



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
OFFICE OF THE DEAF AND HARD OF HEARING

July 2, 2012

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

RE: The state of Washington'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 Office of the Deaf and Hard of Hearing (ODHH) respectfully submits Washington's Telecommunication Relay Services (TRS) Annual Consumer Log Summary for the 12-month period commencing on June 1, 2011, and ending on May 31, 2012.

Enclosed please find the 2012 Washington Relay Annual Log Summary of Consumer Complaints received by ODHH ending May 31, 2012.

Should you have any questions concerning this summary or report log, please contact me at (360) 339-7762 VP or email at pecksc@dshs.wa.gov.

Sincerely,

Steven Peck
Washington State Relay Administrator

Enclosures:

Attachment #1 - Annual Log Summary of Consumer Complaints

cc:

Arlene Alexander, FCC Consumer & Governmental Affairs Bureau
Eric Raff, Office of the Deaf and Hard of Hearing
John Moore, Sprint Relay
Jing Liu, Washington Utilities and Transportation Commission



**WASHINGTON
RELAY**

Annual Log Summary of Consumer Complaints

State of Washington
 Department of Social and Health Services
 Office of the Deaf and Hard of Hearing
 Washington Telecommunication Relay Services
 Sprint Relay
 Annual Log Summary of Consumer Complaints
 CG Docket 03-123
 June 30, 2012

Attachment #1

Acronym Log	
RO	Relay Operator
CA	Captioning Assistant
CS	Customer Service
RPM	Relay Program Manager
TT	Trouble Ticket
ODHH	Office of the Deaf and Hard of Hearing

	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	6/30/11	VCO customer gave the RO the number to dial and the RO didn't dial out the number as requested. The VCO customer asked the RO "Are you going to dial out?" The RO responded with, "I did not hear the go ahead." After the VCO customer repeated the number the RO said, "Don't yell at me." The VCO customer disconnected the call because he did not want to argue with the RO: 7638.	7/4/11	Supervisor coached RO on the importance of call focus to ensure a prompt dialing for the customer. Supervisor will also coach this RO on professionalism and courtesy during the call.
2	8/14/11	Voice customer had received a call from a TTY user in WA. The customer said that RO was very rude with her tone and manner using comments like "wait a minute I have to catch up with you - RIGHT." She said the RO was very "snarfy" throughout the call. No customer follow up required. RO: 8648F	8/14/11	CS rep apologized to the customer and told her a supervisor would follow up with the RO. Supervisor talked with the outbound voice customer before the call ended. Customer was upset that RO was typing everything heard and that RO would not repeat information that was previously relayed. Supervisor tried to educate voice customer that it was required that the RO type everything heard.
3	8/14/11	VCO user dialed WA Relay to place a call. The RO never let him know if there was any ringing or an answering machine or if the line was answered, when in fact the called party had hung up. Customer does not want to cause trouble but is very frustrated by this situation. RO: 6012	8/14/11	CS rep apologized to the customer for the inconvenience and thanked him for the feedback. The RO would be coached on proper procedure. No follow up requested. In following up the RO, the supervisor coached on keeping the customer informed as the call progressed. If the phone is not ringing then the customer should be informed of the background sound of silence or no ring time. The RO is now aware of a more professional way of handling a situation of this nature and is confident in his ability to perform in a more professional manner in the future.



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4	8/23/11	TTY Customer complained about excessive garbling during all their calls, The customer would like the technical department to check out their number. The customer does want a follow up. RO: all agents	8/24/11	The CS rep apologized for the inconvenience it caused and suggested a few tips that may be able to help in calls. CS contacted customer TTY to TTY and provided instructions to disable turbo code feature to prevent garble on the device. Customer was pleased and thanked CS rep for the information and follow up with the issue.
5	9/1/11	CapTel Customer complained that the captions lag too far behind the voice caller. No customer follow up was requested.	9/10/11	The customer's daughter reported that on a particular call, Spanish captions were delayed behind the spoken words more than the usual delay. CS rep forwarded call details to the call center management who advised that they would follow up with the CA's supervisor for further monitoring and coaching of this CA. The Call Center advised CS that they increased the monitoring of the CA, and confirmed there were no technical difficulties on the call.
6	12/1/11	TTY Customer complained that the RO hung up on the Comcast recording and then made the caller wait six minutes for a redial. After the redial the RO hung up on the caller. CS apologized to the customer. Follow up was requested by mail. RO:1666	12/1/11	The RO did not remember this call; however the RO was coached on the importance of not disconnecting calls. The supervisor advised the RO of the consequences of doing so. A follow up letter was composed and mailed.
7	12/14/11	CapTel customer reported that the number he dialed is producing a busy signal. However, the line does not appear to be busy when dialed with captions turned off. The customer requested follow up.	12/27/11	A TT was filed with the long distance carrier. As an interim solution, we moved the customer to a different routing carrier to allow the call to go through. Customer confirmed this allowed the call to go through successfully. The long distance carrier corrected the routing issue and no further issues reported.



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1/31/12	Voice customer reported that during a call to the Highlands Primary Care the RO, while she was relaying the call, kept saying "WAIT" over and over again in a rude manner as she tried to pace the speed of the call. The RO reprimanded the caller for speaking to the party in third person, and was "very short" with her tone of voice. At the end of the call the RO informed the voice customer that the TTY caller hung up. When the voice customer asked the RO to speak to a supervisor and for the RO's name or ID number, the RO continued typing to the TTY caller who supposedly had already hung up. CS apologized to the customer and told her a report would be sent. No customer follow up requested. RO:6401	1/31/12	Supervisor met with the RO and reviewed proper procedure with the RO. They also discussed other ways of pacing and tone of voice when speaking to the outbound customer. Educating the customer is key in enhancing the relay experience and has to be done in the proper way. The supervisor is confident that the RO will act in a more professional manner in the future.

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9	2/07/12	VCO Customer reported that she was "talking to her friend and the conversation stopped. Customer tried to get the RO's attention and then realized the line had disconnected. Customer called her friend back who stated that the RO told the Customer's friend that Customer had disconnected. Customer wanted to know what happened." Customer follow up requested via email. RO:6207	3/06/12	CS apologized to customer. In meeting with the RO on this complaint, the RO did remember that there was a technical delay during the call and that transmission had stopped. The RO recalls that the inbound line hung up and she informed the outbound caller that there was a technical issue and the caller hung up. The RO did not fill out a trouble ticket for this incident and was coached on the importance of always doing trouble tickets when technical issues arise so that we can find a resolution to the problem at hand. Follow up contact was made via email with the customer and the customer is satisfied with the results.
	5/1/12	TTY customer stated that the RO was being argumentative about redialing on the third attempt to leave a message on the answering machine. TTY Customer stated that the RO dialed out and relayed a recorded message indicating the called person is not available to take the call. TTY customer requested that RO redial again to leave a message and at that point the RO started arguing about the feasibility for a redial. Eventually the RO redialed and ended up leaving a message. No follow up requested. RO: 1650	5/2/12	Supervisor met with the RO and reviewed proper procedure with the RO. RO acknowledged that she shouldn't question the feasibility of a redial. RO now knows to follow instructions regardless what had happened on a previous call.



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11	5/10/12	CapTel customer reported that his CapTel 200 phone with a 2-line mode in his office was unable to connect to captioning services and receive captions from his CapTel phone.	6/12/12	CapTel CS rep advised customer to ensure that the second line is a complete separate analog phone line. Resolution presently is pending a fix on customer's analog phone lines. CS will follow up to ensure that customer is able to resolve the phone line issues.