



# Oregon

John A. Kitzhaber, MD, Governor

**Public Utility Commission**  
Residential Service Protection Fund  
Telephone Assistance Programs  
550 Capitol St NE Ste 215  
PO Box 2148  
Salem OR 97308-2148  
1-800-848-4442  
TTY: 1-800-648-3458  
Fax: 1-877-567-1977  
Web: [www.rspf.org](http://www.rspf.org)  
Email: [puc.rspf@state.or.us](mailto:puc.rspf@state.or.us)

June 22, 2012

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW, Rm. TW-A325  
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 Ms. Dortch,

The State of Oregon has enclosed materials to address the Federal Communications Commission (FCC) mandate that an annual log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services be filed with the FCC.

- Enclosed is the annual Complaint Log which includes complaints received between June 1, 2011 and May 31, 2012 with the date of complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.

If you have any questions or concerns, please contact me at 503-373-1400 or via e-mail at [jon.cray@state.or.us](mailto:jon.cray@state.or.us).

Respectfully,

Jon Cray, Residential Service Protection Fund Program Manager

Cc: Michael Dougherty, Public Utility Commission Interim Executive Director  
David Poston, Public Utility Commission Central Services Division Administrator  
Damara Paris, Sprint Relay Program Manager

Enc: Complaint Log  
Sprint Letter



**Complaint Tracking for Oregon Telecommunications Relay Service (OTRS) 06/01/2011-05/31/2012. Total Customer Contacts: 8**

<b>Tally</b>	<b>Date of Complaint</b>	<b>Nature of Complaint</b>	<b>Date of Resolution</b>	<b>Explanation of Resolution</b>
1	06/30/11	CapTel customer reported inaccurate captions on calls and provided an example of a name that was displayed incorrectly.	06/30/11	Customer Service Representative (CSR) explained that because captions are produced using voice-recognition technology software by a live person, there is the chance that a similar sounding word might appear incorrectly in a conversation. CSR further explained that a correction of the term should follow in brackets and suggested customer document the date, time, and the Relay Operator Number (RO #) of any future calls that show an error so the customer service department can take specific action with the RO captioning the call.
2	09/14/11	Customer reported that they had problems connecting to Oregon Telecommunications Relay Service (OTRS) with their Magic Jack service when dialing 711.	09/15/11	Initially, the customer could hear during the call to relay, but with difficulty. CSR suggested using the direct TTY and voice relay numbers and customer was able to hear over the phone after test calls.
3	09/14/11	Customer reported that they had a problem connecting to OTRS with their Comcast phone service when dialing 711.	9/19/2011	Comcast unblocked the number in their system and technical support's repeated attempts to contact the customer for test calls were unsuccessful.
4	09/17/11	TTY customer reported that in the past week when a RO dials an outbound number, it takes a long time to ring and often the RO has to redial several times for a ring.	09/23/11	Technical support's repeated attempts to contact the customer for the name of their Local Exchange Carrier and subsequent test calls were unsuccessful.
5	10/11/11	TTY customer reported that the RO did not follow instructions. The customer states that she was transferred to several people and no one assisted her because RO did not forward her call to Customer Service as she requested. The customer asked that the RO to be trained on how to make a relay call correctly.	10/11/11	The RO stated that they transferred the caller to the customer service department as instructed. The customer service department erroneously transferred the caller to another department before that other department transferred the customer back to the customer service department. The RO complied with the customer's instructions.
6	10/11/11	TTY customer reported that when dialing an outbound local number, the RO stated that the call could not be completed because "service has been suspended".	10/11/11	Repeated attempts to contact the customer to inform them that the recording was likely from their Local Exchange Carrier and to contact them for a phone line test were unsuccessful.
7	11/14/11	Spanish-speaking Hearing Carry Over customer reported that they could not place calls to two different cell phone numbers through the OTRS Spanish Relay number. The customer states that they hear a recorded message regarding a "roaming violation".	11/22/11	Technical support's repeated attempts to call the customer for test calls were unsuccessful.
8	04/18/12	TTY customer states that the RO did not read or inform the customer that they were reading the notes in their Frequently Dialed (FD) contact list. The customer states that this agent only typed "Hello, GA" when calling a specific person on their FD list instead of informing them of a "specific person on the line" and did not type the gender of the person who answered the phone.	04/18/12	The RO did not notify the inbound caller that they were reading the notes. The RO asked the answering party for the person customer requested to speak with, but did not type it to the caller. RO believes she informed the customer of the answering party's gender. CSR left message notifying customer that procedures were reviewed with the RO.



June 20, 2012

Jonathan Cray  
RSFP Manager Central Services  
PUC of Oregon  
550 Capital St. NE Ste 215  
Salem, OR 97301

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. Cray,

Sprint has provided you the following information to support your filing with the FCC for the State of Oregon:

- An annual Complaint Log which includes complaints received between June 1, 2011 and May 31, 2012 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to 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. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

**State Complaint Log Summary filings must reference CG Docket No. 03-123.** Submissions may be filed in one of two ways: (1) by using the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- **Electronic Filers:** Submissions may be filed electronically using the Internet by accessing the ECFS: <http://apps.fcc.gov/ecfs/>. Filers should follow the instructions provided on the website for submitting comments.

# Sprint Relay

- Paper Filers: Parties who choose to file by paper must file an original and four copies of each filing.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12<sup>th</sup> St., SW, Room TW-A325, Washington, DC 20554. The filing hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building.

- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12<sup>th</sup> Street, SW, Washington DC 20554.

This is due to the FCC on or before Monday, July 2, 2012.

## Obligation to Submit Contact Information and Notice of Substantive Changes in TRS Programs.

The FCC reminds the certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that, pursuant to 47 C.F.R. § 64.604(c)(2), they must submit to the Commission the name of a contact person and/or office for the receipt of inquiries and complaints from consumers about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service. The submission must include the name and address of the state or TRS office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, and fax numbers for that office; the email address; and the physical address to which correspondence should be sent.

Should you have any questions concerning this report, please contact me.

Sincerely,



Damara Paris  
Program Manager  
Oregon

### Attachments:

- 1) Log Sheets
- 2) Copy of DA 12-955