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Division of Services for the Deaf and the Hard of Hearing
North Carolina Department of Health and Human Services
800-851-6099/919-874-2212 V/TTY
919-855-6872 Fax

DSDHH Administrative Office 2301 Mail Service Center Raleigh, NC 27699-2301 www.ncdhhs.gov/dsdhh

June 30, 2009

Received & Inspected

JUL 1 - 2009

FCC Mail Room

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

Re: CG Docket 03-123: Annual Summary of Consumer Complaints Concerning TRS for the State of North Carolina

Dear Ms. Dortch:

The North Carolina Division of Services for the Deaf and the Hard of Hearing, TRS administrator for North Carolina, and Sprint, TRS provider for North Carolina, have compiled the consumer complaint information requested under CG Docket No. 03-123 for the 12 months ending May 31, 2009. As required, this filing includes one original and four copies of the required complaint log.

In addition, Sprint will provide the FCC call volume information under seal.

Should you have any questions regarding this filing, please contact me at 919-874-2212.

Sincerely,

Jan Withers, Director
NC Division of Services for the Deaf and the Hard of Hearing

cc: Kendrick Fentress, Public Staff, NC Public Utilities Commission
Arlene Alexander, Consumer & Governmental Affairs Bureau,
Federal Communications Commission

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**North Carolina FCC Complaint
Log 2009**

Tally	Date of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/20/08	A TTY customer reports that the operator typed that she could not understand the customer's TTY message because it was garbled. The customer advised that he could read his message clearly and he thinks the operator simply did not want to process his call. I advised the caller that he may have been able to read his own typing, but the Relay may have received it garbled, and if so, the operator must let him know. The customer made the complaint via Sprint IP, but used NC Relay to make the call being reported, which was made today, 6-20-08 at 12:49:01. The customer did not want to discuss possibilities for the garbling issue, etc. and did not want contact.	07/01/08	The agent recalls having difficulty with garbling coming from the TTY user. She alerted the caller of the garbling and notified a team leader on duty. The agent followed procedures by trying to clear the garbling and work through it but the customer hung up.
2	07/03/08	Service - General	07/03/08	I investigated the customer's documented call and explained to the customer that the captionist documented a trouble ticket on the call indicating a technical difficulty. This resulted in a drop in the data connection to the Call Center. The Customer Service Representative educated the customer on the option of turning off and turning on captions at any time during a 2-Line CapTel call to reconnect to the Captioning Service while the other party remains connected on Line 1. The customer was satisfied.
3	07/17/08	Accuracy of captions	07/17/08	A customer shared feedback regarding a word error during a call that was not corrected. The Customer Service Representative thanked the customer for the feedback and informed the customer that the information was shared with the appropriate captioning service staff for follow-up with the Communications Assistant to stress the importance of corrections.
4	07/18/08	A VCO customer was charged long distance for a local call. The call took place last night 7/17/08. I apologized. No follow-up was requested.	07/18/08	This call was processed as local and no problem was found on the Phoenix application. No long distance charges occurred while using relay service, and the agent was not at fault. A technician could not find anything to verify long distance charges. The customer did not want a follow-up call.
5	07/26/08	The customer stated that when people tried to call her number, they were forwarded to the relay operator. She is not deaf or hard of hearing. Customer Service apologized for this error and assured the customer that the problem was being documented and would be corrected. The customer requested a follow-up.	07/26/08	I contacted the customer and referred them to their LEC.
6	08/16/08	The customer has been unable to reach two TTY users via her voice phone. She had a TTY hooked up to it until recently. One call goes to what sounds like fax tones, but the user does not have a fax machine or computer. The other call rings about four times and then goes to silence. An agent ID number is not known. I apologized to the customer, placed test calls to both numbers with similar results as hers, and then advised her that the information would be sent to technical support for resolution. Call back was requested.	08/16/08	I called the customer requesting the Operator ID, time and date of the problem relay calls. I branched the customer's number as voice and advised her that the problem described could be equipment problems at the TTY's location.
7	08/31/08	This gentleman used the relay to make an outbound call to a voice person on August 31, 2008 at 9:40 PM Central Standard time. The call was released after five rings and he then had no connection with the relay operator. He wants follow-up on why this may have happened and what can be done about it. As a Customer Service Representative, I apologized for the inconvenience this may have caused the customer and assured him that paperwork would be submitted and that we would look into the issue and contact him. Follow-up was requested.	08/31/08	Customer Service will contact the caller and obtain further information. We will work with the customer to be sure his number is branched for VCO so that his calls are completed more smoothly. I contacted the customer and he said that he had been contacted and that the disconnections have not continued. He will contact Customer Service if he has any further questions or issues. He thanked me for the follow-up.
8	08/31/08	At 9:40 PM Central Standard time a call occurred with specific concerns for this customer. They wanted to discuss the glitches on the telephone system. This relay user believes it's related to 911 and wants to discuss how that may be in with calls to and from the relay and dropped calls as well. The gentleman wants to share his story. As a Customer Service Representative I apologized for the inconvenience, that the relay may have caused and assured the customer that his ideas will be shared with a representative who will contact him in the near future. Follow-up was requested.	08/31/08	I contacted the customer for follow-up. He reports that his phone is working and that he has had no problem relay. The Customer Service Representative heard static on the line and recommended that the customer speak with his LEC. The customer presented possible scenarios of "what if" occurred and he was without a land line. I educated the customer on the availability of wireless technology.
9	09/09/08	The caller reports that they were cut off. They kept asking if anyone was there and pressing the greeting on their VCO phone to get a response, but still nothing from the agent.	09/09/08	The Communications Assistant did not remember the call and there was no answer when the team leader tried to call the customer.
10	09/29/08	A customer gave instructions to dial and wanted to connect TTY to TTY. They received the dialing machine then the greeting "voice or type now". The customer repeated the instructions then the CA disconnected call.	09/29/08	The agent was coached.
11	10/05/08	The customer's daughter called to tell us that her mother (a VCO customer) is unable to place or receive calls. They believe everything is hooked up properly but they reach a busy signal when calling her. The Customer Service Representative apologized for the inconvenience and informed the caller that the issue would be looked into. No follow-up is requested at this time.	10/05/08	The complaint was closed. The customer did not request follow-up so we are unable to resolve their issue.
12	10/18/08	The customer's number shows up as "unknown" so they are not able to place any calls through relay. The Customer Service Representative apologized and told the customer that it would be looked into. A follow-up is requested.	10/18/08	A trouble ticket was entered on 10/20/08. I provided contact information to the technician who contacted the customer, and it showed up correctly and not as unknown. The customer will contact us if the problem persists.
13	10/21/08	It was reported via email to Customer Service that the Communications Assistant was "very careless with spelling words correctly and forwarding the conversation from the other individual he was speaking with". The person had to repeat several times and asked the operator to type correctly. The customer felt that the Communications Assistant was very argumentative, disputing what he was saying. He didn't get to finish the conversation and told the Communications Assistant that he was not finished, and the Communications Assistant told him "Yes you were". He asked to speak to a supervisor and spoke to an agent, who apologized. He will keep a record of all calls in the future and report them if necessary. Customer Service thanked the caller for contacting Customer Service and replied that a report would be sent. Follow-up was requested.	10/21/08	The agent denied being argumentative, however the agent was coached on this regard. The agent does not recall experiencing garbling issue and she acknowledged the importance of correct spelling. Today I attempted to follow up with the customer via email, however, I got a delivery error message indicating that the email address is invalid.
14	12/12/08	A NC VCO customer attempted to contact his sister and after receiving the ringing macro, the line disconnected. Relay Customer Service apologized for the problem and emailed a trouble ticket. No follow-up was requested.	12/12/08	The log files for the petition where this agent sat at the time this occurred have been overwritten and there is no way to determine what occurred. However, if the same problem occurred with a New Mexico agent and a Microhead agent, the problem is probably in the configuration on the caller's end. Relay could not duplicate problem and the consumer did not request follow-up. The agent apologized for the problem and the consumer said thank you.

15	01/12/09	Consumer education USB	01/12/09	Explained long distance billing and the importance of registering one's preferred long distance carrier with Capital Customer Service.
16	01/20/09	The Wilson County, NC 911 database manager reports that Relay accessed the wrong PSAP number on 1/19/09 at 11:47 PM and that resulted in a delayed assist with a cardiac arrest. A report will be made to the NC Program Manager and Relay technician. A trouble ticket was opened. Follow-up was requested.	01/20/09	The technician upgraded the database so the NPA/NXX for 252299 will point to the Wilson NC number 252 237 1166. A hearing customer dialed 711 instead of 911 causing delay with PSAP since the ambulance came from Relay instead of the customer in need of emergency. I contacted the 911 manager to explain 711 relay and how it empowers the call. The manager was satisfied with the resolution and did not request any more information.
17	01/26/09	Disconnect/Reconnect during calls	01/26/09	I sent the customer information explaining the difference between a Capital phone and a traditional phone. I explained to the customer why disconnection/reconnection might be occurring and sent a letter with tips to reduce their occurrence.
18	01/27/09	A VCO customer states that the agent was rude when trying to re-direct them to speak directly to the customer and when the VCO person stated if they would repeat something, the agent was rude again and told the deaf person the VCO person was rude. Now the deaf customer thinks they have done something wrong to upset the D's office. The VCO customer thinks the agent could have handled it better and they have not had this problem before with other agents. This call took place on 1/22/09 in the morning. I apologized. No follow-up was requested.	01/27/09	The Communications Assistant remembers that the voice person constantly interrupted and could not be heard. The CA used "sounds impatient" in reference to the voice caller when relaying the call.
19	02/06/09	Accuracy of captions	02/06/09	The customer shared feedback regarding the accuracy of captions and provided specific call data. The Customer Service Representative apologized for the incident and thanked the customer for the feedback. Call detail was shared with Call Center management for follow-up with the Communications Assistant by their supervisor.
20	03/06/09	A caller reported that the Customer Assistant was extremely rude and unprofessional. The call was to a business and when the party answered, she informed the Relay Communications Assistant that they had reached the voice line instead of the TTY line. The CA replied, "You don't know how to use relay, just transfer the call and I will handle it." Customer Service responded by apologizing for the incident and I told her the report would be sent to the call center supervisor. Follow-up was requested.	03/06/09	On 3/6/09 a team leader met with agent and went over proper call procedures, stressing the importance of customer service. We discussed the consequences of not following proper procedures and what could happen if any further complaints are received. The agent understands. On 3/6/09 the team leader attempted to follow up with the customer and left a voice mail message. On 3/16/09 the team leader again attempted to follow-up and spoke with the customer, who appreciated the contact.
21	03/19/09	A VCO customer reports that the Relay operator did not type a recording when he called a number. The message was garbled and the operator typed "be quiet". The customer reports that there are continual problems with Relay operators being rude and not knowing how to do their job. The customer wants the issues to be resolved once and for all. The call in question was made today at approximately 8:30 AM CT. I apologized for the problem encountered and advised him that a complaint would be forwarded to the supervisor. The customer requests contact via email.	03/22/09	I reviewed correct call procedure and stressed the importance of polite professional service on all calls with the agent. I emailed for follow-up, as requested by the customer.
22	03/26/09	Technical - General	03/26/09	At 12:40 PM CST a major network supplier Capital relies on experienced difficulties that impacted some Capital calls. At 1:15 PM CST Capital's supplier re-established its link, allowing all calls to be routed and processed normally. Daily service level was met as only some calls were affected. The customer confirmed the ability to make their call.
23	04/01/09	A VCO customer states that when she got this agent, the agent never responded, outdated or acknowledge that the caller was there. The person had to hang up and get a different agent to place the call. The call took place today at approximately 9:45 AM CT. I apologized and no follow-up is requested.	04/01/09	The customer did not request follow-up.
24	04/27/09	The caller states that the operator had a bad attitude. The voice party could not hear well because of bad reception. The operator said "Are you trying to reach a deaf or HOH person?" and the voice user said "Yes". Then the operator said "You're got the wrong number" and hung up. This happened on 4/26 (Sunday) around 2:00 PM.	04/27/09	The complaint was forwarded to the agent's supervisor for checking on voice tone. Supervisor checked me with this agent and advised them on tone of voice and proper customer service.
25	04/29/09	Account Login Failure	04/29/09	The user's account is now activated and operational.
26	5/5/2009	Voice customer received the threatening calls through the internet relay. Relay Customer Service apologized. No follow-up requested.	05/05/09	The agent informed customer regarding internet Relay calls.