



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

Received & Inspected

JUN 30 2010

FCC Mail Room

Lee A. Solomon
President

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June 24, 2010

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, 2009 through May 31, 2010, which alleged violations of FCC rules regarding Telephone Relay Service. The service provider, Sprint received directly, a total of forty-three complaints and their summary of these complaints is included herewith as part of our response.

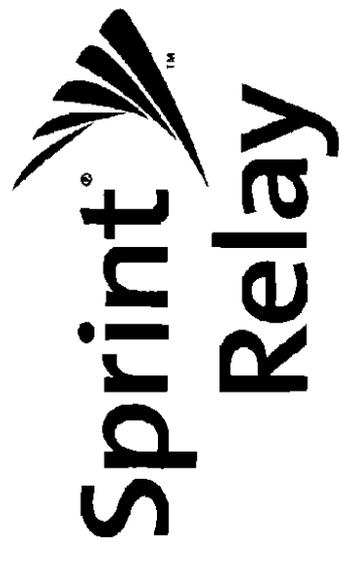
Sincerely,

A handwritten signature in cursive script that reads "Anthony Centrella" followed by a vertical line and the letters "1/15".

Anthony Centrella, Director
Division of Telecommunications

AC/bg/dr

1 Copies rec'd 0+4
MR. ACCIDE



**New Jersey FCC Complaint Log
2009-2010**

Complaint Tracking for NJ (06/01/2009-05/31/2010). Total Customer Contacts: 43

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/11/09	Customer had notes asking agent not to type answering machines or recordings, however, the agent typed answering machine. The customer was thanked for taking the time to let us know.	06/12/09	The agent was coached on remaining focused on every call and making sure to pay attention to the notes. The agent apologized for the incorrect processing of the customer's request and assured the supervisor that she has been more diligent.
2	06/22/09	The customer was on hold to outbound for up to ten minutes and while on hold the call went blank and the agent hung up. The customer was apologized to and assured that this information would be forwarded to the appropriate supervisor	06/22/09	The agent was followed up with regarding this specific call. The agent stated that the call was on hold for a long time and then dropped. The agent got a green disconnect flag indicating the call had disconnected. The agent said she typed to the inbound caller "lost connection, would you like a redial?" but the inbound hung up without responding to the agent.
3	06/24/09	The customer's notes say to not type any messages or recordings. The agent started to type the answering machine message. The customer was apologized to for this inconvenience.	07/02/09	After making a few calls for the inbound, the agent did accidentally type a couple words of an answering machine greeting, but remembered immediately the customer notes and finished with sending the answering macro. The agent called over a supervisor to witness what happened and the supervisor ended up taking over the call per the customer's request (according to the agent). The agent was coached to always look over customer notes throughout the call in order to ensure proper call handling procedures.
4	06/26/09	The operator did not leave a message as the customer had requested.	06/26/09	The agent was not identified. The supervisor told the caller to please have the agent ID in the future so that the problem may be corrected.
5	06/26/09	A FL voice customer said her sister is a TTY user and cannot reach her using relay. She says the number is "blocked," and AT&T said the problem is with the Relay service. Apologized for inconvenience, and explained that relay cannot block numbers. A follow up was requested.	06/26/09	The account manager called three times, but made no contact with this customer. The customer never called back with any more complaints.
6	07/11/09	The customer tried to place a directory assistance call but the agent was unable to do it smoothly. When the customer asked for the agent's ID the agent would not disclose and got the supervisor. The customer felt that the supervisor was evasive and reluctant to give out agent ID but finally relented. The customer has had growing problems with relay and said that "New Jersey, New Mexico, and New York were the worst in comparison to the service in California." Apologized to the customer for this and said the agent should disclose ID when requested and the supervisor should be more helpful and less evasive. We informed the customer that this issue would be sent to the call center. No follow-up call requested.	07/11/09	The team leader met with the agent. They went over proper call procedures and the importance of providing the customer with information that is requested. Team leader advised the agent that if they experience problems of any type to notify a supervisor immediately so the situation can be resolved and the customer will receive good customer service. The agent understands.
7	07/27/09	A NJ voice customer has been unable to reach relay via 711 for a couple of weeks by either home or cell phone. Apologized for inconvenience, and provided the 800 number as an alternative. A follow up was requested	07/27/09	The account manager spoke with the customer. The customer expressed thanks for contacting her back and said everything was fine. "I am so grateful for everything you do with Relay for my family". No further follow ups.

8	07/31/09	Accuracy of captions	07/31/09	The customer shared feedback regarding accuracy of captions noting corrections were made but the customer felt no errors should appear even if they are corrected. A customer service representative apologized for the incident and thanked the customer for bringing their experience to our attention. The feedback was received passed on to Call Center Management. The customer did not have a specific call to report but just wanted to share the general feedback. The customer service representative suggested the customer consider documenting the date time and agent ID of any future calls to allow us to take specific action with the agent captioning the call.
9	08/01/09	Accuracy of captions	08/01/09	The customer shared feedback regarding accuracy of captions. A customer service representative apologized for the incident and thanked the customer for bringing their experience to our attention. The customer service representative suggested that the customer document the date time and agent ID of any future calls to allow us to take specific action with the agent captioning the call.
10	08/03/09	A New Jersey TTY customer has Comcast as their long distance carrier, but is getting the recording "You have reached the Sprint Network etc", when calling a long distance number. Customer service apologized to the customer and turned in a trouble ticket. Customer service also called Comcast to verify that the individual is a Comcast customer, and also verified no blocks on their number. No follow up was requested.	08/03/09	Technical Support went through extensive testing, and did not have any blocking issues with this number. Comcast was called to get this resolved, since the issue needed to be referred to their long distance carrier of choice. Customer did not request any follow up, but technical support left a message explaining the resolutions and the referral to Comcast.
11	08/12/09	Accuracy of captions	08/12/09	The customer shared feedback regarding the excessive occurrence of (Speaker Unclear) on some captioned calls. A customer service representative apologized for the incident and thanked the customer for bringing their experience to our attention. The customer service representative also suggested that the customer document the date time and agent ID of any future calls to allow us to take specific action with the agent captioning the call.
12	09/11/09	A VCO customer experienced problems making long distance calls via New Jersey Relay for the past month and a half when he requested Comcast be entered into his Database. Apologized for the problem encountered and advised that a Trouble Ticket and complaint would be entered regarding this issue. The customer requested follow up as soon as possible.	12/11/09	Several attempts to reach the customer have not gone through. The phone rings, but then changes to busy. There has been no connection to determine if this issue is still occurring. Technicians were able to resolve the long distance problem and made successful calls. The customer has never called back.
13	09/14/09	Disconnect/Reconnect during calls	09/14/09	The customer was sent information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter with tips to reduce the occurrence.
14	09/15/09	Dialing Issue - Unable to dial regional 800 number	09/15/09	Technical Support made an adjustment so that the CapTel user can successfully make a captioned call to a regional 800 number. It was confirmed that the customer can successfully make a call.

15	10/01/09	A customer has filed four previous complaints. He has had to redial 15 times before reaching a live operator, and this has been an ongoing problem.	10/01/09	Account Manager has handled this customer's complaints before, and called 3 times using the previous contact information. The customer never returned any messages. The Account Manager had to close the complaint.
16	10/09/09	The 911 operator stated when receiving an emergency call the agent was extremely rude and cut off the 911 operators' questions about relay. The customer service agent apologized for the inconvenience and stated that the operator's supervisor would speak with the agent. The customer did not request a follow-up.	10/09/09	The team leader met with the agent. They went over proper call procedures with particular attention to providing excellent customer service. The importance of giving customers the best experience possible was reiterated. The agent understood.
17	10/12/09	Accuracy of captions	10/12/09	The son of a new customer called to say that the captions were not accurate. A customer service representative discussed inaccurate captions versus garbled captions/ missing letters and also explained corrected mistakes versus uncorrected. The son was not sure of the details but would pass along our need for detail to the customer. The customer service representative apologized for the incident and thanked the customer's son for bringing their experience to our attention. The customer service representative suggested that the customer consider documenting the date time and agent ID of any future calls to allow us to take specific action with the agent captioning the call.
18	11/09/09	A New Jersey VCO user says the greeting message is cut off before the "Go Ahead," and when she tries to talk to the operator there is no response. Apologized for the inconvenience. A follow up was requested.	11/09/09	The Account Manager spoke with the customer, and said she was very nice. She had problems, but bought a new phone and does not have any major issues any more. The customer thanked the Account Manager for calling and asking how she is doing. No further follow up requested.
19	11/11/09	The VCO customer stated that lately multiple operators have not known how to use the privacy feature, and did not provide any specific agent ID. The customer requested that VCO with privacy be stressed during the training and also requested that written instructions on how to utilize VCO with Privacy be placed on the operation floor. Customer stated that it wastes his time when the agent has to ask supervisor for their assistance. Thanked the customer and assured that this info will be passed along to appropriate personnel.	11/11/09	Information was forwarded to appropriate personal.
20	11/20/09	A New Jersey VCO customer complained that agents and her contacts can't hear her. "What's wrong with relay?" Apologized, and explained that with my volume on high, I could not hear her and there is a lot of static on her line. Referred to Verizon and the New Jersey Equipment program for trouble shooting with them. Customer did not provide supporting information for a trouble ticket. No contact was wanted.	11/20/09	Technician could not find any problem, other than some static. Consumer did not request for any further contact.
21	11/30/09	A New Jersey voice caller who was unaware of what relay service does complained about receiving these calls at her place of work. She said the he agent was rude when repeating to her in "moronic tones" the explanation of relay service. The customer feels this was unnecessary and wants a supervisor to address the issue. Apologized, explained purpose of relay and let caller know to alert the supervisor of the problem. Customer will contact the program manager via email.	11/30/09	The agent remembers that the voice caller struggled with communicating directly with the person and understanding that the agent is transparent to the conversation. The agent attempted to explain relay services several times. While it seems the agent did maintain professional demeanor and followed procedures the agent was reminded to alert a supervisor in the future if it appears that a customer is upset.

22	01/04/10	The agent did not keep customer informed when holding for a long time and hung up on call. Apologized to the customer and let them know information would be forwarded to the appropriate person. No follow up was requested.	01/11/10	A supervisor was assisting during the call as the agent was struggling due to garbling. The customer had left the line while the TTY user was typing and when the voice person came back, the TTY user had typed "Hang up" twice. The agent informed the voice person that the customer is hanging up and released the call. The TTY user was upset after the agent informed them that the voice person hung up and thought the agent had hung up on the voice user. Agent was coached on what to do when there is garbling with a Turbo TTY. The agent did call supervisor appropriately for assistance.
23	01/07/10	The son of a VCO user says that often times when he and other relatives call to his mother (the VCO user) the line is busy. He says he can only get through if the agent redials the number. Agent apologized for the problem and assured the customer that a trouble ticket would be turned in with the problem as stated. A call back was requested.	01/07/10	The account manager called the son. He was pleasant and said that everything is working fine now and has not encountered any further problems. He said he appreciated the follow up. No further action is needed.
24	01/09/10	The customer called making a complaint that whenever they dial 711 from their VCO phone it either takes a very long time before the call is picked up by a relay operator or he has to dial 711 several times before he can get a relay operator. He said this has happened multiple times and the most recently documented time was around 1:15 pm on January 9, 2010. No follow up requested by the customer.	01/09/10	The complaint has been closed due to lack of information, and no permission to contact the customer.
25	01/17/10	The agent did not follow instructions, and typed out the wrong message. Apologized and said the information would be passed on to the appropriate person. No follow up requested.	01/18/10	The customer instructed the agent at the beginning of the call not to type out the answering machine message, but to let them know an answering machine was playing. Agent sent (UR MSG LEFT) instead of (ANS MACH PLAYING). This was confusing to the customer and the customer became upset so the agent got nervous and typed out the answering machine greeting, trying to clear up the confusion. The agent was coached on being sure to focus on the call and following customer instructions.
26	02/15/10	The agent announced the call even though the customer notes say not to announce relay unless otherwise instructed. The customer was thanked for their feedback, and a follow up was requested.	02/15/10	The agent thought their ID number must be provided in every situation. The agent was coached on proper procedure and practiced a Do Not Announce situation with the supervisor. The agent demonstrated proper knowledge. The supervisor tried to follow up with the customer that same day, but could not complete the call. The number provided reached a disconnect recording.
27	02/16/10	The Dial Tone was not heard.	02/16/10	The customer's son reported no dial tone on the CapTel. A customer service representative advised the customer to perform a physical reset and this resolved the customer's experience.
28	02/17/10	Technical - General	02/17/10	Customer reported seeing "No further information. Your Call will be disconnected" message during a call that was disconnected. Customer service representative investigated and found that the agent on the call in question experienced technical difficulties at their station and a supervisor disconnected the call. The customer service representative explained to customer that the agent experienced technical difficulties during her call and apologized for the incident.

29	02/23/10	A TTY caller said: "This was the worst TTY operator She did not listen to me at all when I told her to leave all of my message on the answering machine "	02/23/10	Team leader met with agent and went over some suggestions on how to send a message. It was suggested that if there is any garble on the call and/or high use of American Sign Language the agent may need to type "message leave done finish" to prevent an appearance of not leaving the message when the agent actually did.
30	02/23/10	A customer asked the operator to redial a number to leave a message and says she is not sure if they left the message. The customer stated that the agent had a hard time leaving a message and the agent did not follow her instructions. The supervisor in charge tried to obtain further information from the customer, but the customer was not being cooperative. Supervisor tried to ask the customer if she would like a follow up call, but the customer did not provide any contact info.	02/23/10	The agent remembered this call. She said there were several customer notes, such as; do not announce relay, do not type the answering machine message, etc. The operator stated she had read all of the notes but when she dialed the number she was so focused on following the "do not announce relay" instructions that she completely forgot the note about the answering machine. She was coached to take her time with her call processing and inform the caller (one moment please) so she can have more time to focus on following the notes
31	02/23/10	The captions stopped in the middle of a CapTel call.	03/02/10	The customer reported that the captions stopped in the middle of the call. The customer indicated that the signal light is routed through the CapTel. The customer service representative discussed proper set-up procedure when using the CapTel with other devices such as a signal light. The customer will correct the connection and see if that resolves the issue. The customer service representative's technical research shows one call with difficulty maintaining a data modem connection on the day of the reported incident and no other incidents since that time.
32	03/05/10	The customer said that the agent did not follow instructions and was very frustrating to work with. Thanked caller for feedback and offered a new agent.	03/08/10	The supervisor discussed proper procedure with agent and importance of focusing on the call and always following customer's instructions.
33	03/11/10	Dial Tone - Not heard	03/11/10	The customer could not receive dial tone. The customer service representative advised the customer to contact their telephone company to replace a possible faulty wall jack identified during troubleshooting.
34	03/15/10	Dial Tone - Not heard	03/15/10	The customer's daughter called stating that her mother has no dial tone on her CapTel phone as well as her traditional phone. The daughter indicated that other people in the area have phone service. The customer service representative advised the customer to perform a physical reset of the CapTel phone and any other phones on the line which resolved the customer's experience.
35	03/15/10	Dial Tone - Not heard	03/15/10	The customer called and indicated that they had no dial tone on their CapTel 200. The customer service representative advised checking the connection to the phone line. Customer's relative assisted with this and the phone is now functioning properly.
36	03/16/10	Dial Tone - Not heard	03/16/10	The customer's daughter reported no dial tone on their CapTel after a recent power outage. The customer service representative advised a physical reset of the CapTel phone. It was confirmed that this resolved customer's experience.

37	03/17/10	The customer said that the agent was playing games, and not relaying what the person was saying and wasn't following directions. The customer was thanked for their time and it was also explained that it's relay's policy to remain transparent and not be involved in calls. This information will be forwarded to the appropriate person for follow up with the agent	03/18/10	Agent said it was a "no announce" call where the voice person continually tried to speak to the agent. The agent tried to remain transparent by typing what the voice person was saying to the caller and not responding; both the inbound and outbound party became upset. The agent was coached on asking for supervisor assistance and was given suggestions on how to better handle a no announce call.
38	04/02/10	Dial Tone- Not heard	04/22/10	The customer's son called and stated their CapTel had no dial tone. The customer service representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
39	04/27/10	The notes for this call said "do not announce." When the call was placed, the outbound hung up after 2 lines saying they couldn't take "these kinds" of calls. The customer said that this means the agent must have announced. Apologized for any inconvenience. The customer would like a follow up email.	04/28/10	The agent did not announce the call as requested. He felt that a delay in typing may have caused the outbound to hang up. He was coached on being sure to use natural voice inflection and conversational flow so that it does not impact the call negatively. A follow up email was sent to the customer on 5/3/10.
40	04/28/10	Dial Tone - Not heard	04/28/10	The customer reported an intermittent dial tone on their CapTel phone. The customer service representative investigated the issue and found that there was an issue with the customer's phone line. The customer subsequently reported that their phone company had found and identified a line issue. The customer confirmed that this resolved their experience.
41	05/05/10	Dial Tone - Not heard	05/05/10	A customer reported that there was no dial tone on their CapTel phone. A Customer Service Representative advised a physical reset of her phone. The customer confirmed that this resolved the problem.
42	05/13/10	Accuracy of captions	05/14/10	A customer reported that midway through a call the captions started to display "Speaker Unclear" every time her caller spoke. The customer provided specific call data. A customer representative apologized for the incident and thanked the customer for the feedback. This call detail was shared with Call Center management for follow up with the Communication Assistant by the supervisor.
43	05/19/10	Dial Tone - Not heard	05/19/10	A customer's helper reported no dial tone on their CapTel phone. A Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.