

CG Docket No. 03-123

**ANNUAL LOG SUMMARY OF
CONSUMER COMPLAINTS
CONCERNING TRS**

**The Virginia Department for the Deaf
and Hard of Hearing
and
Virginia Relay**

June 1, 2011 – May 31, 2012





COMMONWEALTH of VIRGINIA

Ronald L. Lanier
Director

Department for the Deaf and Hard of Hearing

(804) 662-9502 V/TTY
1-800-552-7917

Ratcliffe Building Suite 203
1602 Rolling Hills Drive
Richmond, Virginia 23229-5012

June 25, 2012

Section § 51.5-115 of the *Code* of Virginia designates the Virginia Department for the Deaf and Hard of Hearing (VDDHH) as the agency for the provision and operation of Telecommunications Relay Services (TRS) within our Commonwealth. On behalf of VDDHH, Virginia Relay, and the Virginia Relay Advisory Council, I am pleased to submit the following Annual Log Summary of Consumer Complaints Concerning TRS for the period June 1, 2011 through May 31, 2012. During the reporting period, only 1 customer contact was identified as a complaint. During the same reporting period, 69 service commendations were received. AT&T is our TRS Provider.

The current log also includes consumer feedback for Captioned Telephone Services (CTS) for this same period. For the current reporting period, 3 complaints were received. Of these 3 complaints, 2 were related to FCC minimum standards. During the same reporting period, 5 service commendations were received. Because Hamilton Relay services as our CTS provider, all consumer complaint data on this relay service is presented in a separate section of our Log.

Also, I am pleased to announce that Virginia Relay, in cooperation with AT&T, is currently piloting an enhanced form of Speech to Speech (STS) relay. In addition to listening to a STS caller through a standard relay connection, Vid-STS allows the STS Communications Assistant to also see the caller's mouth movements, gestures, and facial expressions through a high-speed internet connection, a web camera or videophone, and SKYPE (TM). Initial comments from Vid-STS users have been extremely positive.

Thank you for the opportunity to forward this summary of consumer feedback, and we hope you find it beneficial. Questions concerning this submission should be directed to the VDDHH Relay and Technology Programs Manager, Clayton E. Bowen, clayton.bowen@vddhh.virginia.gov. You may also reach him at 1-800-552-7917, voice/TTY.

Sincerely,

A handwritten signature in cursive script that reads "Ronald L. Lanier".

Ronald L. Lanier



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ANNUAL LOG SUMMARY OF CONSUMER COMPLAINTS CONCERNING TRS

June 1, 2011 – May 31, 2012

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Telecommunications Relay Services

Since 1991, AT&T has consistently provided quality telecommunications relay services in the Commonwealth of Virginia. We are currently in the first year of a three-year contract ending July 31, 2014, with options to extend the contract through July 31, 2018.

Receipt of Consumer Comments and Methodology

VA Relay consumers can provide comments on services through three basic avenues. Feedback is received directly by AT&T, directly by VDDHH, or indirectly through the VA Relay Advisory Council and the statewide VDDHH Outreach network.

AT&T receives consumer comments directly through:

- Virginia Relay Customer Care Desk, 1-866-246-9300 (TTY) 1-866-894-4116 (Voice)
- The In-House Relay Account Manager mm9628@att.com
- Communication Assistants (CA) and their Supervisors
- AT&T Relay Customer Service Line 1-800-682-8786 (TTY) 1-800-682-8706 (Voice)
- AT&T National Relay Website www.att.com/relay
- Consumer Correspondence

VDDHH receives consumer comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form www.vddhh.org
- Virginia Relay Website, www.varelay.org
- VDDHH Customer Service E-mail Address frontdsk@vddhh.virginia.gov
- Public Meetings and Regional Consumer Forums
- Consumer Correspondence

VDDHH receives consumer comments indirectly through:

- The Virginia Relay Advisory Council whose members represent consumer organizations or specific types of relay users
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of Virginia Relay, its operations and services.

All consumer feedback whether received directly or indirectly is recorded in AT&T's automated Commendation, Inquiry, and Complaint System, more commonly referred to as CICS. All comments are entered into the CICS database within twenty-four hours of receipt, whether received by AT&T or provided through VDDHH. AT&T is contractually required to forward VDDHH an electronic copy of each entry within the ensuing twenty-four hour period. The majority of CICS complaints are received at the Virginia Relay Customer Care Center where they are responded to and resolved by Center personnel. For complaints received directly by VDDHH, staff members provide the response to the consumer in many cases. A copy of the consumer's comments is

electronically forwarded to AT&T for CICS entry and appropriate documentation and follow-up. Any complaints directly related to CA performance are routed to a center Associate Manager who is required to meet with the individual CA within seventy-two hours of receipt of the complaint. Additional CA training is then scheduled if appropriate.

Complaints or inquiries related to technical or billing issues are not subject to a specific deadline since technical research or follow-up with other entities may be necessary. However, timely resolution of these items is still required and monitored by VDDHH. In addition, the Virginia State Corporation Commission is available to assist VDDHH with billing issues related to phone companies under their jurisdiction.

Copies of all CICS entries are maintained by VDDHH and reconciled to the monthly CICS report summary provided by AT&T. VDDHH staff members immediately investigate any complaints not indicating resolution during the month in question. Since June of 2000, any CICS entry related to an alleged violation of FCC TRS standards or of more stringent Virginia contract requirements is identified and filed separately. This allows for a clear annual accounting of specific complaints related to FCC or state contract requirements. These complaints are also noted in the annual submission of our FCC Complaint Log. All CICS entries and monthly reports are retained by VDDHH for a minimum of five years.

Discussion of TRS Consumer Complaints

For the current FCC reporting period, 367 customer contacts were received and reported through CICS. Of this number, only 1 contact was identified as a complaint, a violation of federal minimum standards. The complaint was resolved on the same day as received.

Alleged Violations of the Federal Minimum Standards

Transparency	0
Confidentiality	0
Verbatim Relay of Call (Accuracy)	1
In Call Replacement	0
Answer Speed (Waiting Time)	0
Typing Speed	0
Gender Accommodation	0

Number of Days for Resolution of Federal Minimum Standards Complaints

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46-90 days
Transparency							
Confidentiality							
Verbatim	1						

In Call Replace							
Answer Speed							
Typing Speed							
Gender Accommodation							

A summary of all TRS consumer contacts and a list of all complaints received appear beginning on page 9. FCC reportable complaints are highlighted in yellow.

Captioned Telephone Relay Services (CTS)

After an extremely successful twenty one-month trial of the service, Virginia began offering Captioned Telephone Services as an on-going part of Virginia Relay on April 1, 2004. Because our TRS provider did not offer CTS to its states at that time, a separate contract for CapTel™ services was established. While Sprint Relay was the contracted CTS provider for Virginia from April 1, 2004 through March 31, 2011, Virginia changed CTS providers effective April 1, 2011 as a result of an RFP process. Our current CTS provider is Hamilton Relay.

Receipt of Consumer Comments and Methodology

Virginia CTS users can also provide comments on services through three basic avenues. Feedback is received directly by Sprint/CTI, directly by VDDHH, or indirectly through the Virginia Relay Advisory Council and the statewide VDDHH Outreach network. Our Relay Council currently includes a member representing CapTel users.

Hamilton Relay receives CTS user comments directly through:

- CapTel Customer Service Line 1-800-482-2424 (TTY) 1-877-243-2823 (Voice)
- CapTel Customer Service Email service@ultratec.com
- CapTel National Website www.captionedtelephone.com
- Virginia CapTel Account Manager christa.cervantes@hamiltonrelay.com
- Virginia CapTel Outreach Coordinator marta.cagle@hamiltonrelay.com
- Consumer Correspondence

VDDHH receives CTS user comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form www.vddhh.org
- VA Relay Website, www.varelay.org
- VDDHH Customer Service E-mail Address frontdsk@vddhh.virginia.gov
- In-House VDDHH CapTel Specialist trish.banks@vddhh.virginia.gov
- VDDHH Public Meetings and Regional Consumer Forums
- Consumer Correspondence



VDDHH receives CTS user comments indirectly through:

- The Virginia Relay Advisory Council whose members represent consumer organizations or specific types of relay users
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of Virginia Relay, its operations and services.

In addition to these three basic avenues, VDDHH has worked out an agreement with AT&T that any CTS user comments received at the Customer Care Desk at the VA Relay center will be accepted and immediately forwarded to VDDHH for follow-up with Hamilton Relay.

All CTS user comments are provided to VDDHH by the contracted CTS provider on a monthly basis. Any complaint that is not resolved within the reporting period is then documented and investigated by VDDHH staff.

Discussion of Captioned Telephone Consumer Complaints

For the current FCC reporting period, 378 customer contacts were received and reported through CapTel customer service. Of this number, 3 were complaints, 2 of which were considered FCC reportable. Both complaints concerned the accuracy of captioning. The reportable complaints were satisfactorily resolved by CTI Customer Service Representatives. A breakdown of the FCC reportable complaints follows:

Alleged Violations of the Federal Minimum Standards

Transparency	0
Confidentiality	0
Verbatim Relay of Call (Accuracy)	2
In Call Replacement	0
Answer Speed (Waiting Time)	0
Typing Speed	0

Number of Days for Resolution of Federal Minimum Standards Complaints

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46 –90 days
Transparency							
Confidentiality							
Verbatim	1				1		
In Call Replace							
Answer Speed							
Typing Speed							

More information on each of the above reportable CTS complaints is presented in the annual Virginia CapTel Complaint Tracking charts beginning on page 13 of this report and has been highlighted in yellow for your convenience.

Fraudulent Relay Calls

VDDHH applauds the FCC's recent efforts to investigate and reduce the number of fraudulent relay calls perpetrated by the internet relay industry. The number one consumer complaint received by VDDHH is this type of relay call, a call that is neither administered by the state, nor is tracked or otherwise addressed in the FCC Annual Consumer Complaint Log.

During the past twelve months, numerous complaints regarding IP relay fraud have been received by VDDHH. While VDDHH has followed up with the targeted businesses in each case, the public at large does little to differentiate between relay services provided by a state and those offered through an IP relay provider.

VDDHH recommends that the FCC broaden its examination of the number of fraudulent calls placed through IP relay services and work with all IP relay providers to address a serious situation that is beyond the control of any state relay program.

TRS



**Annual Consumer Complaints Log
& Summary of All Consumer Feedback
June 1, 2011 – May 31, 2012**



VIRGINIA - TRS



June 2011

No Complaints Received

July 2011

No Complaints Received

August 2011

No Complaints Received

September 2011

No Complaints Received

October 2011

No Complaints Received

November 2011

DATE: November 2, 2011

TTY: The customer complained the CA did not relay call verbatim.

Category: Other (CA/OPR) Accuracy

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: November 2, 2011

FCC: Reportable

December 2011

No Complaints Received

January 2012

No Complaints Received



February 2012

No Complaints Received

March 2012

No Complaints Received

April 2012

No Complaints Received

May 2012

No Complaints Received

**Virginia Relay Service
TRS Customer Contact Report Summary
June 2011 – May 2012**

I. Commendations	Voice	TTY	Total
CA/OPR Related	23	45	68
Relay/OSD Related		1	1
Other			
Total Commendations	23	46	69
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammar			
CA Hung up on me			
Other (CA/OPR) Accuracy		1	1
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints		1	1
III. Inquiries/Comments	Voice	TTY	Total
General Information	2		
Outreach/Marketing	1		1
Explain Relay	81	31	112
TTY Distribution/Purchase	59	8	67
LEC Service	1		
Billing/Rate	7	8	15
Computer Settings			
Technical Related		4	4
Other	54	41	95
Total Inquiries/Comments	205	92	297
Grand Total	228	139	367

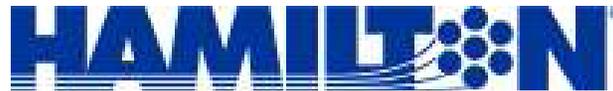
Captioned Telephone Services



Annual Consumer Complaints Logs

June 1, 2011 – May 31, 2012





**Virginia CapTel Consumer Complaint Log
for the period
06/01/11 to 05/31/12**

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
268127	6/19/2011	11:45:AM	Phone	Billing	NA	50000	Billing Issue	Customer's daughter reported being unable to use her calling card to call her father through the captioning service. CSR determined that the calling card being used may not allow the proper processing of CapTel calls through their system. CSR made an adjustment in the CapTel system to allow caller to place long distance captioned calls from their phone number.	6/19/2011 11:55 AM	Within 24 hours	TDK
293522	9/28/2011	10:00 AM	Phone	Service	3523	11030	Accuracy of Captions	Customer shared feedback regarding accuracy of captions and provided specific call data. Customer indicated that her conference call had delays and inaccurate captioning and [Speaker Unclear] prompts. CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow-up with CA.	9/29/2011 12:15 PM	Within 48 hours	MMo
302015	10/25/11	2:30 PM	CapTel	Service	3870	0800-11030	Accuracy of Captions	Customer shared feedback regarding accuracy of captions and provided specific call data. Customer indicated that her conference call had delays and inaccurate captioning and [Speaker Unclear] prompts. CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center	11/07/2011 12:55 PM	Over 48 hours	CB

