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JUL 2 - 2009

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June 30, 2009

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington DC 20554

Re: CG Docket 03-123
NH Relay Service Complaints

Dear Ms. Dortch:

Enclosed please find the complaint log summary for the period June 1, 2008 through May 31, 2009 for the State of New Hampshire's Relay Service. These are complaints received by Sprint, the relay provider in New Hampshire. Please be advised that it is our understanding that, although not required by the FCC's rules, Sprint Relay will be providing the requested information relative to the number of interstate relay calls. That information will be provided to the FCC by Sprint Relay.

The NH Public Utilities Commission received no complaints regarding Relay Service in the above-mentioned period. Should you have any questions, please feel free to contact me at (603)271-1164 or amanda.noonan@puc.nh.gov.

Sincerely,

Amanda O. Noonan
Director, Consumer Affairs

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**New Hampshire
FCC Complaint Log 2009**

Complaint Tracking for NH (06/01/2008-04/30/2009). Total Customer Contacts: 7

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/14/08	A NH VCO customer called to complain that she is not receiving agent greetings or IDs on incoming calls. This has been happening for some time, and the agents do not speak to her when she asks for their agent IDs. She does not have this problem when making inbound calls into the relay. Apologized for the inconvenience. Opened Trouble Ticket Follow-up requested.	07/14/08	This customer SHOULD be receiving the agent ID when she receives a call from NH Relay. Relay Program Manager called the customer to tell her this information. If she does not receive the agent ID, she can ask the agent for their ID number after the call begins. Then the customer can notify customer service which specific ID was not transmitted and follow up will be done with the agent. This may be a training issue, and the trainer will follow up.
2	09/02/08	A NH VCO customer says that when she calls a neighbor's cell phone number, relay shows the call as long distance. Apologized for the inconvenience. Opened Trouble Ticket. Follow-up requested.	09/02/08	Relay Program Manager contacted customer and explained that the neighbor with the cell phone needs to call in and talk with Customer Service. The neighbor called and, as it turned out, the cell phone is in fact a number which is correctly identified as a long distance call. Customer is aware.
3	09/04/08	Technical - General	09/04/08	Customer reported incidence where a CA # appeared but no captions followed on a call on 9/4/08 at 12:33 pm Central Time. Investigation identified a workstation difficulty and notation that the workstation has been serviced. Apologized for this incidence. Customer had re-dialed her call successfully after noting the difficulty.
4	12/08/08	Customer notes said that the customer would like to leave message the first time. The agent typed out the answering machine message and did not let the customer leave a message on the first outdial. Forwarded to Team Leader for coaching on following customer data base.	12/08/08	Agent stated that she did make the mistake. The customer was giving additional instructions and she forgot to read the inbound notes. The agent admits it was an error on her part and she's very sorry for the inconvenience to the customer. Supervisor coached on following the customer data base and the agent agreed with the coaching.
5	01/06/09	A VCO customer reports having problems connecting to NH Relay for years. Customer states he has spoken with supervisors and the problem continues. He says that Relay NH is not interested in providing service to the deaf. (Apologized for problems encountered and advised a Trouble Ticket and complaint would be entered regarding the issue.) Trouble ticket entered. Customer requests contact ASAP.	01/08/09	Relay Program Manager will make a test call again with customer to see if there is still an issue. Technician made several test calls using this customer's number and all calls connected as they should. It could be the calls are connecting as voice and he does not hear them connect. We will need dates, times and the number being dialed to further narrow down this issue if it is still happening. Relay Program Manager called customer and left a message

6	02/07/09	A VCO customer placed a call with instructions in the "Notes" section of profile which state, "If Ans Mach Reached Type as Much as U can to Leave Msg 1st Time". The operator did not follow this note and typed out the entire answering machine message. The customer was unable to leave a voice message on first dialing. Apologized to customer for this inconvenience and thanked them for bringing this matter to our attention. No callback requested.	02/07/09	Complaint forwarded to agent's supervisor for follow-up on following database instructions. Team Leader met with this agent and coached on following customer instructions.
7	02/23/09	A voice caller from Maine using NH Relay to call her VCO mom gets a message saying "party # is invalid." Apologized and let her know I would ask the relay technicians to check into the problem. Submitted Trouble Ticket. Customer wants contact with resolution.	02/23/09	Technician tried to reach customer multiple times but was unable to reach her.