apologize because the TTY user hung up quickly and didn't give their name.	04/15/09	There is not enough information to know what happened. A CA number is automatically given at the beginning of call and CAs know to give their number if asked.

12	04/15/09	<p>A Customer called in at 12:45 PM 4/2/09 and said the CA did not respond to them, because the customer did not see them hang up. The supervisor apologized to the customer and let them know that the CA will be coached. The customer wants a call back and said to leave a message if there was no answer. CA did not respond to the customer. The customer did not see the CA had hung up, so expected them to respond.</p>	04/15/09	<p>The information is not quite clear and the intention or expectation of the customer is not known. Five attempts were made to contact the customer for further clarification. April 15 (9:04 AM) - called, no answer; redialed and got a busy signal. April 15 (9:34 AM) - busy signal. April 15 (11:08 AM) - reached the customer, who requested that I call later in the afternoon because she could not take the call at the time. April 16 (8:32 AM) - no answer. April 16 (9:32 AM) - left a message requesting her to call back, which she never did.</p>
13	04/15/09	<p>An upset TTY user called at 6:04 PM on 3/28/09 to complain that the, "CA did not type CA number or apologize". The CA did not apologize about not giving their number. The supervisor could not get more information or apologize as the TTY user hung up quickly.</p>	04/15/09	<p>A team leader met with the agent on 4/19/09 and reviewed proper call procedures. The team leader informed the agent that if they ever encounter a technical problem of this nature to contact a supervisor immediately. The agent understands.</p>