



June 20, 2011

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

Received & Inspected

JUN 27 2011

FCC Mail Room

RE: CG Docket No. 03-123

Please find enclosed the Annual Complaint Log for the Alabama Dual Party Relay. If you have any questions, please feel free to call me 334.265.1660.

Sincerely,

Jerry A. Renfroe
Executive Vice President

No. of Copies rec'd 0+4
List ABCDE

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**Alabama
FCC Complaint Log
2010 - 2011**

Complaint Tracking for AL (06/01/2010-5/31/2011). Total Customer Contacts: 16

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/01/10	An Alabama TTY Customer stated that they could not dial the toll free number. They explained that they received an error message saying: "Your call cannot be completed." Apologized for the problem and opened a Trouble Ticket. Follow up with customer was needed in order to notify them that the issued has been resolved.	06/01/10	The technician stated that they placed a test call using the "From" number provided and found that the call went through if the Communication Assistant processed the call through a regular "800" number. Logs were pulled and it was found that the Communication Assistant did not press "Reg 800" during the call presented in this ticket. A regional 800 number is required for this customer. The technician was unable to reproduce the occurrence mentioned because the customer did not provide a date and time. It was discovered that the call will go through a "Reg 800" out dial. The Relay Program Manager called the customer via TTY and asked for the date and time of the call. The Relay Program Manager also explained that the 800 number worked fine from the customer's line. The customer stated that they call to a specific organization once a month, and the Relay Program Manager explained that the organization may have a block on their phone system to prevent calls from 711. It was suggested that the customer mention this to the organization, and have the organization all Customer Service if needed for additional assistance or removal of this blockage. The customer appreciated the follow up.
2	06/02/10	Disconnect/Reconnect during calls	06/02/10	Customer's husband indicated that her captioned calls cut out in the middle of a call. After troubleshooting Customer Service Representative sent him information explaining the difference between a CapTel and a traditional phone. Explained to the customer why disconnect/reconnect might be occurring and sent an email with tips to reduce the occurrence including testing the CapTel as the only device on the line and having their phone line quality tested.
3	06/11/10	The customer stated that they requested a new Communication Assistant but did not get one. The customer stated that they had never had this problem before, and they were upset. The customer hopes that a complaint is filed in regards to his poor service.	06/11/10	A Supervisor met with the Communication Assistant and explained to them the policy that a change of Communication Assistant is allowed at all times. The Communication Assistant now understands, and apologized for the inconvenience. The Team Leader sent a follow up email to the customer apologizing for the error.
4	07/06/10	A customer reported that they made a business call, which is a call that they make every week. The customer reported that the Communication Assistant was not relaying each word of the conversation. Apologized for the inconvenience and informed the customer that the Supervisor would be notified. No follow up was requested.	07/06/10	The Team Leader met with the Communication Assistant. The Communication Assistant explained that during a conference call they type as fast as they can, but if it is not a conference call the Communication Assistant attempts an ASL translation. The Communication Assistant understands that they must type and relay verbatim.
5	07/13/10	A customer reported that the Communication Assistant did not type the recording verbatim as requested in the beginning of the call. The Communication Assistant only typed "recording" and typed "talking too fast." Customer Service responded apologizing for the inconvenience and explained that the report would be sent to the Call Center Supervisor. No follow up was requested.	07/13/10	The Team Leader met with Communication Assistant. The Communication Assistant followed instruction when they dialed to the recording, but could not understand the recording as it was unique. The Communication Assistant was coached to go back and replay the message a couple of times to capture what was said if it was not clear. If it remains unclear the Communication Assistant was instructed to type "(unclear)".
6	07/25/10	The customer stated that the Communication Assistant was too slow and took too long to announce the call and type the greeting. The Communication Assistant also did not gender the outbound caller. No follow-up was requested.	08/11/10	The Supervisor met with the Communication Assistant who remembers the call. The Communication Assistant stated that they read the notes, but when the answering machine came on they began typing the answering machine message. The Communication Assistant stated that they did apologize to the customer.
7	08/12/10	The customer stated that the Communication Assistant was too slow and took too long to announce the call and type the greeting. The Communication Assistant also did not gender the outbound. No follow up was requested.	08/12/10	The Supervisor met with the Communication Assistant who did not remember this particular call. The Supervisor had a hard time going over the situation with the Communication Assistant as no specific information was given regarding the call such as time of day and the date that the call took place.
8	12/21/10	Technical - General	12/21/10	A Customer reported seeing "Waiting for an Operator" on their screen and did not connect to a captionist. Customer Service Representative apologized for this experience and noted that there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed that the customer is now able to make their captioned calls successfully without delay.
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10	01/07/11	Technical - General	01/25/11	Customer stated that they were seeing Waiting for CapTel operator message on calls. Customer Service Representative apologized for this experience and assured the customer there are an ample number of captionist available. Technical support made a change on 1/25/11 to allow calls to be processed by available captionist. Customer reports that this difficulty has been resolved.

11	02/02/11	Service - General	02/02/11	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
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14	02/08/11	Service - General	02/08/11	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
15	02/14/11	Disconnect / Reconnect during call	02/21/11	Customer stated that they were experiencing disconnections during their captioned calls. Customer Service Representative explained the difference between a CapTel and a traditional phone and explained to the customer why disconnect/reconnect might be occurring. Provided tips to reduce the occurrence such as trying the CapTel at another location ensuring proper setup and having her phone line tested by her telephone company.
16	03/21/11	Customer stated that the Communication Assistant did not wait for a live person but kept typing the recording. Apologized. No follow up was requested.	03/21/11	A discussion with the Communication Assistant was conducted, and while the Communication Assistant does not remember this call, the Communication Assistant knows to promptly listen for instructions once all typed messages have been transmitted to the customer.

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