

InTRAC

Indiana Telephone Relay Access Corporation
for the Hearing and Speech Impaired

June 24, 2010

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

Received & Inspected

JUN 25 2010

FCC Mail Room

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Secretary Dortch:

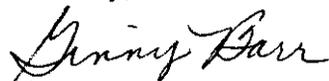
Thank you for the opportunity to provide you with the information on Indiana's consumer complaint logs for June 1, 2009 through May 31, 2010. I have enclosed:

- Annual Indiana Complaint Log TRS/CapTel (6/01/09-5/31/10)
 - Original and four copies
- Letter from Relay Provider, Sprint

All of the consumer complaints regarding Relay Indiana Service have been resolved satisfactorily under 180 days. Sprint Customer Service recorded 20 complaints and a narrative of resolution accompanies each customer call. No complaints were filed directly with InTRAC. Sprint's attached letter addresses that the number of interstate calls will be filed directly with the FCC as a sealed document.

If you need more information, please contact me at 317-334-1413 or by email, ginny.barr@relayindiana.com

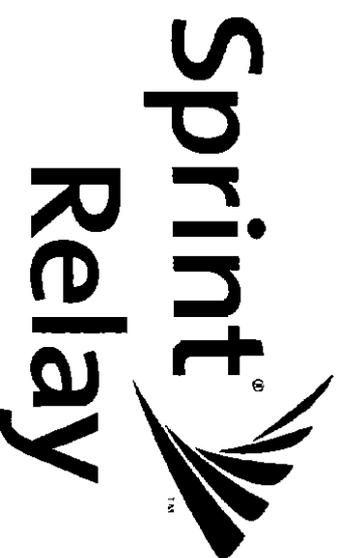
Sincerely,



Ginny Barr
Executive Director

Enc.

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Indiana FCC Complaint Log 2009-2010

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Complaint Tracking for IN (06/01/2009-05/31/2010). Total Customer Contacts: 20

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/03/09	Account Login Failure	06/03/09	A customer's unit account was activated, and is now operational.
2	06/18/09	Accuracy of captions	06/23/09	A customer shared feedback regarding some word errors during a call. A Customer Service Representative apologized for the incident, and thanked the customer for bringing attention to the matter. The customer stated a date and time, but when the Customer Service Representative tried to match this with a specific call and Communication Assistant, the records could not be matched. The Customer Service Representative assured the customer that this complaint would still be documented despite the inability to follow up with a Communication Assistant.
3	06/22/09	A customer stated that the Communication Assistant did not pay attention when the customer requested another call. His print out shows that he attempted to get the attention of the Communication Assistant five times. Customer Service explained that this could have been due to a technical issue and apologized. Follow up was requested.	06/22/09	This was reassigned to the Program Manager. The operator received appropriate training and it is now closed.
4	08/21/09	Accuracy of captions	08/21/09	A customer called to report that during a call "(speaker unclear)" appeared several times. The customer was able to provide the time date and Communication Assistant number. A Customer Service Representative explained the reasoning behind (speaker unclear) during captioned calls, and noted that the captionist cannot ask for clarification during a call. The Customer Service Representative thanked the customer for providing the call detail. The Customer Service Representative sent the call detail information to Call Center Management for specific follow up with the captionist on the call. The customer was satisfied.
5	09/16/09	Accuracy of captions	09/16/09	A customer shared feedback regarding the accuracy of captions and was able to provide specific call data. A 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 Communication Assistant with a supervisor.
6	10/01/09	A customer stated that he provided a number to dial, and waited approximately two minutes before the Communication Assistant responded. The customer then asked for a supervisor, but the TTY signal indicated that they had been disconnected. Apologized for the inconvenience, and assured the customer that this would be forwarded to the appropriate person. No follow up was requested.	10/01/09	The Communication Assistant admitted to disconnecting some customers during the day, but only during ASCII search situations, or internet calls where there was no response. The Communication Assistant was informed that if complaints were to continue like this, the matter would be dealt with very seriously.
7	10/06/09	Technical - General	10/06/09	A customer reported that they saw a message on their CapTel screen to hang up and try the call again after a prompt regarding technical issues. The customer was informed that this seems to be an isolated incident where the captionist documented difficulty with no audio, which explains the prompt that the customer received. Apologized to the customer for the situation. The customer understood.
8	10/15/09	Accuracy of captions	10/20/09	A customer shared feedback regarding the accuracy of captions on two different calls where the Communication Assistants captioned the phone number on a recording incorrectly. The customer provided specific call data. A 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 Communication Assistant by a supervisor.

9	11/13/09	Accuracy of captions	11/13/09	A customer shared general feedback regarding the accuracy of captions. A Customer Service Representative apologized for the incident, and thanked the customer for bringing attention to this. The customer did not have any specific examples, so the Customer Service Representative suggested that the customer document the date, time, and Communication Assistant Identification number of any future calls. The customer has not provided any more detail regarding this matter.
10	01/13/10	A TTY customer's caller ID number is not projecting to relay. Apologized, and submitted a trouble ticket. No follow up was requested.	01/13/10	The customer did not request a follow up.
11	02/15/10	Dial Tone - Not heard	02/15/10	A customer's helper said that their CapTel phone was dead. A Customer Service Representative advised a physical reset which did not restore the dial tone. The Customer Service Representative then asked the helper to test the phone jack with another device. It was discovered that the phone jack had no dial tone. The Customer Service Representative advised the helper to restore the dial tone on the phone jack, and then try the CapTel again.
12	02/17/10	Unable to make captioned calls	02/17/10	A customer's wife reported that the customer was unable to reach a specific phone number. An adjustment was made by the carrier to correct the routing of the call. It was confirmed that this resolved the customer's experience.
13	02/23/10	Dial Tone - Not heard	02/23/10	A customer's son called and was trying to set-up a CapTel device for his mother but the phone had no dial tone and the captions would not work. A Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
14	02/24/10	Dial Tone - Not heard	02/24/10	A customer's helper reported no dial tone on their CapTel phone. A Customer Service Representative advised the customer to do a physical reset. It was confirmed that this resolved the issue.
15	03/17/10	Answering machine message retrieval	03/17/10	A customer indicated that the speaker on the receiving end was breaking up while using their CapTel phone to caption his external answering machine messages. A Customer Service Representative explained the causes of this, and informed the customer that on this specific call, the Communication Assistant had noted that they experienced very low volume, which compromised their ability to accurately caption his messages.
16	04/13/10	Dial Tone - Not heard	04/13/10	A customer reported that there was no dial tone on her CapTel phone. A Customer Service Representative advised a physical reset. It was confirmed that this resolved the customer's experience.
17	04/16/10	A customer stated that the Communication Assistant refused to give their identification until the customer said they would refuse the call if the identification was not provided. Apologized for the inconvenience. Follow up was requested.	04/20/10	The Communication Assistant typed the outbound request for his ID to the inbound because the caller had requested a do not announce call. The Supervisor coached the agent to provide the ID number any time it is requested regardless of call type or instructions. The Supervisor contacted the customer and provided an explanation, apology and informed them that he had spoken with the Communication Assistant.
18	04/30/10	Dial Tone - Not heard	04/30/10	A customer's granddaughter called and stated that their CapTel had no dial tone. A Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
19	05/17/10	Dial Tone - Not heard	05/17/10	A customer reported no dial tone heard on their CapTel. A Customer Service Representative advised a physical reset and this resolved the customer's experience.

20	05/17/10	Dial Tone - Not heard	05/17/10	A customer's son reported no dial tone on their CapTel phone after a series of storms came through their area. Through troubleshooting a Customer Service Representative was able to advise him to replace the phone cord that connected the CapTel to the wall phone jack.
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