



Oregon

Theodore R. Kulongoski, Governor

Public Utility Commission
Residential Service Protection Fund
Telephone Assistance Programs
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July 1, 2009

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 Ms. Dortch,

The State of Oregon has enclosed materials to address the Federal Communications Commission (FCC) mandate that an annual log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services be filed with the FCC.

- Enclosed is the annual Complaint Log which includes complaints received between June 1, 2008 and May 31, 2009 with the date of complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.

If you have any questions or concerns, please contact me at 971-239-5847 or via e-mail at jon.cray@state.or.us.

Respectfully,

Jon Cray, RSPF Program Manager

Cc: Thomas Chandler, FCC
Diane Mason, FCC
Arlene Alexander, FCC
Rick Willis, PUC Executive Director
David Poston, PUC Central Services Division Administrator
Melissa McManus, Sprint Nextel Relay Program Manager

Enc: Complaint Log
Sprint Letter





June 17, 2009

Mr. Jon Cray, RSPF Manager
PUC of Oregon
550 Capitol St., NE
Suite 215
Salem, OR 97301-2551

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 Mr. Cray,

Sprint has provided you the following information to support your filing with the FCC for the State of Oregon:

- An annual Complaint Log which includes complaints received between June 1, 2008 and May 31, 2009 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.



Complaint log summaries should include information pertaining to complaints received between June 1, 2008, and May 31, 2009. The summaries must include, at a minimum, the total number of interstate relay calls by type of TRS (*i.e.*, traditional TRS, Speech-to-Speech [STS], captioned telephone, Internet Protocol Relay [IP Relay], Video Relay Service [VRS]), the number of complaints alleging 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.

State Complaint Log Summary filings must reference CG Docket No. 03-123. Submissions may be filed using: (1) the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- **Electronic Filers:** Submissions may be filed electronically using the Internet by accessing the ECFS: <http://www.fcc.gov/cgb/ecfs/>. Filers should follow the instructions provided on the website for submitting comments.

- For ECFS filers, if multiple docket or rulemaking numbers appear in the caption of this proceeding, filers must transmit one electronic copy of the comments for each docket or rulemaking number referenced in the caption. In completing the transmittal screen, filers should include their full name, U.S. Postal Service mailing address, and the applicable docket or rulemaking number. Parties may also submit an electronic comment by Internet e-mail. To get filing instructions, filers should send an e-mail to ecfs@fcc.gov, and include the following words in the body of the message, "get form." A sample form and directions will be sent in response.

- **Paper Filers:** Parties who choose to file by paper must file an original and four copies of each filing. If more than one docket or rulemaking number appears in the caption of this proceeding, filers must submit two additional copies for each additional docket or rulemaking number.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

- The Commission's contractor will receive hand-delivered or messenger-delivered paper filings for the Commission's Secretary at 236 Massachusetts Avenue, NE, Suite 110, Washington, DC 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must



be held together with rubber bands or fasteners. Any envelopes must be disposed of *before* entering the building.

- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12th Street, SW, Washington DC 20554.

Should you have any questions concerning this report, please contact me.

Sincerely,

A handwritten signature in black ink that reads "Missy McManus". The signature is written in a cursive, flowing style.

Missy McManus
Program Manager
Oregon Relay

Attachment: Log Sheets

Complaint Tracking for Oregon (06/01/2008 to 05/31/2009). Total Customer Contacts: 27

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	6/2/2008	Customer unable to make long distance calls via CapTel.	6/2/2008	Long distance network problem identified where calls were routed through an incompatible network using VoIP lines causing data connection difficulties. Problem resolved by technical support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.
2	7/10/08	Customer complained that on 7/5/08, Communication Assistant would not stop typing when asked to and did not follow instructions.	7/14/08	Communication Assistant is no longer employed.
3	7/14/08	Customer stated that a Communication Assistant hung up on them and did not follow instructions.	7/14/08	Communication Assistant ID number stated by the customer is not assigned to any employee.
4	7/22/08	Voice customer complained that Communication Assistant did a poor job with her relay call. The Communication Assistant typed very slowly throughout the call asking her to repeat and wait several times while she typed. There were long pauses where the Communication Assistant did not keep her informed by saying, "One moment, please" or anything else. The Communication Assistant's voice was hard to understand as well and she seemed to mispronounce several words.	7/25/08	Apologized for inconvenience. The Communication Assistant ID number stated by the customer is not assigned to any employee. Contacted the customer and performed additional research on another ID which also is not assigned to any employee. Offered to try additional research but explained that without a correct ID number we are unable to coach a specific Communication Assistant. Customer stated that she receives relay calls on a regular basis and that this was the first poor experience, but appreciated the follow-up.

5	7/24/08	Customer stated that Communication Assistants dialed the number then hung on them at 7 PM and again at 7:30 PM.	7/24/08	Communication Assistants were coached on proper call handling procedures.
6	8/11/08	Customer complained that Communication Assistant transposed two of the dialing numbers and did not dial correct number after being informed it was wrong.	8/12/08	Communication Assistant was coached on proper call handling. Unable to follow-up due to incomplete telephone number provided by customer.
7	8/26/08	Customer complained about CapTel disconnecting and reconnecting during calls.	8/26/08	Sent customer information explaining difference between a CapTel and a traditional phone. Explained why the disconnection and reconnection might be occurring and sent an e-mail with tips to reduce the occurrence of the issue.
8	8/27/08	Voice customer complained that Communication Assistant did not repeat the relay announcement and explanation to him after his employee received the relay call before handing the telephone to him. The customer said, "Can I help you? Excuse me." to the Communication Assistant. Furthermore, the customer stated that Communication Assistant was rude, raised their voice and hung up without providing an identification number or requesting a supervisor to assist. Customer requested a follow-up.	10/16/08	Apologized, explained Communication Assistants are trained with strict guidelines, including courtesy and never to be rude. Explained line disconnects automatically after relay caller hangs up. Let him know I would inform the relay program manager. On 10/15/08, relay program manager left a voice message. On 10/16/09, relay program manager called customer but answering machine did not pick up. Later, relay program manager reached customer. Customer thanked relay program manager for follow up and said that relay calls have been going well lately.

9	9/05/08	VCO customer complained that they were unable to receive incoming relay calls because 7-1-1 and the toll free number do not work. People calling from out of state have no problem but people in the state cannot connect to the relay.	10/16/08	Apologized and verified the 800 toll-free relay number. Suggested to customer that she contact her local phone company to test the telephone line. Conducted a test call using the 800 number which rang fine but there was no answer. Left three messages on different days and times on customer's TTY before closing case due to lack of response.
10	9/09/08	Customer complained that call was severely garbled.	9/09/08	Apologized and suggested that customer have "disable turbo code" placed in her profile; customer agreed. Also asked customer to set ASCII to "zero." Since then, customer has not complained about garbling.
11	9/10/08	Customer stated no one using 7-1-1 in Oregon is able to reach her. Customer requested follow-up call.	9/10/08	Apologized to customer for issue. Sprint Relay Customer Service suggested that customer's voice callers be re-branded to ensure that they're branded correctly. On 11/20/08, Sprint Relay Customer Service performed another follow up where customer inquired about the CapTel phone and service, so Sprint Relay Customer Service provided customer the CapTel Customer Service number. Customer has not complained about relay services since then.
12	09/16/08	Customer complained that Communication Assistant did not follow instructions. The Communication Assistant sent the ringing macro two times, which customer did not want.	09/18/08	Communication Assistant was coached on proper call handling.

13	10/10/2008	CapTel customer unable to use a calling card.	10/10/2008	Determined that customer's calling card provider was routing the call through a VoIP network which was not compatible with CapTel. As an interim solution, mailed customer a prepaid calling card while customer obtained a different company's calling card.
14	10/27/08	Customer complained that Communication Assistant misunderstood that they wanted to use a calling card for a long distance call. As a result, customer incurred long distance charges.	10/27/08	Assured customer that charges would be credited. Communication Assistant was coached on proper call handling.
15	11/21/08	Customer complained that captions stop in the middle of a call.	11/21/08	Apologized for the incident and thanked the customer for the feedback. Customer did not have a specific date, time, or CA number for more specific follow-up.
16	12/12/08	Customer complained that they are unable to connect with the 800 toll free relay number or 7-1-1 to call a client from the office phone.	4/16/2008	Apologized and explained that a trouble ticket would be entered where relay technicians will be notified of the issue. Also, referred customer to her local telephone company in case the issue is related to their service. Communicated with customer a few times afterwards and last follow up occurred on 4/16/09 when relay program manager spoke with customer. Customer said that relay services have been working well the past months.

17	12/15/08	Customer complained that for the past 3 weeks, they are not able to reach a relay operator on the TTY relay 800 number or the 7-1-1 number. When customer calls, they either receive a busy signal or a recording that says to hold. Customer requested a follow-up.	1/14/09	<p>Emailed Operations personnel on 12/18/09. The response was that on 12/15/09 the network experienced an influx of higher call volume. Call center staffing was affected by a Midwestern blizzard and frigid temperatures and there was higher than normal call volume that day. Operations believed that there was no issue with customer's equipment or service but a matter of unfortunate timing." The customer responded on 12/19/09: "...we are not talking about a one day issue—we're talking about two to three weeks of the same problem, day in and day out. Verizon has checked my lines and there is no problem...I did not have problems yesterday or today but for three weeks I had almost daily problems."</p> <p>Emailed Operations on 12/26/09 for additional support. Operations replied on 1/14/09 that: "...there were two trunk groups into our Kansas City switch had several failures. These trunks were set not to accept calls until the local site technician and the network technicians resolved the trouble on these two circuits."</p> <p>Communicated this resolution with the customer.</p>
18	1/08/09	Customer complained that Communication Assistant was very rude and would not leave her message on an answering machine.	1/9/2009	<p>Communication Assistant ID number stated by the customer is not assigned to any employee. Called customer to inform them there was no such Communication Assistant with that ID number.</p>

19	1/13/09	Customer reported that the new cell phone they purchased at Radio Shack (a pre-paid cellular phone by AT&T) would not work when calling through relay. When they tried to place a relay call, they reached an error message saying, "Cannot proceed with outdial, cannot process the call, invalid dial to number".	5/15/09	Customer can call relay from their regular phone without problems. Apologized for issue and told customer trouble ticket would be entered for investigation. Trouble ticket was entered 1/13/09. On 1/27/09, technical support said service for these phones must be activated along with the voice mailbox. Made test call to customer and heard phone ring but did not allow it to connect to avoid using pre-paid minutes. Customer called on 1/27/09 for an update. The phone is for emergencies and they have not been able to use it. Made another test call in which a recording confirmed that the voicemail had not been set up. Called customer back and let them know they need to set up voice mail in case technical support needs to leave a message during test calls. Spoke with a voice person on 5/11/09 at 3:00 PM and asked for the customer to let relay know if there were still issues. Called customer again on 5/15/09 at 2:10 PM and a voice person, speaking for the customer, said that there have not been problems with the relay.
20	1/24/09	Customer complained that Communication Assistant transposed telephone numbers when dialing. Customer requested a follow-up.	1/24/09	Communication Assistant was coached on proper call handling procedures. Called the customer via TTY and discussed relay procedures and concerns. Customer expressed satisfaction with the resolution.
21	3/20/09	CapTel customer unable to dial a regional 800 number.	3/20/09	Technical support made an adjustment so that the CapTel customer can successfully make captioned calls to the 800 number.

22	3/21/09	The customer stated that a supervisor was mean and rude and then disconnected the caller. Customer requested follow-up by mail.	6/23/09	The call center supervisor stated that the customer was very inappropriate towards the Communication Assistant. The customer was using profanity and being belligerent at the start of the call. The supervisor asked the customer not to use profanity, but they continued using it directed toward the supervisor. The supervisor then advised the customer that he was going to disconnect the call unless the customer could proceed in a civil manner. The customer continued to curse and the supervisor disconnected call. See Tally #23; follow-up letter was written to the customer and mailed out on 6/23/09.
23	3/21/09	Customer complained that Communication Assistant transposed telephone numbers when dialing and that Communication Assistant was rude and mean. Customer requested follow-up by mail.	6/23/09	Communication Assistant is no longer employed. Follow-up letter was written to customer on 6/22/09 and mailed on 6/23/09.
24	4/06/09	Customer complained about the absence of captions and provided specific call data.	4/06/09	Apologized for incidence and thanked customer for feedback. Call detail was shared with call center management who determined that technical issue at Communication Assistant workstation caused the absence of captions.

25	4/28/09	The customer experienced an error code message saying, "Your long distance call has been temporarily discontinued - Please call customer service for assistance when trying to dial a local or long distance call through the Captioning Service."	4/28/09	An interim adjustment was made to change the routing of calls by technical support staff. A code correction was completed by the network vendor, permanently resolving the matter.
26	5/26/2009	Customer complained about the accuracy of captions.	5/26/2009	Apologized for incidence and thanked customer for bringing their experience to our attention. Suggested customer document the date, time and Communication Assistant ID number of any future calls to allow us to take specific action with the Communication Assistant captioning the call.
27	6/02/08	Customer unable to make long distance calls via CapTel.	6/02/08	Long distance network problem identified where calls were routed through an incompatible network using VoIP lines causing data connection difficulties. Problem resolved by technical support by routing calls through an alternate network.