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JUN 28 2010
FCC Mail Room

June 22, 2010

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

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:

Please find attached, the Complaint Tracking Report for Oklahoma in response to the above referenced docket. The report is for the time frame from June 1, 2009 through May 31, 2010. There are a total of 16 customer contacts reported.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is considered proprietary and confidential by Sprint, the relay service provider for Oklahoma. It is my understanding that Sprint will provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential.

If you have any questions or would like to discuss the enclosed report, please contact me.

Sincerely,

A handwritten signature in blue ink that reads 'Bob Stafford'.

Bob Stafford
Executive Vice President

Attachments

No. of Copies rec'd 0
List ABCDE

Complaint Tracking for OK (06/01/2009-05/31/2010). Total Customer Contacts: 16

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/11/09	A customer said that they gave the agent their calling card information and an international number to dial. The customer did not get a response from the agent for 2 to 3 minutes. Customer Service assured the customer that the Communication Assistant would be coached on the proper way to process calling cards and international calls.	06/15/09	The Communication Assistant was unsure of how to process this type of call. He was trying to find the instructions on how to process calling cards while waiting for supervisor assistance. The Communication Assistant was coached on keeping the customer informed or to type "one moment please." He was also coached on proper billing procedures, which include, but are not limited to, calling cards and the dialing out of international phone numbers.
2	06/26/09	A customer said that the Communication Assistant hung up on them in the middle of the call. Apologized for the inconvenience and informed them that this information would be forwarded to the appropriate person. No follow up was requested.	06/30/09	The Communication Assistant did not remember this call, but was coached on the importance of not disconnecting calls, and the consequences of doing so.
3	06/27/09	A customer reported that when he tried to place an international call using a phone card, the Communication Assistant did not inform him of anything for 5 minutes. The customer was then told that the line was not ringing. The customer's phone card was charged for 5 minutes. The customer does not believe that the line would not ring because he has never experienced that before. Apologized to the customer, and told him that this information would be forwarded to the appropriate person. The customer requested a follow up.	06/27/09	The Team Leader met with the Communication Assistant and coached them on the importance of keeping the customers informed about the status of a call. The Communication Assistant understood. There were several attempts to follow up at the number provided, but there was no answer.
4	07/13/09	A customer said that they provided information for an international call, but that the Communication Assistant typed "thank you" and then hung up.	07/14/09	This Communication Assistant Identification number is currently unassigned. The customer did not request a follow up, therefore further investigation is not possible.
5	07/20/09	Captions - stop in middle of call	07/20/09	A customer shared that the captions cut off in the middle of their call. A Customer Service Representative investigated, and found that some calls were disconnected/reconnected due to data disruption. The customer did not have the time and date of the call, so it could not be confirmed that this was the cause. The Customer Service Representative suggested that the customer document the date, time, and Communication Assistant Identification number of any future calls in order to effectively pinpoint the cause. The customer understood.
6	08/03/09	A customer said that the Communication Assistant did not respond once the outbound line answered, and they only typed the gender and the greeting. Apologized and informed the customer that a Supervisor would follow up with the Communication Assistant. The customer does not want a follow up.	08/04/09	The Communication Assistant said that there were technical difficulties on the call.
7	09/06/09	A VCO customer was upset because she requested a supervisor at the end of a call, but the Communication Assistant did not get a supervisor on the line. The VCO customer had to reconnect to relay, and then be transferred to Customer Service. The Customer Service Representative apologized for the situation, and informed the customer that this information would be forwarded to the appropriate individual. No follow up was requested.	09/06/09	The Supervisor met with the Communication Assistant who said that she had just taken over the call, typed a few words, and then the call was over. The customer requested a supervisor, but the Communication Assistant gave the customer her identification number before getting the supervisor. The customer then disconnected. It appears that the call was handled appropriately. The Supervisor and Communication Assistant reviewed the importance of quickly informing the customer "one moment please for supervisor" or something

8	10/06/09	A customer said that prior to dialing out they gave the Communication Assistant a message to voice to a specific person at a restaurant. When that specific person came on the line, the Communication Assistant would not relay the message. Apologized to the customer, and informed them that this would be forwarded to the appropriate person. The customer was satisfied, and did not request a follow up.	10/06/09	The Communication Assistant was not at fault, and it was confirmed that they followed the correct call processing procedures.
9	12/23/09	A customer said that the Communication Assistant refused to give a message that had been typed. The customer got angry, and hung up to get a different Communication Assistant. Apologized for the inconvenience, and thanked the customer for the feedback. The customer would like a follow up call.	12/30/09	The Communication Assistant did not remember the call or the circumstances. The Supervisor did not feel that there was enough information to clarify the problem. The Communication Assistant was coached to always be sure to relay everything. A follow up call was made to the customer.
10	03/16/10	A customer said that the Communication Assistant dialed incorrect numbers, and therefore messed up their call. The customer's notes state to make international calls. Apologized to the customer, and no follow up was requested.	03/16/10	The Team Leader met with the Communication Assistant to go over proper call procedures with specific attention to following customer notes and dialing the exact number provided by the caller. The Communication Assistant understood.
11	03/16/10	The Communication Assistant did not follow the customer's database instructions. The customer's notes state to make international calls. The Communication Assistant dialed the wrong number. Apologized to the customer for the inconvenience. No follow up was requested.	03/16/10	The Team Leader met with the Communication Assistant. They did not remember this call, but did demonstrate to the Team Leader that they were able to process a billing card commonly used for international calls. The Team Leader coached the Communication Assistant to have the call documented anytime a customer says the operator dialed a wrong number.
12	03/25/10	A customer said that their message was garbled, and that they asked the Communication Assistant to repeat, but they would not. The customer was thanked for their feedback, and informed that this information would be sent to the appropriate person. The customer would like a follow up call.	03/29/10	There was insufficient information, so the contact has been closed. Customer Service attempted to reach the TTY customer several times, but unsuccessfully.
13	03/30/10	Technical - General	03/30/10	A customer said that she had difficulty calling a particular number. Technical support added a new area code/prefix combination to the system database which allowed the customer to successfully complete a captioned call through CapTel. It is confirmed that this issue has been resolved.
14	04/15/10	Dial Tone - Not heard	04/15/10	A customer's friend stated that the customer's phone is not working. The customer subsequently contacted customer service and reported that her phone was working again. It was confirmed that the customer's experience was resolved.
15	04/21/10	A customer said that during a call they reached an answering machine, and typed a message to be relayed onto the machine. During the message, a live person answered. The customer requested that the message be read to the live person, but the Communication Assistant refused. The supervisor apologized.	04/21/10	The Communication Assistant did not remember this call, but was coached on proper procedures. She is now aware that if this situation occurs again, she is able to repeat the message.
16	05/25/10	A customer said that their call went fine, but while saying goodbye to the operator, they received garbling. They asked the Communication Assistant to repeat, but the call as disconnected. The customer was thanked for their feedback. No follow up was requested.	05/27/10	The Supervisor spoke to Communication Assistant. She said she did not remember this specific call, but said that if there was garbling she probably assumed that the customer was closing the call. She was coached on always clarifying if there is any type of garbling, and was also reminded of the consequences of disconnecting calls.

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1	06/11/09	A customer said that they gave the agent their calling card information and an international number to dial. The customer did not get a response from the agent for 2 to 3 minutes. Customer Service assured the customer that the Communication Assistant would be coached on the proper way to process calling cards and international calls.	06/15/09	The Communication Assistant was unsure of how to process this type of call. He was trying to find the instructions on how to process calling cards while waiting for supervisor assistance. The Communication Assistant was coached on keeping the customer informed or to type "one moment please." He was also coached on proper billing procedures, which include, but are not limited to, calling cards and the dialing out of international phone numbers.
2	06/26/09	A customer said that the Communication Assistant hung up on them in the middle of the call. Apologized for the inconvenience and informed them that this information would be forwarded to the appropriate person. No follow up was requested.	06/30/09	The Communication Assistant did not remember this call, but was coached on the importance of not disconnecting calls, and the consequences of doing so.
3	06/27/09	A customer reported that when he tried to place an international call using a phone card, the Communication Assistant did not inform him of anything for 5 minutes. The customer was then told that the line was not ringing. The customer's phone card was charged for 5 minutes. The customer does not believe that the line would not ring because he has never experienced that before. Apologized to the customer, and told him that this information would be forwarded to the appropriate person. The customer requested a follow up.	06/27/09	The Team Leader met with the Communication Assistant and coached them on the importance of keeping the customers informed about the status of a call. The Communication Assistant understood. There were several attempts to follow up at the number provided, but there was no answer.
4	07/13/09	A customer said that they provided information for an international call, but that the Communication Assistant typed "thank you" and then hung up.	07/14/09	This Communication Assistant Identification number is currently unassigned. The customer did not request a follow up, therefore further investigation is not possible.
5	07/20/09	Captions - stop in middle of call	07/20/09	A customer shared that the captions cut off in the middle of their call. A Customer Service Representative investigated, and found that some calls were disconnected/reconnected due to data disruption. The customer did not have the time and date of the call, so it could not be confirmed that this was the cause. The Customer Service Representative suggested that the customer document the date, time, and Communication Assistant Identification number of any future calls in order to effectively pinpoint the cause. The customer understood.
6	08/03/09	A customer said that the Communication Assistant did not respond once the outbound line answered, and they only typed the gender and the greeting. Apologized and informed the customer that a Supervisor would follow up with the Communication Assistant. The customer does not want a follow up.	08/04/09	The Communication Assistant said that there were technical difficulties on the call.
7	09/06/09	A VCO customer was upset because she requested a supervisor at the end of a call, but the Communication Assistant did not get a supervisor on the line. The VCO customer had to reconnect to relay, and then be transferred to Customer Service. The Customer Service Representative apologized for the situation, and informed the customer that this information would be forwarded to the appropriate individual. No follow up was requested.	09/06/09	The Supervisor met with the Communication Assistant who said that she had just taken over the call, typed a few words, and then the call was over. The customer requested a supervisor, but the Communication Assistant gave the customer her identification number before getting the supervisor. The customer then disconnected. It appears that the call was handled appropriately. The Supervisor and Communication Assistant reviewed the importance of quickly informing the customer "one moment please for supervisor" or something

8	10/06/09	A customer said that prior to dialing out they gave the Communication Assistant a message to voice to a specific person at a restaurant. When that specific person came on the line, the Communication Assistant would not relay the message. Apologized to the customer, and informed them that this would be forwarded to the appropriate person. The customer was satisfied, and did not request a follow up.	10/06/09	The Communication Assistant was not at fault, and it was confirmed that they followed the correct call processing procedures.
9	12/23/09	A customer said that the Communication Assistant refused to give a message that had been typed. The customer got angry, and hung up to get a different Communication Assistant. Apologized for the inconvenience, and thanked the customer for the feedback. The customer would like a follow up call.	12/30/09	The Communication Assistant did not remember the call or the circumstances. The Supervisor did not feel that there was enough information to clarify the problem. The Communication Assistant was coached to always be sure to relay everything. A follow up call was made to the customer.
10	03/16/10	A customer said that the Communication Assistant dialed incorrect numbers, and therefore messed up their call. The customer's notes state to make international calls. Apologized to the customer, and no follow up was requested.	03/16/10	The Team Leader met with the Communication Assistant to go over proper call procedures with specific attention to following customer notes and dialing the exact number provided by the caller. The Communication Assistant understood.
11	03/16/10	The Communication Assistant did not follow the customer's database instructions. The customer's notes state to make international calls. The Communication Assistant dialed the wrong number. Apologized to the customer for the inconvenience. No follow up was requested.	03/16/10	The Team Leader met with the Communication Assistant. They did not remember this call, but did demonstrate to the Team Leader that they were able to process a billing card commonly used for international calls. The Team Leader coached the Communication Assistant to have the call documented anytime a customer says the operator dialed a wrong number.
12	03/25/10	A customer said that their message was garbled, and that they asked the Communication Assistant to repeat, but they would not. The customer was thanked for their feedback, and informed that this information would be sent to the appropriate person. The customer would like a follow up call.	03/29/10	There was insufficient information, so the contact has been closed. Customer Service attempted to reach the TTY customer several times, but unsuccessfully.
13	03/30/10	Technical - General	03/30/10	A customer said that she had difficulty calling a particular number. Technical support added a new area code/prefix combination to the system database which allowed the customer to successfully complete a captioned call through CapTel. It is confirmed that this issue has been resolved.
14	04/15/10	Dial Tone - Not heard	04/15/10	A customer's friend stated that the customer's phone is not working. The customer subsequently contacted customer service and reported that her phone was working again. It was confirmed that the customer's experience was resolved.
15	04/21/10	A customer said that during a call they reached an answering machine, and typed a message to be relayed onto the machine. During the message, a live person answered. The customer requested that the message be read to the live person, but the Communication Assistant refused. The supervisor apologized.	04/21/10	The Communication Assistant did not remember this call, but was coached on proper procedures. She is now aware that if this situation occurs again, she is able to repeat the message.
16	05/25/10	A customer said that their call went fine, but while saying goodbye to the operator, they received garbling. They asked the Communication Assistant to repeat, but the call as disconnected. The customer was thanked for their feedback. No follow up was requested.	05/27/10	The Supervisor spoke to Communication Assistant. She said she did not remember this specific call, but said that if there was garbling she probably assumed that the customer was closing the call. She was coached on always clarifying if there is any type of garbling, and was also reminded of the consequences of disconnecting calls.