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FCC Mail Room

June 27, 2012

Marlene H. Dortch,  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> St., SW, Rm TW-B204  
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 Secretary Dortch:

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, 2011 through May 31, 2012. There are a total of 11 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

Attachments

0+4



**Oklahoma FCC  
2011 - 2012  
Complaint Log**

Complaint Tracking for OK (06/01/2011-05/31/2012). Total Customer Contacts: 11

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/17/11	A customer complained that when she called in and asked the Communication Assistant to dial the number she couldn't hear a dial tone then there was a loud beep, followed by static and then another loud beep and more static. The customer hung up and called back in and the call went through with the next Communication Assistant just fine. The customer is concerned that this always happens with that particular Communication Assistant. A Supervisor apologized for the inconvenience and informed the called that the Communication Assistant is not able to give a dial tone when placing a call. There is a technical error happening when placing the call and a trouble ticket will be entered to help resolve the issue.	06/17/11	The Supervisor attempted a follow up with this customer three times to inform them of the trouble ticket and possible resolutions. There was no answer and the supervisor was unable to follow up.
2	08/03/11	The customer stated that this Communication Assistant did not respond to the number given and was then disconnected. The Customer Service Representative apologized for the inconvenience. No follow up necessary.	08/03/11	A Supervisor was assisting the Communication Assistant on the call processing when this situation occurred. They observed the Communication Assistant enter the number and dialed out. In the process of dialing out, the Inbound line got disconnected. The Communication Assistant did the procedure correctly and the supervisor can verify that this customer did not disconnect the call.
3	08/03/11	The customer stated that in the previous 6 months she have been experiencing garbling when she calls into relay. She could not receive a clear relay announcement including the Communication Assistant's ID number. She would like to get this resolved. The Customer Service Representative apologized for the inconvenience and assured the customer that this will be forwarded to the appropriate personnel for a trouble shooting. The customer wishes a follow up from the state account manager.	08/03/11	The customer wishes to be contacted via phone. The Customer Service Representative tried to contact the state customer several times (3) and kept getting a busy signal. The case has been closed.
4	08/17/11	Dialing Issue - Unable to dial regional 800 numbers	08/17/11	A customer reported that they are unable to reach a specific toll free number. Technical Support made an adjustment so that the CapTel user can successfully make captioned call to regional 800 numbers.
5	10/25/11	A VCO caller stated she was connected with a Communication Assistant and requested an Answering Machine Retrieval. She said the Communication Assistant asked her for her phone number. When she told the Communication Assistant she needed to send the macro so she can put her handset down to retrieve messages, she said the Communication Assistant did so but then started typing the message without waiting for it to finish. She said she told the Communication Assistant this wasn't right and then said she got no further response from the Communication Assistant. The customer then hung up and called back in. The Customer Service Representative apologized to the caller.	10/25/11	The Communication Assistant was reminded of the importance of following customer instructions and was refreshed on Answering Machine Retrieval call procedures. The Communication Assistant understands and no follow up was requested.

6	12/17/11	A customer complained that they called into relay but there was no response from the Communication Assistant. After typing to the Communication Assistant, there was still no response and so the caller hung up. The Customer Service Representative apologized for the inconvenience and thanked the caller for the feedback. The complaint was forwarded to the Communication Assistant's supervisor. No follow up was requested.	01/04/12	The Communication Assistant recalls an incident where her computer locked up when a call arrived. The Communication Assistant was unable to communicate with the caller. When the call hung up the computer was rebooted, no further issues occurred. This appears to have been a one time irregularity.
7	12/17/11	A customer reported that there is an issue with connecting to the OK Relay number.	01/24/12	This issue has been resolved due to a problem with their local phone company, Cox Communications.
8	12/31/11	A customer requested an answering machine retrieval and did not get a response from the Communication Assistant. The customer requested a supervisor and also got no response. The Customer Service Representative apologized to the customer and assured the customer that the Communication Assistant would be coached. The customer is satisfied and does not request a follow up call.	12/31/11	The Communication Assistant does not remember the call, however, was coached on the proper way to process an Answering Machine Retrieval call. The Communication Assistant understands the importance of properly processing calls.
9	01/10/12	A customer asked the Communication Assistant to do an Answering Machine Retrieval and while waiting for a response, the Communication Assistant would not respond. When the Communication Assistant finally did get a response, they typed "Communication Assistant disconnecting due to no response " No follow up was requested.	01/10/12	The Communication Assistant had said to the caller, one moment please, but the caller continued to talk. The Communication Assistant also called for a supervisor to assist with the proper Answering Machine Retrieval procedure. A supervisor had documented that the message was very fast and hard to understand and that the Communication Assistant was unable to relay the complete message. Then after no response from the caller the Communication Assistant and supervisor followed disconnect procedures.
10	03/12/12	Voice Carry Over caller wanted the messages retrieved from their answering machine, but the Communication Assistant had trouble following this procedure. After the third attempt, the caller received no response from the Communication Assistant and disconnected the call. The caller would like a follow up with this Communication Assistant and to have all Communication Assistants review this procedure.	03/12/12	The Communication Assistant indicated he was not sure how to process this type of call. The Communication Assistant has been retrained and understands how to process this type of call now.
11	04/09/12	At the end of a call, the VCO user closed their call and the voice person was still on the line. The VCO user asked the Communication Assistant if the voice was still on the line and also instructed the Communication Assistant to end the call. The Communication Assistant did not hang up and after the VCO user asked a second time, the Communication Assistant did not respond to them. The Customer Service Representative thanked the customer for bringing this to our attention and stated that there would be follow up with the Communication Assistant. The customer indicated they did not need any follow up with them.	04/09/12	A Supervisor spoke with the Communication Assistant and informed them of the proper procedure when an inbound caller requests a hang up. The Communication Assistant indicated that they were confused before but now understands proper procedure.