



CC Docket No. 03-123

**ANNUAL LOG SUMMARY OF
CONSUMER COMPLAINTS
CONCERNING TRS**

June 1, 2009 – May 31, 2010





COMMONWEALTH of VIRGINIA

Ronald L. Lanier
Director

Department for the Deaf and Hard of Hearing

(804) 662-9502 V/TTY
1-800-552-7917

Ratcliffe Building Suite 203
1602 Rolling Hills Drive
Richmond, Virginia 23229-5012

June 30, 2010

Section § 51.5-115 of the *Code* of Virginia designates the Virginia Department for the Deaf and Hard of Hearing (VDDHH) as the agency for the provision and operation of Telecommunications Relay Services (TRS) within our Commonwealth. On behalf of VDDHH, Virginia Relay, and the Virginia Relay Advisory Council, I am pleased to submit the following Annual Log Summary of Consumer Complaints Concerning TRS for the period June 1, 2009 through May 31, 2010. During the reporting period, 4 customer contacts were identified as complaints. Of these 4 complaints, 2 were related to FCC standards. During the same reporting period, 106 service commendations were received.

The current log also includes consumer feedback for Captioned Telephone Services (CTS) for this same period. For the current reporting period a total of 8 complaints were received. Of these 8 complaints, 2 were related to FCC minimum standards. During the same reporting period, 18 service commendations were received. Because our CTS is under contract with a different provider, all consumer complaint data on this relay service is presented in a separate section of our Log.

Thank you for the opportunity to forward this summary of consumer feedback, and we hope you find it beneficial. All questions concerning this submission should be directed to the VDDHH Relay and Technology Programs Manager, Clayton E. Bowen, clayton.bowen@vddhh.virginia.gov. You may also reach him at 1-800-552-7917, voice/TTY.

Sincerely,

A handwritten signature in blue ink that reads "Ronald L. Lanier".

Ronald L. Lanier

CC Docket No. 03-123

ANNUAL LOG SUMMARY OF CONSUMER COMPLAINTS CONCERNING TRS

June 1, 2009 – May 31, 2010

Table of Contents

Telecommunications Relay Services:

Receipt of Consumer Comments and Methodology	4
Discussion of Consumer Complaints	5

Captioned Telephone Relay Services:

Receipt of Consumer Comments and Methodology	6
Discussion of Consumer Complaints	7
Reporting Tables:	
Alleged Violations of the Federal Minimum Standards	7
Days for Resolution of Complaints	7

Annual Virginia Relay Consumer Complaint Log	9
--	---

Summary of Virginia Relay User Feedback	12
---	----

Annual Virginia CapTel Complaint Log	13
--------------------------------------	----

Telecommunications Relay Services

Since 1991, AT&T has consistently provided quality telecommunications relay services in the Commonwealth of Virginia. Our current contract expires January 31, 2011, and we are currently preparing a Request for Proposals for a new multi-year TRS contract.

Receipt of Consumer Comments and Methodology

VA Relay consumers can provide comments on services through three basic avenues. Feedback is received directly by AT&T, directly by VDDHH, or indirectly through the VA Relay Advisory Council and the statewide VDDHH Outreach network.

AT&T receives consumer comments directly through:

- Virginia Relay Customer Care Desk, 1-866-246-9300 (TTY) 1-866-894-4116 (Voice)
- The In-House Relay Account Manager matthew.myrick@vddhh.virginia.gov
- Communication Assistants (CA) and their Supervisors
- AT&T Relay Customer Service Line 1-800-682-8786 (TTY) 1-800-682-8706 (Voice)
- AT&T National Relay Website www.att.com/relay
- Consumer Correspondence

VDDHH receives consumer comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form www.vddhh.org
- Virginia Relay Website, www.varelay.org
- VDDHH Customer Service E-mail Address frontdesk@vddhh.virginia.gov
- Public Meetings and Regional Consumer Forums
- Consumer Correspondence

VDDHH receives consumer comments indirectly through:

- The Virginia Relay Advisory Council whose members represent consumer organizations or specific types of relay users
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of Virginia Relay, its operations and services.

All consumer feedback whether received directly or indirectly is recorded in AT&T's automated Commendation, Inquiry, and Complaint System, more commonly referred to as CICS. All comments are entered into the CICS database within twenty-four hours of receipt, whether received by AT&T or provided through VDDHH. AT&T is contractually required to forward VDDHH an electronic copy of each entry within the ensuing twenty-four hour period. The majority of CICS complaints are received at the Virginia Relay Customer Care Center where they are responded to and resolved by Center personnel. For complaints received directly by VDDHH, staff members provide the response to the consumer in many cases. A copy of the consumer's comments is

electronically forwarded to AT&T for CICS entry and appropriate documentation and follow-up.

Any complaints directly related to CA performance are routed to a center Associate Manager who is required to meet with the individual CA within seventy-two hours of receipt of the complaint. Additional CA training is then scheduled if appropriate.

Complaints or inquiries related to technical or billing issues are not subject to a specific deadline since technical research or follow-up with other entities may be necessary. However, timely resolution of these items is still required and monitored by VDDHH. In addition, the Virginia State Corporation Commission is available to assist VDDHH with billing issues related to phone companies under their jurisdiction.

Copies of all CICS entries are maintained by VDDHH and reconciled to the monthly CICS report summary provided by AT&T. VDDHH staff members immediately investigate any complaints not indicating resolution during the month in question. Since June of 2000, any CICS entry related to an alleged violation of FCC TRS standards or of more stringent Virginia contract requirements is identified and filed separately. This allows for a clear annual accounting of specific complaints related to FCC or state contract requirements. These complaints are also noted in the annual submission of our FCC Complaint Log. All CICS entries and monthly reports are retained by VDDHH for a minimum of five years.

Discussion of Consumer Complaints

For the current FCC reporting period, 489 customer contacts were received and reported through CICS. Of this number, only 4, or less than 1% of total contacts were identified as complaints. Of these 4 complaints, 2 were identified as alleged violation of the federal minimum standards.

Both reportable complaints were related to Gender Accommodation. The complaints were reported on the same day and alleged against the same Communications Assistant. Center management was able to resolve the complaints on the same day, and appropriate action was taken with the Communications Assistant involved.

Alleged Violations of the Federal Minimum Standards

Transparency	0
Confidentiality	0
Verbatim Relay of Call (Accuracy)	0
In Call Replacement	0
Answer Speed (Waiting Time)	0
Typing Speed	0
Gender Accommodation	2

Number of Days for Resolution of Federal Minimum Standards Complaints

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46 –90 days
Transparency							
Confidentiality							
Verbatim							
In Call Replace							
Answer Speed							
Typing Speed							
Gender Accommodation	2						

A summary of all TRS consumer contacts and a list of all complaints received appear beginning on page 8. FCC reportable complaints are highlighted in yellow.

Captioned Telephone Relay Services

After an extremely successful twenty one-month trial of the service, Virginia began offering Captioned Telephone Services as an on-going part of Virginia Relay on April 1, 2004. While our contract for traditional relay services is with AT&T, a separate contract for CapTel™ services was established with Sprint Relay. The CapTel call centers are operated by Captioned Telephone, Incorporated (CTI). In accordance with FCC standards, CTS became 7-1-1 accessible in Virginia for hearing callers on August 1, 2004. Our current contract expires March 31, 2011, and we are currently preparing a Request for Proposals for a new multi-year CTS contract.

Receipt of Consumer Comments and Methodology

Virginia CTS users can also provide comments on services through three basic avenues. Feedback is received directly by Sprint/CTI, directly by VDDHH, or indirectly through the Virginia Relay Advisory Council and the statewide VDDHH Outreach network. Our Relay Council currently includes a member representing CapTel users.

Sprint/CTI receives CTS user comments directly through:

- CapTel Customer Service Line 1-800-482-2424 (TTY) 1-877-243-2823 (Voice)
- CapTel Customer Service Email service@ultratec.com
- CapTel National Website www.captionedtelephone.com
- Virginia CapTel Account Manager andrew.brenneman@sprint.com
- Consumer Correspondence

VDDHH receives CTS user comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form www.vddhh.org
- VA Relay Website, www.varelay.org
- VDDHH Customer Service E-mail Address frontdsk@vddhh.virginia.gov
- In-House VDDHH CapTel Specialist trish.banks@vddhh.virginia.gov
- VDDHH Public Meetings and Regional Consumer Forums
- Consumer Correspondence

VDDHH receives CTS user comments indirectly through:

- The Virginia Relay Advisory Council whose members represent consumer organizations or specific types of relay users
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of Virginia Relay, its operations and services.

In addition to these three basic avenues, VDDHH has worked out an agreement with AT&T that any CTS user comments received at the Customer Care Desk at the VA Relay center will be accepted and immediately forwarded to VDDHH for follow-up with Sprint.

All CTS user comments are provided to VDDHH by Sprint on a monthly basis. Any complaint that is not resolved within the reporting period is then documented and investigated by VDDHH staff.

Discussion of Captioned Telephone Consumer Complaints

A total of 8 complaints were received on CTS during the current reporting period, the majority were technical in nature. Two (2) of the complaints were considered alleged violations of FCC standards, both related to Accuracy (of captions). The remaining complaints were satisfactorily resolved by CTI Customer Service Representatives within 5 days. A breakdown of the FCC reportable complaints follows.

Alleged Violations of the Federal Minimum Standards

Transparency	0
Confidentiality	0
Verbatim Relay of Call (Accuracy)	2
In Call Replacement	0
Answer Speed (Waiting Time)	0
Typing Speed	0

Number of Days for Resolution of Federal Minimum Standards Complaints

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46 –90 days
Transparency							

Confidentiality							
Verbatim	1			1			
In Call Replace							
Answer Speed							
Typing Speed							

More information on each of the above reportable complaints is presented in the annual Virginia CapTel Complaint Tracking chart on page 12. Those 7 complaints considered FCC reportable are highlighted in yellow.

Annual Consumer Complaints Summary

& Summary of All Consumer Feedback

June 1, 2009 – May 31, 2010



VIRGINIA CONSUMER COMPLAINT SUMMARY

June 2009

No Complaints Received

July 2009

TTY July 16, 2009

The customer complained the CA would not answer his/her questions.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: July 16, 2009

FCC: N/A

August 2009

No Complaints Received

September 2009

TTY September 28, 2009

The customer complained the CA did not comply with his/her request for a female CA.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: September 28, 2009

FCC: Gender Accommodation

TTY September 28, 2009

The customer complained the CA did not comply with his/her request for a female CA.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: September 28, 2009

FCC: Gender Accommodation

October 2009

No Complaints Received

November 2009

No Complaints Received

December 2009

No Complaints Received

January 2010

TTY January 24, 2010

The customer said the CA did not provide ID.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 25, 2010

FCC: N/A

February 2010

No Complaints Received

March 2010

No Complaints Received

April 2010

No Complaints Received

May 2010

No Complaints Received

**Virginia Relay Service
Customer Contact Report
June 2009 -- May 2010**

I. Commendations	Voice	TTY	Total
CA/OPR Related	29	74	103
Relay/OSD Related	1	2	3
Other			
Total Commendations	30	76	106
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner		1	1
Typing Skill/Speed			
English Grammar			
CA Hung up on me			
Other (CA/OPR)		3	3
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints		4	4
III. Inquiries/Comments	Voice	TTY	Total
General Information	24	12	36
Outreach/Marketing	8	5	13
Explain Relay	74	32	106
TTY Distrib/Purchase	71	6	77
LEC Service	12		12
Billing/Rate	10	2	12
Computer Settings			
Technical Related	2	3	5
Other	82	36	118
Total Inquiries/Comments	283	96	379
Grand Total	313	176	489

Captioned Telephone Relay  **CapTel** by Ultratec

Annual Consumer Complaints Log

June 1, 2008 – May 31, 2009



Complaint Tracking for VA/CapTel (06/01/2009-04/30/2010). Total Customer Contacts: 9

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/16/09	Accuracy of Captioning	06/16/09	The customer shared feedback regarding the accuracy of the captions and provided specific call data on a call to an automated system. The Customer Service Representative apologized for the incident. The call detail was shared with the Call Center management and follow-up was done with the Communications Assistant's supervisor. The customer noted corrections were made and accuracy was provided, but noted too many corrections in brackets for smooth reading.
2	06/30/09	Technical - General	07/01/09	The customer noted a problematic captioned call and the call log data was collected and investigated further. The Customer Service Representative advised the customer that a trouble ticket was documented by the captionist on the call and that may have adversely affected the call. The Customer Service Representative apologized to the customer for the incidence and asked them to try their call again
3	08/13/09	Captions – stopped in middle of call	08/13/09	The customer shared feedback regarding the captions stopping during an informational recording. The captions then resumed when the call connected back with a live person. The Customer Service Representative apologized for the incidence and thanked the customer for the feedback and informed them that information would be shared with the appropriate captioning service staff for follow up.
4	09/10/09	Disconnect/Reconnect during calls	09/15/10	The Customer Service Representative sent the customer information explaining the difference between a CapTel and a traditional phone. They explained to customer why disconnect/reconnect might be occurring and sent them an email with tips to reduce their occurrence.
5	09/23/09	Accuracy of Captions	10/01/09	The customer shared feedback regarding the accuracy of the captions and provided specific call data. The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. The call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's supervisor. The supervisor reviewed proper procedure related to captioning of recording systems and increased monitoring of this Communication Assistant.
6	11/12/09	Disconnect/Reconnect during calls	11/13/09	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence. Tips applied by the customer remedied the circumstance.

7	02/09/10	Disconnect/Reconnect during calls	02/09/10	Customer indicated that her captioned calls cut in and out in the middle of her calls. CSR researched and found technical detail shows her line is unable to sustain a steady data connection so continuously is disconnecting and reconnecting not allowing an effective connection. CSR advised her to explore what may be causing interference due to something within her set up or the quality of her phone line phone jack or phone network. CSR gave tips on what can be checked to investigate.
8	04/27/10	Dial Tone – Not heard	04/27/10	Customer reported that the CapTel did not have a dial tone. CSR advised customer to perform a physical reset of the CapTel phone which resolved the customer's experience.

