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Via Electronic Filing (ECFS)

June 19, 2012

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW, Room TW-A325
Washington D.C. 20554

Re: The State of Minnesota's Telecommunications Relay Services Annual Consumer Complaint Log Summary (CG Docket No. 03-123)

Dear Ms. Dortch,

Pursuant to 47 C.F.R §64.604(c)(1), the Minnesota Department of Commerce-Telecommunications Access Minnesota (DOC-TAM) respectfully submits Minnesota's Telecommunications Relay Services (TRS) Annual Consumer Complaint Log Summary for the twelve month period commencing on June 1, 2011, and ending on May 31, 2012.

Minnesota Relay received eight (8) complaints during this reporting period. All complaints were timely resolved.

Attached please find the following report documents:

1. Complaint tally sheet categorizing complaints by type (Attachment A).
2. Complaint log summaries for complaints received June 1, 2011, through May 31, 2012, including the date of complaint, type of relay call, category number of complaint, nature of the complaint, date of resolution, and explanation of the resolution (Attachment B).

The report includes complaints received by the TRS state administrator, Minnesota Relay center supervisors, Minnesota Relay Outreach Office, Sprint Customer Service, CapTel Customer Service, and Sprint account manager that allege a violation of the federal TRS mandatory minimum standards.

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Minnesota Relay's total call volume (interstate and intrastate) by type of TRS call during the period of June 1, 2011, through May 31, 2012, was as follows:

- Traditional TRS Total Calls – 255,898
- Speech-to-Speech Total Calls – 12,381
- Captioned Telephone Total Calls – 406,034
- Internet Protocol Relay – Not applicable; Minnesota does not contract for this service.
- Video Relay Service – Not applicable; Minnesota does not contract for this service.

An electronic copy of Minnesota's TRS Annual Consumer Complaint Log Summary has been submitted via e-mail to Arlene Alexander.

If I can be of further assistance, please feel free to contact me.

Sincerely,



Rochelle Renee Garrow, TAM Administrator

Minnesota Department of Commerce

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cc: Arlene Alexander, FCC
Dr. Burl Haar, MN PUC Executive Secretary
Lillian Brion, MN PUC
Greg Doyle, MN DOC



Minnesota Relay Complaints By Category

June 1, 2011 - May 31, 2012

SERVICE COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#00	Answer Wait Time													0	0%
#01	Dial Out Time													0	0%
#02	Didn't Follow Database Instructions		1				1							2	25%
#03	Didn't Follow Customer Instructions					1								1	13%
#04	Didn't Keep Customer Informed													0	0%
#05	Agent Disconnected Caller													0	0%
#06	Poor Spelling													0	0%
#07	Typing Speed/Accuracy												1	1	13%
#08	Poor Voice Tone													0	0%
#09	Everything Relayed													0	0%
#10	HCO Procedures Not Followed													0	0%
#11	VCO Procedures Not Followed													0	0%
#12	Two-Line VCO Procedure Not Followed													0	0%
#13	Background Noise Not Typed													0	0%
#14	Feelings Not Described													0	0%
#15	Recording Feature Not Used													0	0%
#16	Noise in Center													0	0%
#17	Agent Was Rude			1										1	13%
#18	Problems With Answering Machine Retrieval													0	0%
#19	Spanish Service													0	0%
#20	Speech to Speech													0	0%
#21	Other Problem Type Complaint										1			1	13%
Sub-Total		0	1	1	0	1	1	0	0	0	1	0	1	6	

TECHNICAL COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#22	Lost Branding													0	0%
#23	Charged for Local Call													0	0%
#24	Trouble Linking Up													0	0%
#25	Line Disconnected													0	0%
#26	Garbled Message													0	0%
#27	Database Not Available													0	0%
#28	Split Screen													0	0%
#29	Other Technical Type Complaint						1					1		2	25%
#57	Caller ID													0	0%
#58	Regional 800 Calls													0	0%
#59	Transmission (Can't hear or be heard)													0	0%
Sub-Total		0	0	0	0	0	1	0	0	0	0	1	0	2	

MISC COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#30	Rates													0	0%
#31	On Screen Display													0	0%
#32	No 900 Number													0	0%
#33	Carrier of Choice													0	0%
#34	Network Recording													0	0%
#35	Other													0	0%
Sub-Total		0													

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Report Year Total
TOTAL COMPLAINTS		0	1	1	0	1	2	0	0	0	1	1	1	8

Minnesota Relay Consumer Complaints for June 1, 2011 through May 31, 2012

Total Complaints: 8

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7/19/2011	K6449151133	TTY	1293 F	2	The customer is getting abbreviations from the agent even though there is a note in the system showing "no abbreviations".	7/19/2011	The Customer Service representative apologized to the customer. Unable to follow-up with the CA because the CA ID number given is not valid.
8/4/2011	K6449609073	TTY	N/A	17	The customer stated that, "Supervisor Krueger interrupted my call many times, approximately five or more times and said they would transfer me to the contact manager. They did not transfer me and instead hung up on me. I did not request to talk to a manager. Krueger is rude!"	8/4/2011	A supervisor thanked the caller for feedback and apologized for any inconvenience. The supervisor informed the caller that without the CA ID number it may be difficult to follow up with the individual but will pass the information on to the other centers. No follow up was requested by the caller when offered by the supervisor. There are no supervisors by the name of "Krueger" so it is not possible to follow up with the CA.
10/31/2011	K6450878175	TTY	3147	3	When a guy was hanging up and the customer asked the CA to tell the guy that "I'm a customer and interested in an affordable home program", she hung up (sk). I feel that it was pretty cruel and frustrating. The customer was hoping the CA would call the gentlemen back.	11/4/2011	There was incomplete information to follow up with the CA. The customer did not request follow up.
11/26/2011	K6451422374	Voice	N/A	29	When anyone tries to call this number it goes right to Minnesota Relay. The person at this number does not use the relay service. A follow-up is requested to verify issue has been resolved.	11/26/2011	Informed consumer that the issue would be looked into and advised consumer to also contact their phone company about the issue. A follow up call was made to the customer for further information (clarification) and the person stated that she was contacted this morning to discuss this issue. She stated that this issue has been resolved and she has no further issue.
11/28/2011	K6451424349	TTY	1754 M	2	Customer stated that the CA abbreviated on his call even though his customer preference notes say "no abbreviations". No follow-up requested.	11/28/2011	Apologized to customer. Supervisor coached the CA on the importance of following customers' instructions - either verbal instruction or the customer notes.
3/28/2012	K6453423547	Voice	536M	21	Customer stated that the CA did not provide a standard relay announcement (excluded the state relay) and CA provided a three digit CA ID. Customer emphasized that it was a male agent. Apologized for the inconvenience. No follow up requested.	3/28/2012	This agent ID number is currently unassigned. The customer did not want follow up, therefore further investigation is not possible.
4/6/2012	K6453826970	Voice	N/A	29	Customer says that there is a loud horn like sound that goes on and off when calling her mother and it just started today.	4/6/2012	Closing contact since no further action required other than technician investigation.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5/14/2012	K6454354778	Voice	1840F	7	Customer states that a representative from her company received a crisis call from a client with a hearing loss. The first CA did a great job. A switch was made in CAs and the call became very hard to follow because of the CAs slow typing and constant interruptions telling the rep to clarify what was just said. This made it hard for the rep to keep his train of thought and made the call much longer than it already was. The concern is that this was a crisis intervention call and it was handled very poorly. Call back requested.	5/14/2012	Apologized for the problem and assured the consumer that the complaint would be turned in as stated. The CA was met with and showed understanding of the pacing procedure.