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FCC Mail Room



State of New Jersey
BOARD OF PUBLIC UTILITIES
TWO GATEWAY CENTER
NEWARK, NJ 07102

Jeanne M. Fox
President

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June 30, 2009

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

Re: CG Docket 03-123

Dear Ms. Dortch:

The New Jersey Board of Public Utilities did not receive any written or oral complaints during the period of June 1, 2008 through May 31, 2009, which alleged violations of FCC rules regarding Telephone Relay Service. The service provider, Sprint received directly, a total of sixty-two complaints and their summary of these complaints is included herewith as part of our response.

Sincerely,

A handwritten signature in cursive script that reads "Anthony Centrella 1/15".

Anthony Centrella, Director
Division of Telecommunications

AC/bg/dr

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NEW JERSEY PUBLIC UTILITIES
NEWARK, NJ



**New Jersey
FCC Complaint Log 2009**

Complaint Tracking for NJ (06/01/2008-04/30/2009). Total Customer Contacts: 62

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/18/08	A VCO user complained that the typing coming from the agent was very bad. It was not garbled, there was just a lot of spelling errors and mistakes. The customer would like a brief follow-up letter mailed to her. The complaint was forwarded.	06/18/08	A team leader met with the Communications Assistant and asked him to be more careful when typing to TTY users. A follow-up letter was mailed to the customer.
2	06/19/08	A NJ TTY customer is English but the computer keeps sending them Spanish Macros. The preference was changed to English but it keeps typing in Spanish. Customer Service apologized to the customer and turned in a trouble ticket. No follow-up is needed.	06/19/08	A technician opened a trouble ticket but could not duplicate problem. The issue seems to be resolved. No follow-up was requested.
3	06/25/08	A customer said they "Gave my number to call and then I said leave message...so Agent was typing the message to this and the agent interrupted me with the ringing macro. Agent needs to pay attention to the deaf customer". Forwarded the complaint to a supervisor for follow-up.	06/25/08	Supervisor met with this agent and coached on answering machine procedures, and following customer instructions. Agent did not remember the call, but apologized for any inconvenience caused.
4	06/25/08	Customer requested that VCO be turned on after they typed out the calling to number. Reached an ens. mach. Agent failed to turn on VCO. Agent explained to customer that they thought the customer meant outbound would be VCO. Forwarded to supervisor for follow up.	06/25/08	A supervisor met with this agent and coached them on VCO procedures and how to process VCO calls with answering machines. The supervisor called the customer.
5	07/02/08	A NJ TTY customer has been reaching Spanish agents when he dials 711. Agent apologized for the inconvenience, tested the 711 translation number and received an English agent. Opened a trouble ticket. Follow-up was requested.	07/02/08	The Relay Program Manager called the customer four times but got a busy signal each time. There is no other means of reaching them. The technician branded number for English.
6	07/09/08	The VCO customer stated that the operator had really bad spelling throughout the entire conversation. She stated that the conversation was terrible because of the operator's mistakes.	07/09/08	The operator recalled this VCO customer who complained she had bad spelling. The operator called over a supervisor, who witnessed that the typing was not garbled and it did not have typos. The supervisor tried to speak to the customer but was disconnected. The supervisor documented this conversation.
7	07/09/08	This NJ TTY user is calling 711 and getting a Spanish greeting, but she uses English. This delays getting her calls processed. Agent checked system information and call answer type, selected English, and submitted a trouble ticket. The customer wants contact from the Program Manager.	07/09/08	Manager spoke with the customer, who said everything right now is going smoothly. She thanked the Program Manager for caring and does not request any further assistance.
8	07/11/08	A TTY customer stated that the operator told them to call directory assistance by dialing 411 instead of dialing directory assistance for them.	07/11/08	The operator recalled this TTY Customer. The operator stated that the customer called and asked for the number to Directory Assistance. The operator informed them that the quick dial was 411 and asked the customer if they would like her to dial out for them. The operator states that the customer informed them they knew that information and became upset. The operator called for a supervisor but call was disconnected before the supervisor could review the call. Operators are encouraged to call on a supervisor if there are any customer concerns. The operator was also reminded to always follow customer requests or instructions.
9	07/22/08	A customer dialed into relay and gave a number to dial and a message to leave on the answering machine on first out dial. The agent dialed the incorrect number and typed out the full answering machine. The agent realized the mistake and dialed the correct number, but continued to type the beginning of answering machine before leaving the message.	07/22/08	The agent understood that they dialed the incorrect number. A floor supervisor coached the agent on taking up to 5 seconds from the "GA" to verify the number. The agent was trying to show the customer that the correct answering machine was reached by typing the beginning of the message, but was coached not to type the message if a customer wants a message left right away. A supervisor called the customer 3 times but there was no answer.
10	7/24/2008	Customer called in relation to issue with billing error.	7/24/2008	Customer mistakenly provided the wrong phone number for carrier registration via email to CapTel Customer Service. The number customer gave was what was entered in the system, thus when the correct number was used to place a call our system sent billing to the default carrier for a long distance call. CapTel Customer Service corrected customer's registration records with correct phone number once brought to our attention. This remedied the problem.
11	07/25/08	The caller reported that her VCO branding and notes are not working with the relay operators and her calls have been disconnected all night long because the agents did not know she was a VCO user. The agent kept typing over and over "number dialing ple".	07/25/08	A trouble ticket was open and a dedicated VCO number was provided. The VCO branding was checked and Customer Service apologized for the inconvenience. No follow-up was requested.
12	07/29/08	The customer expressed concerns about the agent taking a long time to dial the number, however it was noted by a supervisor that there was a mistake in the typing of the number by the inbound. Agent apologized to the customer and informed her the operator would be coached.	07/29/08	The operator was coached that if she can't get the number dialed out within 5 seconds or less due to billing or reading of customer notes etc., that she needs to type "one moment please" to keep the caller informed. The operator was very receptive to the coaching.

13	07/29/08	The caller reported that her VCO branding and notes are not working with the relay operators and her calls have been disconnecting all night long because the agents did not know she was a VCO user. The operators kept typing over and over "number dialing pls". The notes plainly state that she uses VCO and when she called Customer Service her number appears branded VCO and the notes appear. She provided an agent ID number to determine which call center handled the calls. A trouble ticket was entered. Customer Service apologized for the inconvenience and told her a trouble ticket would be entered. We also provided the dedicated VCO number to use in the meantime. No follow-up was requested.	07/29/08	The customer was called 4 times to inquire about the status of issue. There was no answering machine and no other way to make contact. The consumer did not call back with any more complaints.
14	07/29/08	The customer states that her mother cannot make any Long Distance calls when calling through Relay NJ. Relay Customer Service apologized for the problem and assured the caller that a trouble ticket would be sent in. A trouble ticket was opened. The caller's daughter Linda would like a call back when the issue is resolved.	01/26/09	The Account Manager tried calling the consumer 4 times. I left my phone number, spoke with another person in the house who said that I needed to speak with consumer later. I did not get a return call and have no other way to contact the customer. The Account Manager has closed the case.
15	08/07/08	The caller stated that the agent was not properly utilizing the Automatic Machine Retrieval feature to retrieve his messages. The customer also felt that the agent was typing poorly/wrong speed. They did not give a date for when this occurrence happened, but they stated that it happens all the time with Automatic Machine Retrievals. Follow-up was requested.	08/07/08	The complaint was forwarded to the correct center for follow-up. At the time this complaint was received, the operator mentioned was no longer employed by the company. If the opportunity to coach the operator had been available, we would have retrained that individual on the proper use of the Automatic Machine Retrieval feature and the importance of quality call processing. Account Manager called customer 3 times but there was no answer.
16	08/08/08	A call came in on the TTY line and customer placed 2 calls without saying anything about turning on VCO. When the customer typed another number and said to turn on VCO, the agent thought it was for next outbound call and became confused, as VCO was supposed to be for inbound. Agent apologized to the customer and follow-up was requested.	08/08/08	The agent admits that she became confused with the instructions and placed the outbound on VCO, since the inbound customer had been typing on the other calls. There were no customer notes that say "sometimes VCO", but the agent understands now to verify any instructions before outdialing in case she gets confused. A supervisor followed up with the customer at the time of the complaint.
17	08/28/08	A NJ VCO user calling customer service came in as HCO. The customer reports that this has occurred before and when it does he can't get to a relay operator. The customer is concerned if he has emergency he may not be able to get help. I apologized, re-branded, and set the preference for VCO answer type	08/28/08	The customer was called 4 times and four messages were left. There was no reply. There is no other means of contacting the consumer. Customer Service re-branded the number and set it to VCO mode.
18	09/05/08	A customer called to complain that the, "Agent did not do a good job with my call. I wanted to type and they kept telling me to "voice now." I was not sure if I was connected to my girlfriend, relay would not respond. The operator completely messed up my call!". Agent apologized to the customer for any inconvenience.	09/08/08	The complaint was forwarded to a supervisor for coaching on TTY calls, VCO calls, and keeping the customer informed. The team leader will contact the customer with the results of the conversation. The agent was terminated from the company for poor work performance and the ticket was closed. A team leader spoke with the customer in regards to this complaint.
19	09/05/08	A NJ HCO customer has not been able to connect to relay NJ since yesterday 9/4. She has dialed 711 and the toll free relay NJ number and she "gets nothing." Agent apologized for the inconvenience and opened a trouble ticket. Follow-up was requested.	09/05/08	The Account Manager called the customer 3 times to inquire on the status, since technician checked out the issue and a trouble ticket was opened. The calls were not returned and the Account Manager could not reach the consumer.
20	09/09/08	A VCO customer cannot complete long distance calls via NJ Relay. I apologized for the problem encountered and advised that a complaint and trouble ticket would be entered. The customer requests contact.	09/22/08	Account Manager called back and the customer is not having any more problems.
21	09/11/08	A NJ HCO customer is not able to hear customer service or the relay operators. The customer is branded as an HCO user. Customer Service could hear chirping sounds coming from the customer's machine - they may need to turn off sending auto ID. Customer Service apologized.	09/11/08	The Account Manager tried to contact the consumer 3 times, there was no answer and no call back. Case closed since no there is no alternative means of contact available.
22	09/14/08	A VCO user called asking if the Customer Service Representative could hear him. I assured him that I could hear him clearly, then began to type information to him about who to call for new VCO mobile phone equipment. During the call the sound dropped off. The person must have been able to read me as he waited until all of the information was provided, then hung up. I could not hear him for the rest of the call. Please check for sound issues.	09/16/08	Relay Customer Service will contact the customer for further information. The customer did not return the call to discuss the issue further.
23	09/15/08	A NJ VCO customer cannot complete calls through NJ Relay. They get an error message saying: "Cannot proceed with outdial. COC not found". I apologized for the problem and opened a trouble ticket Follow-up is required	09/15/08	A technician needed to inform the consumer to turn off caller id. I called back to inquire about the status of the problem and the consumer is no longer having any difficulty with long distance calls.
24	09/15/08	A voice customer is unable to complete long distance call via NJ Relay with their requested Carrier Of Choice. I apologized for the problem, advised them that I would open a trouble ticket, and that a complaint would be entered. The customer requests contact ASAP	05/01/09	The Account Manager followed up and asked if there were any other problems related to carrier of choice. The customer said that the issue is resolved and that she loved using NJ Relay and gave the staff her compliments. She thanked me for the resolution.
25	09/17/08	The agent had terrible garbling on her screen while taking instructions from a caller and could not read entire message. After telling the inbound user several times that the message was garbled, the inbound caller hung up. This is a technical issue and not agent error.	09/17/08	Technical issue reported. No follow up requested.

26	09/17/08	An inbound TTY caller complained that agents were not following their instructions. The text was very garbled and unreadable. All procedures were followed to straighten out the typing but nothing worked. This is a technical issue and not agent error so no action was taken.	09/17/08	Technical issue reported. No follow up requested.
27	09/22/08	A voice customer says the operator would not process the call without hearing "GA". The customer says the operator chastised her for speaking without using "GA". Agent apologized to the customer and processed a customer support form. No follow-up was requested.	09/22/08	Customer Service apologized to the consumer and processed a customer support form. They were satisfied and did not request a follow-up call.
28	09/22/08	The customer has not been able to receive incoming calls over her TTY, which is an Ultratec. She has contacted Ultratec technical support but the issue has not been resolved. She would like Sprint technical support to help her with this problem. She is able to place outgoing calls.	09/22/08	The customer had the setting on the TTY incorrectly programmed. There is no further issue with her TTY calls.
29	10/09/08	A customer states that she called e business using relay. The operator typed the name of the business and the sentence, "How may I help you ga". The customer proceeded to speak by typing to the outbound, but she was interrupted. The operator interjected, "Explaining Relay". The customer contends the interruption was rude and the macro (explaining relay) could have waited until the customer had finished typing/talking. The supervisor defended the agent error. Agent apologized. Training will be notified and follow-up was requested.	10/09/08	A supervisor reviewed the call and witnessed this call was processed according to procedure. The operator typed the entire outbound greeting which ended with "May I Help You". The outbound customer did not know relay so the agent had to explain it.
30	10/09/08	A NJ VCO user complains that she is unable to connect, has to call 4 times and it takes up to an hour to connect with relay using the dedicated VCO number. I apologized, re-branded, put a note, and selected VCO as the caller's preference. I let the customer know to call back if the issue persisted. A test call was made to the customer successfully.	10/09/08	The customer had moved and was calling from her new number, branded, added a note and set preference as a VCO user in the customer database.
31	10/14/08	A VCO caller is unable to make any long distance calls through NJ Relay. I apologized to the caller and opened a trouble ticket. I also contacted Verizon (LEC) to report the problem -- a ticket was issued from Verizon. The customer wants follow-up.	10/14/08	The Account Manager contacted the consumer to ask if the issue is still unresolved. They said that everything is fine, there were no more problems, and they are satisfied with the resolution.
32	10/17/08	A caller reported several items of discontent with Sprint Relay. He reported that on several occasions, VCO with privacy was not working. He states that if this happens again he will file a lawsuit and "this would not stand up in a court of law". In the past his number was changed from VCO to HCO without his knowledge, his database notes have been changed by relay operators without his permission, and he considers the service "a big joke". He instructed Customer Service not to say "I'm sorry", because that means nothing to him, so no apology was given. Customer Service tried to answer the many questions he posed in as much detail as possible. Follow-up is not requested but is advised.	10/17/08	The Account Manager called the consumer 3 times and left messages but there was no return call. The case is closed, since there have been no consumer contact after repeated attempts for connection.
33	10/20/08	A voice caller called into NJ relay stating that relay operator left a message on her answering machine about medical records. The voice person stated that "I am a doctor and I have spent the past half hour trying to find out who this person was, because there was no name or return number for the person requesting medical records." The caller stated that the operator said "This is operator with a message could you please call 711 about my medical records you have my information, thank you". I assured the customer that the matter would be looked into. The caller would like a follow-up as to why there was no contact information given.	10/20/08	The operator showed proper knowledge of processing calls where they leave a message on an answering machine for a Voice Customer. The operator did not recall an incident where they called a doctor's office and was asked to leave a message. They also showed knowledge that all messages should be read verbatim. The operator was coached to immediately let a supervisor know if there may be any technical issues that could cause concerns with calls. I called the doctor's office three times and left messages. No return calls to the NJ Center were made.
34	10/24/08	A voice caller from NJ complains that when trying to call from her cell to her daughter's cell phone by Verizon, she is connecting to a relay service recording regarding Internet Relay. Neither of the parties use relay. Agent apologized, made a test call, and received same recording.	10/24/08	The customer was referred to Verizon to fix the issue since it is not an issue regarding relay services. The customer did not request contact.
36	11/09/08	A customer called saying "Operator disconnects rude, incompetent, anger, told VCO user all she does is complain - her mother complains about her too." The customer says it took 5 attempts to place a call and she did not place the call. They would like a follow-up e-mail.	11/09/08	The agent in question no longer works here.
37	11/11/08	The customer requested Verizon as their Long Distance carrier and the agent dialed through Sprint. A supervisor assisted in giving immediate credit. The complaint was forwarded to a supervisor for follow-up.	11/11/08	A team leader went over this with the agent and coached her on processing Long Distance calls with Carrier Of Choice and how to do immediate credit. The agent did not remember the call, but apologized for the inconvenience to customer.
38	11/11/08	The customer requested Verizon as their Long Distance carrier and the agent dialed through Sprint. A supervisor assisted in issuing an immediate credit. The complaint forwarded to a supervisor for coaching on following instructions and how to do immediate credit.	11/11/08	A team leader spoke with this agent about this incident. The agent did not remember the call, however, the team leader coached them on following customer instructions and processing immediate credit. The agent apologized for the inconvenience.

39	11/18/08	A voice customer is having problem connecting properly to his mother, a TTY user, via NJ Relay. Agent advised the customer that a trouble ticket and complaint would be opened per his request. A trouble ticket was opened. The customer requests contact asap.	05/08/09	The Account Manager called the consumer and was told, "Everything is fine. Mother had the TTY set on ASCII code, when she did not have a computer, so it wasn't going through. Everything is fine now, thanks".
40	12/02/08	The customer states that she cannot consistently reach a relay operator when dialing 711 or the VCO dedicated number. She said that sometimes the call goes through but sometimes it does not. Relay Customer Service apologized for the problem and assured her that a complaint would be sent in.	01/27/09	The consumer said that the dedicated number for VCO did not work very well, and she started using 711 for all her relay calls. She has had no problem with using 711 and has no other issues.
41	12/05/08	A NJ VCO user complains that she is unable to connect as VCO when dialing 711. Having never received an incoming call in the 4 years she has had her machine, she is very concerned for her communication. Agent provided the dedicated VCO user number and verified that the caller's answer type is correct.	12/05/08	Customer service apologized to customer for the problem reaching relay. Agent provided the dedicated VCO user number, verified that the caller's answer type is correct in system and that the branding shows VCO. Agent educated the customer on how to receive an incoming call via relay, placed a test call successfully through relay, and submitted a trouble ticket.
42	12/12/08	Technical - General	12/12/08	At approximately 2:02 PM CapTel experienced an interruption at the Data Center causing some calls to be dropped and others were not answered during the 10 minute outage. Calls continued to queue up during the outage and were promptly answered once the interruption was resolved. The customer was notified of the circumstance and upon trying her call again she was successful
43	12/13/08	The customer has been having problems reaching an operator when placing VCO calls via New Jersey relay using an Ameriphone. They have to wait 7 or 8 minutes consistently when trying to place relay calls. The line is branded VCO and the problem has been occurring a "long time".	12/13/08	Customer Service apologized and forwarded the information for review to technical support. The consumer was satisfied and did not request follow-up. If the problem continues, the consumer will call back.
44	12/16/08	The customer explained that she asked for a supervisor after her call had ended. The agent did not follow her instructions. Agent apologized and no follow-up was requested.	12/16/08	Customer Service apologized. The consumer accepted the apology and no additional follow-up was requested.
45	12/21/08	The customer complained that they were unable to reach the relay service. Attempts made in the last month to reach a relay operator have resulted in busy signals. Customer service apologized for the inconvenience and suggested a technical service follow-up. After discussing the issue further with the VCO customer, a trouble ticket was opened regarding the problem and assigned to the Program Manager.	05/08/09	This issue was assigned to Customer Service, who will contact the customer to discuss the issue further before opening a trouble ticket. The customer had the ASCII code programmed on her TTY but did not have a computer. The programming was switched and the TTY calls are fine now.
46	02/02/09	The customer reports that the Relay operator did not their follow request to activate VCO. The operator did not comply and communication was not achieved. The customer expects the operator to learn the proper procedures of the job and the customer requests contact.	02/05/09	A manager went over the procedures with the agent, who does know appropriate procedures.
48	03/05/09	Customer called about a dialing issue - Unable to dial regional 800 number.	03/05/09	Technical Support made an adjustment so that the CapTel user can successfully make captioned call to regional 800 numbers.
49	03/08/09	The customer complained that they instructed the agent to hang up if they reached an answering machine. The VCO user was hard to understand and the agent thought he wanted to leave a message. After a "ga" and a couple of "ek"s were sent, the customer told a supervisor that the agent kept telling him "beep".	03/08/09	The agent was coached on the misunderstanding from the customer and the correct procedures from a floor supervisor. Follow-up was requested. The agent's team leader called the customer 3 times but there was no answer.
50	03/08/09	A voice customer was frustrated toward the agent because the agent would not engage in conversation with him during a call.	03/08/09	The agent followed procedures and did nothing wrong. Non-agent error, and no action was taken.
51	03/10/09	Customer called about the accuracy of captions.	03/11/09	A 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. The call detail was shared with Call Center management for follow-up with the Communications Assistant by their supervisor.
52	3/17/2009	Customer called about disconnect/reconnect issues during calls.	3/17/2009	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
53	03/17/09	A voice customer from a court office called into NJ relay stating that when they received a relay call, operator "8100 did not keep me informed of anything that was happening. No GA's were used at any time. There were periods of dead silence. Typing was very bad and slow. And I believe I was disconnected because there was dead silence and never any response." Agent informed the voice caller that the information would be transferred to the immediate supervisor of the operator	03/17/09	manager stated that call center does not have any agents with that identification number.

54	04/08/09	A TTY user asked to be connected to customer service. The agent said the message was garbled but did not follow the notes. The TTY user said the agent was bad and argued with them. The agent did not follow TTY procedures and the caller felt the agent was rude and not skilled.	04/08/09	The floor supervisor reviewed TTY to TTY procedures with the agent and also them on approach with customers. The agent did not process the call correctly and was upset with the situation. The supervisor told the agent she needed to be aware of how she sounded and typed.
55	04/08/09	A customer said that a supervisor would not their gender or name when the caller was asking for it. The caller felt that the supervisor was rude. This was forwarded to the correct center.	04/08/09	There is no supervisor with that number, and the agent with that number was not working at the time the complaint came in.
56	04/15/09	A TTY user said, "I was on the phone with an agent that was terrible. I asked for a supervisor. Supervisor came on the line did not say name or gender. I asked for the gender, the supervisor said did not need to give that info and refused. Eventually supervisor said if you must know its (M). I asked for help and supervisor said goodbye and hung up." The TTY user is very upset and is afraid the supervisor in question will get the caller's personal info and harass them.	04/15/09	The supervisor says the customer was harassing him and threatening to complain about him for no reason. He provided his gender to the customer and then transferred to Customer Service per the customer's request.
57	04/20/09	Customer called regarding the accuracy of captions on the CapTel.	04/20/09	The customer's husband shared general feedback regarding the accuracy of captions. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Customer Service noted that they can take specific action with call center personnel if customer documents it.

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