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Via Electronic Filing (ECFS)

June 23, 2010

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW, Room TW-B204  
Washington D.C. 20554

Re: The State of Minnesota's Telecommunications Relay Services Annual Consumer Complaint Log Summary (CG Docket No. 03-123)

Dear Ms. Dortch,

Pursuant to 47 C.F.R §64.604(c)(1), the Minnesota Department of Commerce-Telecommunications Access Minnesota (DOC-TAM) respectfully submits Minnesota's Telecommunications Relay Services (TRS) Annual Consumer Complaint Log Summary for the 12-month period commencing on June 1, 2009, and ending on May 31, 2010.

Attached please find the following report documents:

1. Complaint tally sheet categorizing complaints by type (Attachment A).
2. Complaint log summaries for complaints received June 1, 2009, through May 31, 2010, including the date of complaint, complaint tracking number, type of relay call, CA identification number, category number of complaint, nature of the complaint, date of resolution, and explanation of the resolution (Attachment B).

The report includes all complaints received by the TRS state administrator, Minnesota Relay center supervisors, Minnesota Relay Consumer Relations Office, Sprint Customer Service, CapTel Customer Service and Sprint account manager that allege a violation of the federal TRS mandatory minimum standards.

Minnesota Relay's interstate and intrastate call volume by type of TRS call during the period of June 1, 2009 through May 31, 2010 was as follows:

- Traditional TRS Total Calls – 348,293
- Speech-to-Speech Total Calls – 12,344
- Captioned Telephone Total Calls – 443,066
- Internet Protocol Relay – Not applicable; Minnesota does not contract for this service.
- Video Relay Service – Not applicable; Minnesota does not contract for this service.

Minnesota Relay received 27 complaints (*less than 1 percent*) during this reporting period. All complaints were timely resolved.

An electronic copy of Minnesota's TRS Annual Consumer Complaint Log Summary has been submitted via e-mail to Arlene Alexander.

If I can be of further assistance, please feel free to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Rochelle Renee Garrow".

Rochelle Renee Garrow, TAM Administrator  
Minnesota Department of Commerce  
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cc: Arlene Alexander, FCC  
Dr. Burl Haar, MN PUC Executive Secretary  
Lillian Brion, MN PUC  
Greg Doyle, MN DOC



# Minnesota Relay Complaints By Category

June 1, 2009 - May 31, 2010

| SERVICE COMPLAINTS |   | Jun      | Jul      | Aug      | Sep      | Oct      | Nov      | Dec      | Jan      | Feb      | Mar      | Apr      | May      | TOTAL     | Percent |
|--------------------|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|---------|
| #00                | Answer Wait Time                          |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| #01                | Dial Out Time                             |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| #02                | Didn't Follow Database Instructions       |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| #03                | Didn't Follow Customer Instructions       |          | 1        |          |          |          |          |          |          |          | 1        |          |          | 2         | 17%     |
| #04                | Didn't Keep Customer Informed             |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| #05                | Agent Disconnected Caller                 |          |          |          | 1        | 1        |          |          |          |          |          |          |          | 2         | 17%     |
| #06                | Poor Spelling                             |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| #07                | Typing Speed/Accuracy                     |          |          |          |          |          |          |          |          | 1        | 1        | 1        | 1        | 4         | 33%     |
| #08                | Poor Voice Tone                           |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| #09                | Everything Relayed                        |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| #10                | HCO Procedures Not Followed               |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| #11                | VCO Procedures Not Followed               |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| #12                | Two-Line VCO Procedure Not Followed       |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| #13                | Background Noise Not Typed                |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| #14                | Feelings Not Described                    |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| #15                | Recording Feature Not Used                |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| #16                | Noise in Center                           |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| #17                | Agent Was Rude                            |          |          |          |          |          |          |          |          |          |          | 1        |          | 1         | 8%      |
| #18                | Problems With Answering Machine Retrieval |          |          |          |          |          |          |          |          |          | 1        |          | 1        | 2         | 17%     |
| #19                | Spanish Service                           |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| #20                | Speech to Speech                          |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| #21                | Other Problem Type Complain               | 1        |          |          |          |          |          |          |          |          |          |          |          | 1         | 8%      |
| <b>Sub-Total</b>   |   | <b>1</b> | <b>1</b> | <b>0</b> | <b>1</b> | <b>1</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>1</b> | <b>3</b> | <b>2</b> | <b>2</b> | <b>12</b> |         |

| TECHNICAL COMPLAINTS |                                       | Jun      | Jul      | Aug      | Sep      | Oct      | Nov      | Dec      | Jan      | Feb      | Mar      | Apr      | May      | TOTAL     | Percent |
|----------------------|---------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|---------|
| #22                  | Lost Branding                         |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| #23                  | Charged for Local Call                |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| #24                  | Trouble Linking Up                    | 2        | 3        | 1        |          |          |          |          |          | 1        |          | 1        |          | 8         | 53%     |
| #25                  | Line Disconnected                     |          |          |          |          | 1        |          |          |          |          |          |          |          | 1         | 7%      |
| #26                  | Garbled Message                       |          |          |          |          |          |          |          |          |          |          |          | 1        | 1         | 7%      |
| #27                  | Database Not Available                |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| #28                  | Split Screen                          |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| #29                  | Other Technical Type Complaint        |          |          |          |          |          |          |          |          | 1        | 3        |          | 1        | 5         | 33%     |
| #57                  | Caller ID                             |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| #58                  | Regional 800 Calls                    |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| #59                  | Transmission (Can't hear or be heard) |          |          |          |          |          |          |          |          |          |          |          |          | 0         | 0%      |
| <b>Sub-Total</b>     |                                       | <b>2</b> | <b>3</b> | <b>1</b> | <b>0</b> | <b>1</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>2</b> | <b>3</b> | <b>1</b> | <b>2</b> | <b>15</b> |         |

| MISC COMPLAINTS  |                   | Jun      | Jul      | Aug      | Sep      | Oct      | Nov      | Dec      | Jan      | Feb      | Mar      | Apr      | May      | TOTAL    | Percent |
|------------------|-------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|---------|
| #30              | Rates             |          |          |          |          |          |          |          |          |          |          |          |          | 0        | 0%      |
| #31              | On Screen Display |          |          |          |          |          |          |          |          |          |          |          |          | 0        | 0%      |
| #32              | No 900 Number     |          |          |          |          |          |          |          |          |          |          |          |          | 0        | 0%      |
| #33              | Carrier of Choice |          |          |          |          |          |          |          |          |          |          |          |          | 0        | 0%      |
| #34              | Network Recording |          |          |          |          |          |          |          |          |          |          |          |          | 0        | 0%      |
| #35              | Other             |          |          |          |          |          |          |          |          |          |          |          |          | 0        | 0%      |
| <b>Sub-Total</b> |                   | <b>0</b> |         |

|                         | Jun      | Jul      | Aug      | Sep      | Oct      | Nov      | Dec      | Jan      | Feb      | Mar      | Apr      | May      | Report Year Total |
|-------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-------------------|
| <b>TOTAL COMPLAINTS</b> | <b>3</b> | <b>4</b> | <b>1</b> | <b>1</b> | <b>2</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>3</b> | <b>6</b> | <b>3</b> | <b>4</b> | <b>27</b>         |

**Minnesota Relay Customer Complaints for June 1, 2009 through May 31, 2010**  
**Total Complaints: 27**

| Date      | Tracking Number | Type of Relay Call | CA Identification Number | Category Number of Complaint | Nature of Complaint  | Date of Resolution | Explanation of Resolution   |
|-----------|-----------------|--------------------|--------------------------|------------------------------|--|--------------------|---|
| 6/15/2009 | K6435414776     | Voice              | 90371M                   | 21                           | Consumer stated that the CA had long pauses and kept asking the relay user to repeat items.  | 6/18/2009          | Apologized and informed consumer the complaint would be forwarded to the relay center for follow-up with the CA. No CA with ID number provider, so relay center was unable to follow-up.  |
| 6/15/2009 | K6435414644     | Voice              | NA                       | 24                           | Hearing user attempted to call Minnesota Relay from work via 711, but only heard TTY tones.  | 6/15/2009          | Apologized and explained that if she waits for 35 seconds after dialing 711, her call should be answered in voice.  |
| 6/23/2009 | K6435425285     | TTY                | NA                       | 24                           | Consumer stated that for several hours she was unable to connect to relay via 711. She was able to connect to relay via the 800 number. Customer would like a follow-up call.  | 6/25/2009          | Attempted to contact the customer several times and received a telephone intercept message that stated that the consumer had not yet set up voice mail. Was not able to leave a message.  |
| 7/6/2009  | K6435843132     | VCO                | NA                       | 24                           | Voice consumer stated that when her brother (VCO user) calls her through Minnesota Relay at either her cell phone or home phone he receives a busy signal. When he calls her direct, he doesn't receive a busy signal. Customer would like a follow-up call.   | 8/7/2009           | Sprint conducted test calls and connected without any issues. Contacted the consumer and her brother happened to be there during the call. He stated that he is not having issues any longer. Confirmed that he was able to connect with the CA, and the CA received a busy signal during the outbound call.                  |
| 7/14/090  | K6435980928     | Voice              | NA                       | 24                           | Consumer stated that when he, his friends, or his family calls into relay they hear tones.   | 7/14/2009          | Apologized. Explained that the next time they call the relay to wait 35 seconds for the answering sequence to scroll to voice, and then ask the CA to brand them as "voice".  |
| 7/22/2009 | K6435988582     | TTY                | NA                       | 3                            | Customer stated that the CA did not follow his instructions. Consumer asked the CA to redial until the call is answered, but the CA only redialed once. The consumer then called back into relay, connected to the same CA, and the CA hung up on the consumer. Customer does not want a follow-up call. | 7/23/2009          | CA stated that she redialed several times before asking the consumer if they wished to continue to redial. At that point the customer swore at the CA and then disconnected the call. The CA does not recall getting the same consumer immediately after the first call, and stated that she did not disconnect the consumer. |
| 7/27/2009 | K6435991276     | Voice              | NA                       | 24                           | Office staff called into relay and heard tones.  | 7/27/2009          | Apologized and explained that if they hear tones when calling into relay, to hang on for 35 seconds while the answering sequence scrolls to voice. Offered presentation to train staff.   |
| 8/17/2009 | K6436549643     | Voice              | NA                       | 24                           | Office staff hear tones when calling Minnesota Relay.  | 8/17/2009          | Apologized and explained that if they hear tones when calling into relay, to hang on for 35 seconds while the answering sequence scrolls to voice. Offered presentation to train staff.   |

| Date       | Tracking Number | Type of Relay Call | CA Identification Number | Category Number of Complaint | Nature of Complaint   | Date of Resolution | Explanation of Resolution  |
|------------|-----------------|--------------------|--------------------------|------------------------------|---|--------------------|--|
| 9/17/2009  | K6437114168     | NA                 | 1255                     | 5                            | Consumer gave the CA the number to dial; CA stated that the number was invalid. When the consumer gave the correct number, the CA hung up on the caller.  | 8/28/2009          | Apologized to consumer for the inconvenience & let consumer know that the information would be passed on to the appropriate person. The CA does not remember the call. Consumer did not request follow up.   |
| 10/14/2009 | K6437637140     | TTY                | 1832F                    | 5                            | TTY consumer stated that they called Minnesota Relay and the CA did not explain anything; the CA just hung up on her.                                     | 10/16/2009         | Apologized to consumer for the inconvenience. CA was met with and issue discussed.   |
| 10/20/2009 | K6438174818     | CapTel             | NA                       | 25                           | Customer experiences disconnects/reconnects during her CapTel calls.  | 10/20/2009         | Sent consumer information explaining the difference between a CapTel and a traditional phone. Advised consumer to try the CapTel at a different wall jack and with another phone cord. Explained to consumer why disconnect/reconnect might be occurring and sent an email with tips to reduce the occurrence.   |
| 2/3/2010   | K6439768342     | Voice              | NA                       | 7                            | Consumer reported that the typing speed of many of the CAs seem slow; wanted to know what the typing requirement was for a CA.                            | 2/3/2010           | Apologized, and explained the FCC mandatory minimum standards for CA typing speed. Also explained items that can slow down a call, such as the TTY user typing slowly and calls through the relay via a modem that only accepts transmissions at a slower rate.  |
| 2/9/2010   | K6439998282     | TTY                | NA                       | 24                           | TTY user stated that many times when her hearing friends and family call into Minnesota Relay, they hear tones.   | 2/9/2010           | Explained the relay answering sequence. If a hearing person hears tones when calling in to the relay, they can wait for up to 40 seconds for the answering sequence to scroll to voice, and then a CA will come on the line. At that point, they may ask the CA to brand their telephone number as "voice" so that when they call in to relay, their call is answered in voice mode by the CA. |
| 2/24/2010  | K6440396471     | CapTel             | NA                       | 29                           | Consumer said that on a call to an automated system she received a prompt that the call would be disconnected shortly, and it subsequently was.           | 3/3/2010           | CapTel customer service collected call data and forward to tech support. Call detail was passed along to call center who confirmed that there was a technical problem on the call in question resulting in the termination of the call. Apologized to consumer.  |
| 3/2/2010   | K6440294474     | TTY                | NA                       | 29                           | Consumer stated that after the completion of multiple calls the CA was not paying attention to the number provide because the CA dialed the wrong number. | 3/10/2010          | Supervisor reviewed the call and there was indication that the CA did dial the number correctly each time. Supervisor identified a workstation specific issue and forwarded a trouble report to technician.  |
| 3/3/2010   | K6440912219     | CapTel             | NA                       | 7                            | Consumer stated that there was several uncorrected word errors on a call.   | 3/4/2010           | Collected information, apologized, and thanked customer for feedback. Details were shared with call center management for follow up with the CA.   |
| 3/9/2010   | K6440927221     | CapTel             | NA                       | 29                           | No dial tone.   | 3/9/2010           | Advised a physical reset that resolved the issue.  |
| 3/9/2010   | K6440929395     | CapTel             | NA                       | 29                           | No dial tone.   | 3/9/2010           | Advised a physical reset that resolved the issue.  |

| Date      | Tracking Number | Type of Relay Call | CA Identification Number | Category Number of Complaint | Nature of Complaint   | Date of Resolution | Explanation of Resolution   |
|-----------|-----------------|--------------------|--------------------------|------------------------------|---|--------------------|---|
| 3/12/2010 | K6440938323     | CapTel             | NA                       | 18                           | Consumer reported seeing "Speaker Unclear" for every name given on an answering machine message.  | 3/12/2010          | Informed consumer that all information she provided would be forwarded to Captioning Services Supervisor for follow up with the CA. Advised playing the message with a different CA to see if that makes a difference.  |
| 3/29/2010 | K6440439799     | TTY                | NA                       | 3                            | Consumer said that the CA did not follow instructions to enter a set of numbers followed by a pound key, and stated that the CA asked them if they wish to hold for a live person.  | 3/29/2010          | Reviewed the call and it clearly indicated that CA followed the consumers instruction and followed relay protocol. Consumer insisted CA was in error and supervisor offered to place the call and went through the same procedure as the CA did. The supervisor redialed the number and was able to then proceed with the call.                       |
| 4/2/2010  | K6441427144     | CapTel             | NA                       | 7                            | Consumer reported that on some calls proper names are not attempted, but rather the CA uses (speaker unclear). Customer expressed the desire for the CA to guess what the caller's name is rather than insert (speaker unclear) as the CA can not ask for clarification.  | 4/2/2010           | Apologized and thanked consumer for feedback. Customers concerns were shared with Call Center management for follow up with the CAs supervisor.   |
| 4/22/2010 | K6441019756     | Voice              | NA                       | 24                           | Called into relay and heard tones instead of a CA answering in voice.   | 4/22/2010          | Apologized, explained that if they wait for up to 35 seconds a CA will connect via voice. Explained that answering sequence is picking up in wrong mode. Offered presentation.  |
| 4/30/2010 | K6441030499     | Voice              | NA                       | 17                           | Voice person received a relay call and felt that a the CA was extremely pushy and wanted to know the relay protocol was on this aspect. Voice person stated that she was "thinking" and during that period of silence, the CA attempted to prompt the voice person to speak so the CA could relay the information. Consumer said that she need to think about the "right" way to responded and told the CA to "wait I'm thinking on how to respond." The comment the voice consumer got back from the CA was "Don't talk to me; I have to type that to the caller." Voice consumer felt it was rude how the CA responded. | 4/30/2010          | Explained relay protocol and apologized for the inconvenience. A CA ID number was provided by caller, but the number is not assigned to any CSD/Sprint relay centers at this time. Unable to follow up with CA due to this. However, a record of this complaint is being distributed to all call centers. Consumer did not want additional follow up. |
| 5/13/2010 | K6441972889     | CapTel             | NA                       | 7                            | Captions were behind the voice significantly at the end of the call.  | 5/19/2010          | Investigated and identified that there was a trouble ticked logged by the captionist, and that a supervisor was called. Updated consumer and apologized for the experience. Maximum delay was 34 seconds rather than the usual 3-4 seconds needed to generate voice recognition due to the captionist typing in some text.                            |

| Date      | Tracking Number | Type of Relay Call | CA Identification Number | Category Number of Complaint | Nature of Complaint   | Date of Resolution | Explanation of Resolution  |
|-----------|-----------------|--------------------|--------------------------|------------------------------|---|--------------------|--|
| 5/14/2010 | K6442012485     | CapTel             | NA                       | 29                           | Customer reported no dial tone on their CapTel phone.                                       | 5/25/2010          | Consumer was unable to get instructions via the phone so a letter was sent with instructions on how to perform a physical rest of the phone.   |
| 5/20/2010 | K6441525762     | TTY                | 1663                     | 26                           | Consumer said that the CA's typing was bad through a long call with lots of garbling.       | 5/25/2010          | Apologized to consumer and the consumer wanted the supervisor to place the call for them. Informed the consumer we would get another CA to process the call, and consumer became abusive. Consumer did not want follow up.   |
| 5/24/2010 | K6442024394     | CapTel             | NA                       | 18                           | CapTel user saw "Speaker Unclear" for the names stated on her daughter's answering machine. | 5/24/2010          | Thanked consumer for reporting the incident and advised her that the call detail she provided was forwarded to the captioning service supervisor for follow up with the CA. Consumer noted that she knew the names, she just wishes the captionist could capture them. |