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STATE OF FLORIDA



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Received & Inspected

JUN 20 2010

FCC MAIL ROOM

Public Service Commission

June 21, 2010

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th St., SW
Washington, D.C. 20554

Re: CG Docket No. 03-123, Florida TRS Complaint Summary

Dear Ms. Dortch:

In accordance with Order FCC 00-56, issued March 6, 2000, enclosed is an original and four copies of Florida's relay complaint summary for the period of June 1, 2009, through May 31, 2010. Florida received 53 complaints about the various types of services including CapTel. Each of the complaints were resolved within the FCC's time requirements. If you have any questions, please contact me at (850) 413-6974 or at bcasey@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert J. Casey".

Robert J. Casey
Public Utilities Supervisor

Enclosures (4)

cc: Arlene Alexander, FCC Consumer & Governmental Affairs Bureau
Division of Regulatory Analysis (Salak, Trapp)
Division of Service, Safety, and Consumer Service (Moses)
Office of General Counsel (Miller)

0-4



**Florida FCC Complaint Log
2009-2010**

Complaint Tracking for FL (06/01/2009-05/31/2010). Total Customer Contacts: 53

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/15/09	A customer said that during a call, the Communication Assistant hung up on the customer before dialing out. The customer thinks it was a mistake, but would like the Communication Assistant to be coached. The customer was thanked for the feedback.	06/15/09	It was discovered that this Communication Assistant was not a Florida typist. The computer was checked, and he was no logged in under the Florida skill at any point in time during this shift.
2	06/15/09	A Voice customer had a call with a Customer Service Representative, asking for explanation on using 711 for a student's side kick. The customer said that the Customer Service Representative "did not want to take the time to explain, and referred the customer to the Sprint website." The customer did not know the Communication Assistant Identification Number.	06/15/09	Apologized for the inconvenience and briefly explained and answered some of the questions the customer had regarding 711. The customer stated that she now understood and will go to the website to register for a 10 digit number. No follow up was requested.
3	06/22/09	A customer said that during an important call to a hospital, the Communication Assistant disconnected mid conversation. Apologized to the customer, and informed them that this information would be forwarded to the appropriate person. The customer did not request a follow up.	06/22/09	This Communication Assistant is no longer with relay.
4	07/01/09	A VCO customer requested to speak to a supervisor because he was upset with a particular Communication Assistant's processing of his call. The customer said that after receiving a fast busy signal, the Communication Assistant redialed the number multiple times without checking in with the customer. The customer did not want this number to be redialed. Apologized to the customer and explained what the fast busy signal means. The customer did not request a follow up.	07/01/09	The Communication Assistant followed proper relay call procedure when reaching a "fast busy" signal. The agent sent the "one moment" macro and dialed out several times before informing the customer that the line was busy.
5	07/17/09	Technical - General	07/17/09	It was discovered that the CapTel Service recording that prompts the caller to enter the number they want to dial was temporarily out of order thus the caller did not know when to enter the number they were calling. A Customer Service Representative advised the customer to enter the number they wished to call after a 5 second pause. Technical support then reset the equipment which resolved the issue completely.
6	08/03/09	Captions Lag too far behind voice	08/03/09	A customer shared feedback regarding the delay of captions during their call. A Customer Service Representative apologized for the incident and thanked the customer for the feedback. The customer was informed that the information would be shared with the appropriate captioning service staff for follow up. The customer was satisfied. The customer's experience does not impact compliance.
7	08/04/09	Captions Lag too far behind voice	08/04/09	A customer shared feedback regarding the lag time of captions behind the spoken words. A Customer Service Representative thanked the customer for the feedback on her experience. A Customer Service Representative explained how captions are produced using voice recognition and inserted typed text and noted that as a result it is typical to have a 4-5 second delay behind the spoken word. The Customer Service Representative suggested that if the customer would like to document the date, time, and Communication Assistant identification number, follow up can be performed with the captionist via Call Center Management.

8	08/19/09	Accuracy of captions	08/19/09	A customer shared some brief generalized feedback regarding the accuracy of captions. A Customer Service Representative thanked the customer for bringing their experience to our attention and apologized for this incident. The Customer Service Representative noted that we can take specific follow up action if provided a date time and Communication Assistant number of any future calls customer wishes follow up on
9	09/02/09	Disconnect/Reconnect during calls	09/28/09	A customer shared feedback regarding her calls. A Customer Service Representative researched and found that the customer is experiencing multiple disconnect/reconnect incidents that indicates disruption to the data connection that carries the captions. The customer did not provide examples of the text received to help us further identify the potential cause of this experience. A Customer Service Representative apologized for the incident, and sent a letter to the customer describing possible causes of disconnect/reconnect.
10	09/08/09	A Voice customer complained that the Communication Assistant did not translate properly, and that the supervisor was rude. The customer also said that the supervisor provided the wrong number for the customer to call. Apologized for the situation. Follow up was requested	09/08/09	A manager spoke to the customer regarding the complaint on the supervisor. The manager apologized for the incorrect number provided and agreed to discuss the complaint with the agent. The manager advised the customer to contact her if he had any additional questions. The Relay Program Manager called the customer. The customer told them that they had been using Video Relay Service more often since this complaint was filed, since it is more popular
11	09/12/09	A TTY customer stated that the Communication Assistant was very unprofessional. The TTY customer also stated that the Communication Assistant told them an answering machine picked up, when the TTY customer knows there is no answering machine at that particular number. The Communication Assistant also spoke back to the TTY user. A Customer Service Representative apologized to the TTY customer. The customer was informed that this would be passed on to the appropriate person. No follow up was requested.	09/12/09	The supervisor met with this Communication Assistant who had no knowledge of this occurrence. He said he always types the answering machine as given, unless the customer notes/instructions say otherwise. The Communication Assistant said he did not have any difficult calls today, and would not speak back to a customer. He was coached on always keeping the customer informed, typing verbatim, and always being polite and courteous.
12	09/17/09	Captions - stop in middle of call	09/21/09	A customer complained of captions stopping in the middle of a certain call. The call was further investigated and there were no technical issues found. The customer was informed of these findings, and encouraged to document specific call data including the date, time, and Communication Assistant number on those calls they want further investigated.
13	09/21/09	A TTY customer stated that a particular Communication Assistant apparently either disconnected the customer or did not set up the TTY to TTY call correctly. The customer stated that he called in and requested to place a TTY to TTY call and from that point there was no response from the Communication Assistant so the customer hung up. Apologized to the customer for the inconvenience and assured him that this would be forwarded to the appropriate person. The customer did not request a follow up.	09/21/09	The Communication Assistant said that they attempted to disable turbo code, but the system took longer than usual, and the call became disconnected before the call could be established. This was attributed to a technical issue.
14	09/21/09	A customer stated that he called into relay and requested a TTY to TTY call. There was no response from the Communication Assistant, so he says that they either disconnected or it was not set up properly. Apologized for the inconvenience. The customer did not request a follow up.	09/21/09	The Communication Assistant notified the supervisor on duty that he had a TTY to TTY call and moved to a different station. The supervisor on duty then notified the agent when the original call was completed which was after a few minutes. The supervisor did not observe anything out of the ordinary. Upon request the agent was able to demonstrate knowledge in implementing TTY to TTY calls. It is presumed that the agent did follow the procedure correctly.

15	09/24/09	A customer stated that he provided a number to a Communication Assistant, and was informed that he had reached a recording indicating that this number had been disconnected. The customer did not believe this information. Apologized to the customer, and offered to place the call. The call was placed, and reached an answering machine which indicated a residence. The customer did not request a follow up.	09/24/09	The Team Leader met with the Communication Assistant. They went over proper call procedures, paying particular attention to following customer instructions, and dialing the correct number. The Communication Assistant was also informed that they should verify the phone number if they are unsure. The agent understands.
16	10/02/09	A Voice customer has been unable to reach a relay user in Pennsylvania for the past several days. The customer said that the Communication Assistants keep telling him they are reaching a fast busy signal. However, when the customer dials the number, it rings through. Apologized for the inconvenience and opened a trouble ticket. A follow up was requested.	10/02/09	The customer was contacted to find out if they were still experiencing problems contacting the customer in Pennsylvania. The customer stated that they did experience the problem, but that they had switched to a different provider and did not experience this problem since then. The customer was thanked for their time.
17	10/06/09	Accuracy of captions	10/20/09	A customer's daughter shared feedback regarding the accuracy of captions on a call. This call to Customer Service was originally a different matter. The customer could not remember specifics but did have the date and time of the call. The Customer Service Representative thanked the customer for the feedback and researched the call. The call detail was shared with Call Center management for follow up with the Communication Assistant by the supervisor. The Customer Service Representative reported the action taken to the customer and they said they are pleased with CapTel.
18	10/09/09	A TTY customer said that the Communication Assistant did not respond when asked if the customer was still on hold. The customer waited for an answer, but then disconnected. Apologized for the inconvenience. No follow up was requested.	10/09/09	The Communication Assistant does not remember a call of this nature. The Communication Assistant was coached on paying full attention to the screen, even when a call is on hold, in order to quickly respond to both inbound and outbound customers.
19	10/19/09	A Communication Assistant was unable to hear a Voice customer. It seemed that the line was clear, but when the customer spoke there was a lot of static. Apologized, and submitted a trouble ticket.	10/19/09	This is a repeat complaint.
20	10/27/09	A TTY customer has been unable to place calls using relay service. The Communication Assistant told the customer that her number is blocked, and that the relay side is experiencing difficulties. Apologized for the inconvenience, and a trouble ticket was opened. A follow up was requested.	10/27/09	The customer was called via TTY, but there was no answer. The technician said that they performed test calls, and the calls were completed correctly. The Relay Program manager, and technician both also tried to call the customer, but still no answer. It is assumed that relay is working properly now.
21	11/20/09	A VCO customer was unable to connect VCO to TTY via relay. No time was documented on these calls. A trouble ticket was opened. No follow up was requested.	11/20/09	The technician tried to contact the customer on several occasions in order to test the line. There was no response, but the technician will try again if the customer continues to have problems. This customer did call back, and spoke with a Communication Assistant and Supervisor for help.
22	11/23/09	Captions - stop in middle of call	11/23/09	A customer reported that the captions stopped midway through their call. Investigation found that the Communication Assistant had documented a trouble ticket noting that audio was lost so they were unable to caption. The customer confirmed that subsequent call attempts processed without difficulty.

23	12/08/09	A customer was unable to reach the Florida Spanish Relay number. Apologized for the inconvenience, and opened a trouble ticket. The caller requested a follow up call.	12/08/09	The technician checked to see if the numbers were branded as Voice, and thinks this will take care of the problem. The Relay Program Manager called the customer, and the customer informed them that if the problem persisted they would call back. The customer has not called back, so it is assumed that this problem is corrected.
24	01/06/10	A TTY customer was unable to dial a certain number. Apologized for the problem, and issued a trouble ticket. No follow up was requested.	01/06/10	Operations tried to dial the number in question, and found that it is incorrect. The customer would need to get the correct number in order to fix this issue.
25	01/12/10	A customer said that during a call, the agent did not respond. Thanked caller for the feedback. No follow up was requested.	01/12/10	The Communication Assistant was unable to type to the customer at the time. It was discovered that her keyboard had somehow become unplugged.
26	01/31/10	A customer complained that the Communication Assistant hung up on him when requesting a TTY to TTY call. The customer was calling from a correctional facility. Apologized and told him that the information would be passed on to the appropriate person. No follow up was requested.	01/31/10	The Communication Assistant has been instructed on how to process correctional facility calls.
27	02/15/10	Dial Tone - Not heard	02/15/10	A customer's friend reported that their CapTel did not have a dial tone. A Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
28	02/16/10	Dial Tone - Not heard	02/18/10	A customer's mother called and stated that there was no dial tone on their CapTel. A Customer Service Representative advised the customer to contact their telephone company to ensure that they have a functional line. The phone company came to the home and repaired an outside wire that was found to be faulty. The issue is now resolved, and their CapTel phone is up and running.
29	02/16/10	Unable to make captioned calls	03/17/10	A customer reported that she was unable to reach a specific phone number. An adjustment was made by our carrier to correct the routing of the call. It has been confirmed that this resolved the customer's experience.
30	02/17/10	Dial Tone - Not heard	02/17/10	A customer reported no dial tone on their CapTel. A Customer Service Representative advised the customer to perform an electronic reset of the CapTel phone which resolved the customer's experience.
31	02/17/10	Accuracy of captions	02/17/10	A customer shared feedback regarding the accuracy of captions during some of her captioned calls. A Customer Service Representative apologized for the incident, but was unable to investigate the calls further because the customer did not provide any specific call data. It was suggested that the customer document the date, time, and Communication Assistant number of any future calls to allow us to investigate those calls further.
32	02/22/10	Unable to make captioned calls	02/22/10	A customer reported that she was not able to call phone numbers with the 305-577 area code and prefix, but other numbers are no problem. A Customer Service Representative sent the call detail to Engineering for investigation. A trouble ticket was filed with the carrier for resolution.

33	02/23/10	A TTY customer stated that they were unable to reach relay one night. The attempted calls were very early on February 23, 2010. A trouble ticket was submitted. Apologized for the experience. Follow up was requested.	02/23/10	A technician said that they were unable to contact this customer on the issue. It was found that this customer has not called back to report this issue again.
34	03/03/10	Dial Tone - Not heard	03/03/10	A customer reported no dial tone on their CapTel. A Customer Service Representative advised the customer to perform an electronic reset of the CapTel phone which resolved the customer's experience.
35	03/15/10	A TTY customer has been unable to connect to Florida Relay for the past two weeks via her office phone. She has contacted Ullratec and the office maintenance people, who say the problem is on Relay's end. Apologized for inconvenience, and opened a trouble ticket. Follow up was requested.	03/15/10	The technician said they contacted a telecommunications specialist, as well as the customer. The Telecommunications Specialist said they have a TTY that works in one office, but another TTY that does not work in another office. The specialist was asked to swap TTYs and verify that both TTY are functional when using the working phone line. The Telecommunications Specialist called back to say that they now can get to 711 using the TTY and the customer was satisfied.
36	03/16/10	Dial Tone - Not heard	03/16/10	A customer's helper reported no dial tone on their CapTel phone. A Customer Service Representative referred the customer to the state equipment distribution program for repair and/or replacement.
37	03/26/10	Accuracy of captions	03/26/10	A customer shared feedback regarding the accuracy of captions and provided specific call data. An investigation identified a trouble ticket was documented by the Communication Assistant on the call noting a technical difficulty. A Customer Service Representative reported these findings to the customer, and apologized for the incident, noting it was an isolated occurrence.
38	03/31/10	Dial Tone - Not heard	03/31/10	A customer reported no dial tone on their CapTel 200. A Customer Service Representative advised the customer to perform a physical reset. This resolved the customer's experience.
39	04/02/10	A Voice customer said they cannot connect to a TTY user when calling through Florida Relay, but gets through without any trouble when dialing directly. Apologized for the inconvenience, and opened a trouble ticket. No follow up was requested.	04/02/10	Operations was emailed for more information. The Relay Program Manager emailed a technician who investigated for further explanation. The technician said they tried to call the number on the ticket, but it has been disconnected. The technician is unsure of how else to troubleshoot this ticket, as they have tried it multiple times with the same result. This complaint is considered closed.
40	04/09/10	Accuracy of captions	04/09/10	A customer's daughter reported details for a specific captioned call where the accuracy of captions was poor. A Customer Service Representative passed this call data on to the appropriate staff for further investigation. The Customer Service Representative shared with the customer that there did not appear to be any technical difficulties during this particular call. The customer was encouraged to document details of the Communication Assistant's number, the date, time and examples of errors on any future calls that she may need investigated.
41	04/17/10	A customer said that they attempted to interrupt while a TTY answer machine message was being left, but only received the Relay Macro and no message or response from the Communication Assistant. A Customer Service Representative apologized for the inconvenience, and offered to have someone look into the issue. A follow up is requested via either phone or mail.	04/22/10	This was assigned to Customer Service in order to obtain additional information regarding the customer complaint. Customer Service made numerous test calls with the customer and discussed the answering machine issue. The customer was advised of options to resolve this issue, including replacement of her equipment via the Florida Equipment Distribution Program.

42	04/25/10	A customer said that they asked to speak to a supervisor after complaining about text garbling, but the Communication Assistant disconnected the call. Thanked customer for the feedback, and informed them that the information would be forwarded to the appropriate person.	04/26/10	The Communication Assistant said that she remembers a call from that day where she had placed a call for a Co customer, but there was a lot of garbling on the line. After the call ended, the customer said something that the Communication Assistant did not understand so she asked for a repeat. The customer then cursed, and disconnected the call. The agent was coached on asking a supervisor for assistance, as well as the repercussions of disconnecting a call.
43	04/26/10	Dial Tone - Not heard	04/26/10	A customer's mother called and stated that she was on a call with her child when the phone disconnected, and now neither phone has a dial tone. A Customer Service Representative advised a physical reset of the CapTel phone. It was discovered that this appears to be related to phone line quality, which was resolved by their phone company.
44	04/26/10	A customer called into relay, but reached the same operator that they were calling to report. The customer wanted to know why this Communication Assistant hung up on him. The Communication Assistant told the customer that they had no information of any previous calls. The customer was upset that the Communication Assistant did not answer his questions about the previous call, and that the agent had disconnected the call. Thanked customer for the feedback and informed them that the Communication Assistants are not allowed to discuss any information from previous calls that they may have handled. The customer was informed that the supervisor would meet with the Communication Assistant regarding the disconnect. The customer would like a follow up email.	04/26/10	Agent said that she did handle his previous call and that she had received the disconnect message so assumed the customer had hung up. Could have been a possible technical issue. Agent was reminded of the repercussions of disconnecting calls. Follow up email sent to customer.
45	04/29/10	Unable to make captioned calls	04/30/10	A customer reported that they were unable to reach a specific telephone number with captions, but all other numbers worked. Technical Support filed a trouble ticket, and an adjustment was made by the carrier to allow routing of the call. A Customer Service Representative confirmed that this resolved the customer's experience.
46	04/30/10	Unable to make captioned calls	05/05/10	A customer reported that she was unable to connect with captions to a specific number that she was previously able to call. Technical support filed a trouble ticket with the phone carrier in order to resolve this problem. A Customer Service Representative confirmed with the customer that this problem has been resolved.
47	05/05/10	Dial Tone - Not heard	05/05/10	A customer's wife reported that their CapTel did not have a dial tone. A Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
48	05/10/10	Dial Tone - Not heard	05/10/10	A customer's wife reported that their CapTel did not have a dial tone. A Customer Service Representative advised the customer to perform an electronic reset of the CapTel phone which resolved the customer's experience.
49	05/19/10	Dial Tone - Not heard	05/19/10	A customer reported that there was a power surge in their home and now there is no dial tone on their CapTel. A Customer Service Representative advised a physical reset. It was confirmed that this resolved the issue.
50	05/21/10	Dial Tone - Not heard	05/21/10	A customer's neighbor reported no dial tone heard on the customer's CapTel phone. A Customer Service Representative advised a physical reset. This resolved the customer's experience.

51	05/25/10	A customer said that a certain Communication Assistant is lazy at their job, and does not understand or follow instructions. The customer said they were calling using a long distance calling card, and felt that they had wasted minutes. Apologized for the inconvenience, and informed the customer that a supervisor will follow up with the agent. The customer would like a follow up email	05/25/10	The Communication Assistant did not remember this call, or this type of situation. The supervisor was unable to coach her on "wasting minutes" as this concern was not exactly clear. The Communication Assistant was coached on always following instructions, and clarification. She demonstrated knowledge of proper procedure when working with calling cards. A follow up email was sent to the customer.
52	05/28/10	Dial Tone - Not heard	05/28/10	A customer's son reported no dial tone on their CapTel phone. A Customer Service Representative advised a physical reset and confirmed that this resolved the customer's experience.
53	05/28/10	Dial Tone - Not heard	05/28/10	A customer moved and now has no dial tone on her CapTel. A Customer Service Representative advised the customer to perform a physical reset, test other phone jacks, and be sure that the lines are plugged in tightly. After extensive trouble shooting, the customer was advised to contact the issuing agency for repair or replacement.