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FCC Mail Room

June 27, 2011

ATTN: Mark Stone, Deputy Bureau Chief
Consumer and Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, SW
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 Mr. Stone:

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, 2010 through May 31, 2011. There are a total of 20 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,

Bob Stafford
Executive Vice President

Attachment

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**Oklahoma FCC
2010 - 2011
Complaint Log**

Complaint Tracking for OK (06/01/2010-05/31/2011). Total Customer Contacts: 20

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/05/10	A caller complained that the Communication Assistant did not relay his message to the voice user. The customer said that he got mad and cussed at the Communication Assistant. The Customer Service Representative apologized to the caller for inconvenience. The customer requests feedback to provided their phone number via TTY.	06/05/10	From what Communication Assistant recalls, when the call came in, the customer typed the phone number to dial followed by 5 GA's. While the Communication Assistant dialed the number, the customer was verbally abusive. The Communication Assistant reached an answer machine and the customer continued to type and interrupt her typing the message. From what the Communication Assistant remembers, no voice person was ever reached, the customer cussed at her some more and then hung up. The Communication Assistant was coached on proper procedure, keeping the customer informed and to call over a supervisor if she's having any problems. The supervisor made a follow up phone call to the customer on 6/14/10.
2	09/08/10	The customer wanted the Communication Assistant to check the message on their answering machine. The Communication Assistant told the customer to put their phone next to the machine and turn it on but never sent them the GA. The customer kept asking "is that a GA?" but the Communication Assistant wouldn't respond. The customer finally had to ask for a supervisor and then she typed but didn't get a supervisor. Instead the Communication Assistant just went ahead with the call and retrieved my message. When the Communication Assistant was done with my message she again wouldn't respond, never sent a SK and after a couple minutes the customer just hung up and called back into the relay so they could ask someone else for a supervisor. The customer does not like being ignored! The Customer Service Representative thanked the customer for feedback and apologized for the inconvenience. The customer did not want a follow up.	09/11/10	A supervisor was called to assist the Communication Assistant at the time of the call. The Communication Assistant did not do procedure correctly, and therefore was unable to hear part of the time the VCO was actually talking to her. The VCO was talking and playing her messages at the same time. The Communication Assistant did the messages, and then she did not get a response from the VCO either, so the supervisor was unable to speak to the customer at that time. The supervisor met with Communication Assistant right after the call and went over the procedures and reviewed with the Communication Assistant again the next day. The Communication Assistant should be able to retrieve messages correctly now.
3	09/12/10	A VCO customer said the Communication Assistant did not know how to process a prepaid calling card. The customer also said the Communication Assistant did not keep them informed while processing their call. The call was placed on 9/12/10 at approximately 1024am. The Customer Service Representative apologized to the customer and told them a supervisor would follow up with the Communication Assistant. No follow up was requested.	09/12/10	The supervisor was unable to follow up with the Communication Assistant. She took time off for a family emergency and then resigned.
4	09/23/10	A customer stated that the Communication Assistant was not sending GA's all the time and she had to interrupt the conversation to ask for the GA. The customer stated that this has been a problem before. The customer requested a follow up phone call in regards to this complaint. The supervisor taking the complaint was able to see the GA's being sent by the Communication Assistant on the screen. This is a technical error. The supervisor thanked the customer for the feedback and apologized for the inconvenience.	09/25/10	A message was left for the customer regarding this complaint on 11/1/10. The supervisor apologized for the inconvenience and explained that while the GA's were not coming through, it was observed by the supervisor that the GA's were being sent and this was an unfortunate technical error.
5	10/25/10	The customer is unable to make captioned calls.	10/25/10	A customer reported the inability to make captioned calls. A temporary interruption in one of the telephone carrier's networks caused this CapTel user to experience an inability to connect to their party. The issue was resolved by the carrier. The Customer Service Representative confirmed that customer is now able to place their call successfully.

6	10/29/10	The customer is unable to make captioned calls.	10/29/10	A customer's helper reported the need to wait for a Communication Assistant when attempting to make a captioned call. The Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to waiting captionist. An equipment vendor corrected the matter. A Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
7	11/30/10	A customer stated that she had a Communication Assistant process her call at approximately 720pm tonight and was frustrated because the Communication Assistant never typed the "GA" during the call. The customer asked the agent again and again if that was a "GA" in order for her to start speaking. In addition, the customer stated that the Communication Assistant did not inform the caller that the party has disconnected. The customer stated that she had to ask twice before she was disconnected. The Customer Service Representative apologized for the inconvenience and assured the customer that this will be discussed with the Communication Assistant. No follow up was necessary.	11/30/10	The supervisor discussed this complaint with the Communication Assistant and the Communication Assistant was adamant that she has been typing "GA" throughout the call and when the customer asked if it was a "GA" the agent re-typed the "GA". The Communication Assistant does not know why the customer is not receiving the "GA". The Communication Assistant stated that she did send the hang up macro and re sent it again when it was mentioned. The Communication Assistant assured me that she did not disconnected the caller. An investigation indicates there may have been technical issues affecting the transmission quality on the customer's side of the call. There are indicators that Communication Assistant responded to the customer and took some action to address transmission issues, however the customer's report points to continued dissatisfaction. Our investigation shows no sign of an intentional disconnect by the Communication Assistant, in fact the Communication Assistant appears to have typed an appropriate close. Nevertheless the Communication Assistant was reminded to alert and call a supervisor for support and advice when a customer identifies areas of Communication Assistant performance affecting call quality and to report any technical difficulty that is identified by the customer as affecting the call quality.
8	12/21/10	There were general problems with the service.	12/21/10	A customer's helper stated the customer was unable to make or receive captioned calls last night. The Customer Service Representative apologized for this experience and noted 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. The Customer Service Representative confirmed the customer is now able to make and receive captioned calls successfully.
9	12/21/10	There were general problems with the service.	12/21/10	A customer stated the customer was unable to make or receive captioned calls last night. The Customer Service Representative apologized for this experience and noted 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. The Customer Service Representative confirmed the customer is now able to make and receive captioned calls successfully.
10	01/05/11	A VCO customer said, "Agent refused to tell how many minutes left on calling card. She kept typing recording over and over, which caused outbound to hang up when they finally answered because the text was still transmitting from recording." The supervisor apologized to the customer and they do not wish for follow-up contact.	01/05/11	A supervisor met with the Communication Assistant. The minutes were not stated during the recorded message. Once the recording was done, the Communication Assistant informed the customer that there were no minutes stated in the recording and customer hung up.

11	01/26/11	A customer called to have the Communication Assistant retrieve answer machine messages. The agent successfully completed this, but then the customer wanted to place another phone call and the Communication Assistant did not respond. Eventually, the Communication Assistant just hung up. The Customer Service Representative apologized to the customer and thanked them for the feedback. No follow up was requested.	02/02/11	In following up with the Communication Assistant, she remembered this call and said she struggled with how to process this type of call. The supervisor reviewed proper procedure with this Communication Assistant for answering machine retrievals. The Communication Assistant is now aware of the correct procedure.
12	02/02/11	There were general problems with the service.	02/02/11	A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11, CapTel's staffing was affected by blizzard conditions. The 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 both under 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 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
13	02/02/11	There were general problems with the service.	02/02/11	A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11, CapTel's staffing was affected by blizzard conditions. The 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 both under 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 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
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15	03/28/11	A caller stated, "I have message on machine." The Communication Assistant typed, "yes ma'am," but did not follow procedure and just started typing message without informing the caller to "please place your handset next to answering machine and turn on" like they are supposed to. The supervisor apologized to the customer and no feedback was required..	03/28/11	A supervisor met with the Communication Assistant today. The Communication Assistant said that the caller started playing the message immediately and did not wait for the Communication Assistant to let her know when to put her handset next to answering machine. The supervisor instructed the Communication Assistant to always follow procedure and discussed how to handle that situation in the future.

16	03/28/11	A caller said the Communication Assistant did not know proper procedure to retrieve messages on an answering machine. The caller put the phone by the answering machine and the operator typed it as it was playing. As the operator was typing, the caller said it was garbled and asked for a supervisor. The Communication Assistant just continued to type and did not get a supervisor. The caller hung up and called back in to file a complaint. The supervisor apologized to the caller. No follow up contact was requested.	03/28/11	It is an invalid complaint due to lack of education of the customer and the answering machine retrieval service. The complaint will not count against agent.
17	03/28/11	A caller asked the Communication Assistant to retrieve two messages. After the messages were typed, the caller was talking to the Communication Assistant but got no response. The caller asked for a supervisor but there was still no response. The caller hung up and called back into relay to file a complaint. The customer did not request follow-up contact.	03/28/11	After receiving notification of this concern, the Communication Assistant identified was not scheduled and did not work on the date of the complaint. Communication Assistant numbers are unique to individual employees. Regrettably, it is not possible to discuss this matter with the Communication Assistant who did not process the answer machine retrieval correctly.
18	04/01/11	A customer received no response from the Communication Assistant after the customer requested the Communication Assistant re-type the message they had just been given. After getting no response from the Communication Assistant the customer hung up. The Customer Service Representative apologized to the customer and assured the customer the matter would be forwarded to the Communication Assistant's supervisor for immediate follow up. The customer is satisfied and does not need a call back.	04/01/11	In following up with the Communication Assistant, the supervisor coached them on always following the customer's instructions. Proper procedures for technical difficulties were also reviewed.
19	04/05/11	A customer stated that this Communication Assistant used the recording feature to type her answering machine messages back to her. The customer felt like the recording feature was not working properly as it stated that her answering machine message was fading in and out (which it was not) and also that the Communication Assistant was not able to give the last 2 digits of the phone number given (which was clearly given on the answering machine message). The Customer Service Representative thanked the customer for letting us know and assured that the complaint would be sent in as stated.	04/05/11	A supervisor observed this technical issue and entered a trouble ticket. No follow up was requested by the customer.
20	05/24/11	A VCO caller said she placed a call with this Communication Assistant and everything was fine on the first call. However, on the next call the customer asked to do an answer machine retrieval, the Communication Assistant did not reply or let her know what was going on. Due to this, the customer hung up and phoned into relay again to ask for a supervisor. The supervisor apologized and said the Communication Assistant will be met with. The customer does not wish for follow-up contact.	05/24/11	A Supervisor followed up with the Communication Assistant. The Communication Assistant said she missed a step in the answer machine voice mail retrieval and it didn't work. The supervisor reviewed the voice mail retrieval call process and reminded her the instructions are in the Call Type key. The Communication Assistant was able to demonstrate this correctly. The supervisor also coached the Communication Assistant on always keeping the customer informed with "one moment please" or other appropriate responses.