

Appendix F:
Copies of Complaint Logs
2008-2012

Nebraska Relay 2008 FCC Complaint Report

6/1/07 to 5/31/08

External Complaints-- Miscellaneous

Customer stated that a TTY had not been offered to them while at the Department of Corrections.

Inquire Date 6/4/2007
Record ID 13983
Call Taken By Customer Service
Rep
CA Number
Responded By Mary
Response Date 6/4/2007
Resolution 6/4/2007

Customer Service directed the customer to the head of the Department of Corrections for accessibility to a TTY. Customer understood.

External Complaints-- Miscellaneous

Customer stated that they were unable to dial 7-1-1 from the school so they could reach their parents this weekend.

Inquire Date 11/30/2007
Record ID 15066
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 11/30/2007
Resolution 11/30/2007

Lead CA explained about the possible PBX issue and directed customer to the telephone administrator for 7-1-1 translation. Lead CA provided the 800 number. Customer understood.

External Complaints-- Miscellaneous

Customer stated their CapTel device seems to be cutting out their voice and fading out every once in awhile during calls. Customer stated they believe it is caused by the digital phone lines through Cox.

Inquire Date 4/30/2008
Record ID 16249
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 4/30/2008
Resolution

Customer Service explained that CapTel device will experience difficulties when connected to a digital telephone line. Customer Service suggested customer contact the provider and explain the need for an analog phone line or a possible analog filter on their phone line. Customer Service offered to speak to the carrier if needed. Customer was satisfied and stated would have carrier contact relay if there were any questions. Cox is unable to provide analog service.

Service Complaints--CA Accuracy/Spelling/Verbatim

Customer stated that he was having issues with the typing of some CAs. Customer stated that he did not remember specific CA numbers and things have been better so he would contact relay again if issue occurred.

Inquire Date 4/18/2008
Record ID 16137
Call Taken By Program Mgr
CA Number
Responded By Christa/Tina
Response Date 4/21/2008
Resolution 4/21/2008

Marketing Project Coordinator apologized to the customer and stated that Customer Service would contact customer. Customer Service contacted customer through e-mail. Customer was satisfied.

**Service Complaints--CA Did not
Keep User Informed**

Customer stated that the CA did not keep her informed of the background voices on the call and asked CA specifically for this information.

Inquire Date 11/29/2007
Record ID 15063
Call Taken By Lead CA
CA Number 6342
Responded By Jackie
Response Date 11/30/2007
Resolution 11/30/2007

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

**Service Complaints--CA Hung
Up on Caller**

Customer stated that the CA hung up during their call.

Inquire Date 9/1/2007
Record ID 14466
**Call Taken By Customer Service
Rep**
CA Number 3029
Responded By Tina/Kay
Response Date 9/5/2007
Resolution 9/5/2007

Customer Service apologized and forwarded the call information to the technical department. The technical department was unable to locate the call as the data given did not match CA number and time/date of the call given by the customer. Customer understood.

**Service Complaints--CA Hung
Up on Caller**

Customer stated CA was rude and hung up. Customer did not have CA number.

Inquire Date 9/11/2007
Record ID 14514
**Call Taken By Customer Service
Rep**
CA Number
Responded By Tina
Response Date 9/12/2007
Resolution 9/12/2007

Customer Service apologized and forwarded call information to the technical department. The technical department discovered that the call was not placed through Nebraska Relay. Customer was notified and understood.

**Service Complaints--CA Hung
Up on Caller**

Customer stated that the CA hung up.

Inquire Date 9/12/2007
Record ID 14526
Call Taken By Lead CA
CA Number 3089
Responded By Sue/Diane
Response Date 9/13/2007
Resolution 9/13/2007

Lead CA apologized and forwarded call information to the technical department. The technical department discovered that the CA did hang up on the customer. CA was terminated and customer was notified.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/31/2007
Record ID 14226
Call Taken By Customer Service
Rep
CA Number
Responded By Michelle
Response Date 7/31/2007
Resolution 7/31/2007***

Customer has been receiving harassing calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/24/2007
Record ID 14372
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 8/24/2007
Resolution 8/24/2007***

Customer has been receiving threatening phone calls and requested a transcript of the conversation.

Lead CA explained that transcripts of conversations are not kept due to confidentiality laws followed by the relay. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/20/2007
Record ID 15011
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 11/20/2007
Resolution 11/20/2007***

Customer had received a fraudulent call through the relay and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/11/2008
Record ID 15550
Call Taken By
CA Number
Responded By Tina
Response Date 2/11/2008
Resolution 2/11/2008***

Customer's son received a harassing telephone call and inquired what could be done.

Customer Service explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer has indicated that they will forward the complaint to the FCC and the state Attorney General.

**Service Complaints--
Miscellaneous**

Customer stated that the CAs type too fast, so the customer has difficulties following the conversation.

**Inquire Date 12/22/2007
Record ID 15187
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 12/22/2007
Resolution 12/22/2007**

Supervisor apologized and offered to set up a profile for slow typing. Customer refused to give information for profile and hung up.

**Service Complaints--
Miscellaneous**

Customer stated that the CA was difficult and the customer wanted to go to the relay center to complain.

**Inquire Date 12/29/2007
Record ID 15232
Call Taken By At the Workstation
CA Number 3026
Responded By Sarah
Response Date 12/29/2007
Resolution 12/29/2007**

Lead CA apologized and attempted to gather call information. Customer was being belligerent and demanded the relay address. Customer hung up.

**Service Complaints--
Miscellaneous**

Customer stated that CA gave incorrect CA number.

**Inquire Date 3/20/2008
Record ID 15845
Call Taken By Lead CA
CA Number 3030
Responded By Jackie
Response Date 3/20/2008
Resolution 3/20/2008**

Lead CA verified the identification that the CA had given was correct. Customer understood.

**Technical Complaints--711
Problems**

Customer stated that people are not able to call her through 7-1-1 on their Cell Phone.

**Inquire Date 1/2/2008
Record ID 15329
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 1/2/2008
Resolution 1/2/2008**

Customer Service explained what could be happening and directed customer to Cell Phone provider to check 7-1-1 translation. Customer Service also offered to contact the provider, customer refused.

**Technical Complaints--
Miscellaneous**

Customer states that when calling a friend through the relay and after the call is disconnected, the other party receives a busy signal.

**Inquire Date 6/8/2007
Record ID 14066
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 6/8/2007
Resolution 6/11/2007**

Assistant Operations Manager stated this information would be forwarded to the Relay Technical Department. Assistant Operations Manager forwarded this information to the technical department. The technical department discovered that this was a technical issue with the cell provider. Customer was using their cell phone around a lot of technology in a remote area. Cell provider was aware of the situation. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Customer attempted to place a long distance call through the relay. Customer has an access code needed to access their carrier.

**Inquire Date 6/12/2007
Record ID 13990
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 6/12/2007
Resolution 6/12/2007**

Customer Service explained how customer could utilize their code to reach the relay or use a pre-paid calling card to connect his call. Customer understood.

CapTel--Complaints

Customer stated that their CapTel phone was not functioning correctly and customer inquired about issues that occur with digital phone lines.

**Inquire Date 10/30/2007
Record ID 14902
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 10/30/2007
Resolution 10/30/2007**

Customer Service explained some of the issues that occur with digital phone lines. Customer was satisfied.

CapTel--Complaints

Customer stated that at times the line disconnects when the customer takes too long to read the CapTel screen. Customer stated that this only occurs on long distance calls and not local calls.

**Inquire Date 2/13/2008
Record ID 15552
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 2/13/2008
Resolution 2/13/2008**

Customer Service explained that Nebraska Relay does not process the call and directed customer to CapTel Customer Service. Customer understood.

CapTel Complaints

Technical - General

Inquire Date 2/21/2008
Record ID 65218
CA Number
Responded By MMo
Resolution 2/21/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 2/22/2008
Record ID 65266
CA Number
Responded By EY
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 2/22/2008
Record ID 65279
CA Number
Responded By EY
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 2/25/2008
Record ID 65619
CA Number
Responded By JS
Resolution 2/25/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel--Complaints

Customer had questions about CapTel and how it would work with their digital Time Warner service. Customer stated that Time Warner is unable to provide them with an analog line for their CapTel telephone.

Inquire Date 3/6/2008
Record ID 15745
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 3/6/2008
Resolution 3/6/2008

Customer Service explained that the CapTel telephone needs an analog telephone line to function properly. Customer Service suggested looking into service from another provider for analog service. Customer understood.

CapTel Complaints

Technical - General

Inquire Date 3/12/2008
Record ID 67390
CA Number
Responded By KM
Resolution 3/12/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 3/18/2008
Record ID 68062
CA Number
Responded By DF
Resolution 3/18/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 3/20/2008
Record ID 68396
CA Number
Responded By KM
Resolution 3/21/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 3/21/2008
Record ID 68433
CA Number
Responded By EB
Resolution 3/21/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 3/21/2008
Record ID 68523
CA Number
Responded By MMo
Resolution 3/21/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 3/26/2008
Record ID 68893
CA Number
Responded By ST
Resolution 3/26/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 4/25/2008
Record ID 72285
CA Number
Responded By JS
Resolution 4/25/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 4/28/2008
Record ID 72743
CA Number
Responded By KM
Resolution 4/30/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 5/1/2008
Record ID 73056
CA Number
Responded By EB
Resolution 5/1/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Technical - General

Inquire Date 5/28/2008
Record ID 75832
CA Number
Responded By EB
Resolution 5/28/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel Complaints

Accuracy of captions

Inquire Date 5/28/2008
Record ID 76093
CA Number
Responded By EB
Resolution 5/28/2008

Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for follow up. Customer will continue to document calls where she feels the captions are not accurate.

July 1, 2008

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2007 through May 31, 2008
CG DOCKET NO. 03-123
DA NO. 07-2762

Dear Ms. Dortch,

The Nebraska Public Service Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Nebraska to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Nebraska. The State of Nebraska's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing

- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly
- Improper Use of Customer Data
- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breach
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- *CapTel* Complaints

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of one complaint regarding the failure of a CapTel phone when used on a digital phone line.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Please feel free to contact myself at 402-471-0225 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,
cc (electronic): Arlene Alexander

Nebraska Relay 2009 FCC Complaint Report

6/1/08 to 5/31/09

**External Complaints--
Miscellaneous**

Inquire Date 6/11/2008
Record ID 16685
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 6/11/2008
Resolution 7/1/2008

Customer stated they are unable to place a call through the relay using their US Cellular cell phone. Customer stated that the number that is showing at the relay is not their cell phone number.

Customer Service explained this issue, directed the customer to their cell phone provider and requested that the provider contact the relay. Customer understood and was contacting the provider. Customer Service contacted the cell phone provider to explain that the customer's cell phone number should be appearing instead of the cell tower number. There has been no further contact from customer or provider.

**External Complaints--
Miscellaneous**

Inquire Date 7/24/2008
Record ID 16897
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 7/24/2008
Resolution 7/24/2008

Customer has been unable to place a call from her US Cellular phone. Customer stated that the CA always requests a long distance carrier.

Supervisor explained why this happens and that if the call is recognized as a cell tower, the CA will ask for a carrier. Customer stated they would contact the carrier directly.

**External Complaints--
Miscellaneous**

Inquire Date 9/21/2008
Record ID 17441
Call Taken By Supervisor
CA Number
Responded By Brenda
Response Date 9/21/2008
Resolution 9/21/2008

Customer stated they are asked which long distance carrier they would like to use when calling through the relay using US Cellular.

Supervisor explained why this happens and that if the call is recognized as a cell tower, the CA will ask for a carrier. Customer stated they would contact the carrier directly.

**External Complaints--
Miscellaneous**

Inquire Date 2/9/2009
Record ID 18558
Call Taken By Customer Service
CA Number
Responded By Kay
Response Date 2/9/2009
Resolution 2/9/2009

Customer stated that when contacting a business the first person that answered their telephone line stated that they did not accept relay calls.

Customer Service apologized and requested information concerning the business to forward to the Outreach Coordinator. Customer did not share information.

**External Complaints--
Miscellaneous**

Customer stated that his wife is unable to reach him on his cell phone as the CA keeps asking for the long distance carrier for her cell phone.

**Inquire Date 2/23/2009
Record ID 18677
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 2/23/2009
Resolution 2/23/2009**

Assistant Operations Manager apologized and explained the cell phone was identifying as a landline to the relay and explained to customer that a temporary profile would be set up with the relay and directed customer to contact their cell phone provider. Customer understood and temporary profile was implemented.

**External Complaints--
Miscellaneous**

Customer stated that they are unable to connect to 711 to place a call through the relay. Customer stated that they reside in Florida.

**Inquire Date 5/20/2009
Record ID 19384
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 5/20/2009
Resolution 5/20/2009**

Supervisor apologized and directed customer to Florida Customer Service in regards to the 711 issue. Supervisor gave customer the Nebraska toll free number to place a call using Nebraska Relay. Customer was satisfied.

**External Complaints--
Miscellaneous**

Customer stated they received a call to their office from 711-1030. Customer attempted to return the call and was connected to the relay.

**Inquire Date 5/29/2009
Record ID 19431
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 5/29/2009
Resolution 5/29/2009**

Supervisor stated that dialing 711 would connect the customer to the relay and that this information would be forwarded to the technical department. Customer Service discovered that the Lancaster Correctional Facility had been issued numbers that have 711 as their prefix. Customer Service reported this issue to both the Correctional Facility and Windstream, the facility's provider. As with 911, 711 prefixes are not supported in the North American numbering plan.

Service Complaints--CA Typing

Customer stated CA had a lot of typing errors during the conversations.

**Inquire Date 12/17/2008
Record ID 18186
Call Taken By Customer Service
CA Number 3083
Responded By Tina
Response Date 12/18/2008
Resolution 12/18/2008**

Customer Service apologized and stated the CA would be counseled. CA was counseled and customer was satisfied. CAs last typing score was 60 WPM with 97 % accuracy.

**Service Complaints--Didn't
Follow Policy/Procedure**

Customer stated that the CA did not follow proper procedure. Customer was unsure of the CA number or the relay which processed the call that he had received.

**Inquire Date 11/6/2008
Record ID 17933
Call Taken By Lead CA
CA Number
Responded By Jackie
Response Date 11/6/2008
Resolution 11/6/2008**

Lead CA apologized and attempted to acquire information to forward to the technical department in order to discover the CA number. Customer refused and hung up.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving fraudulent telephone calls from another relay provider and inquired what to do.

***Inquire Date 10/28/2008
Record ID 17813
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/28/2008
Resolution 10/28/2008***

Because the customer stated the calls were coming from another Relay provider, Customer Service gave the appropriate customer service number for the other provider to the customer. Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing telephone calls through another relay service.

***Inquire Date 12/3/2008
Record ID 18128
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 12/3/2008
Resolution 12/3/2008***

Because the customer stated the calls were coming from another Relay provider, Supervisor gave the appropriate customer service number for the other provider to the customer. Supervisor suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing telephone calls through another relay service.

***Inquire Date 12/3/2008
Record ID 18127
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 12/3/2008
Resolution 12/3/2008***

Because the customer stated the calls were coming from another Relay provider, Customer Service gave the appropriate customer service number for the other provider to the customer. Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing telephone calls through another relay service.

***Inquire Date 12/23/2008
Record ID 18191
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/23/2008
Resolution 12/23/2008***

Because the customer stated the calls were coming from another Relay provider, Customer Service gave the appropriate customer service number for the other provider to the customer. Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

**Service Complaints--
Fraudulent/Harassment Call**

Customer has been receiving fraudulent telephone calls through the relay and inquired what could be done.

**Inquire Date 4/26/2009
Record ID 19154
Call Taken By Lead CA
CA Number
Responded By Jackie
Response Date 4/26/2009
Resolution 4/27/2009**

Lead CA suggested that the customer contact their local telephone company and report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

**Service Complaints--
Miscellaneous**

Customer stated they are unable to process a TTY to VRS call through the relay.

**Inquire Date 9/23/2008
Record ID 17442
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/23/2008
Resolution 9/23/2008**

Customer Service explained that this type of call was not supported through the relay. Customer hung up.

**Service Complaints--
Ringling/No Answer**

Customer stated that a resident was unable to connect to the relay dialing 711. After 711 is dialed, there appears to be no answer or response.

**Inquire Date 8/4/2008
Record ID 16972
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/7/2008
Resolution 8/7/2008**

Customer Service discovered that the time of the call, the relay had experienced a high call volume. Hamilton answered 90% within 10 seconds for the day.

**Technical Complaints--711
Problems**

Customer stated that 711 is not working and they receive TTY tones.

**Inquire Date 6/3/2008
Record ID 16577
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/3/2008
Resolution 6/3/2008**

Customer Service verified the profile and discovered that there was a connect mode on the profile. Customer Service updated the profile and customer was notified. Customer was satisfied.

**Technical Complaints--Busy
Signal/Blockage**

Customer stated that they were unable to get connected to the relay to place a call. Customer stated they attempted the call a second time, approximately thirty minutes later and was able to connect at that time.

Inquire Date 10/13/2008
Record ID 17635
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/13/2008
Resolution 10/13/2008

Customer Service apologized and explained that the relay had experienced a high call volume during that time. Customer understood. Calls were answered at 97% within 10 seconds for the day.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Customer requested Keystone Arthur Telephone as their long distance provider through the relay.

Inquire Date 5/29/2009
Record ID 19432
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/29/2009
Resolution

Customer Service explained that Keystone Arthur Telephone was not a participating provider through the relay. A profile for an alternate provider was offered, but customer refused. Customer Service contacted Keystone Arthur Telephone. A letter of authorization has been forwarded to the provider.

**Technical Complaints--Connect
Time (TTY/Voice)**

Customer stated that while dialing into the relay, there was no response.

Inquire Date 1/30/2009
Record ID 18472
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/30/2009
Resolution 1/30/2009

Customer Service apologized and explained that the relay had been extremely busy at that time. Customer Service suggested that the customer attempt their call again. Customer understood. Calls were answered at 93% within 10 seconds.

CapTel--Complaints

Customer stated that the CA stopped captioning on a call.

Inquire Date 9/8/2008
Record ID 86901
Call Taken By CTI
CA Number
Responded By J.L.
Response Date 9/8/2008
Resolution 9/8/2008

Customer Service investigated the incident and identified a workstation issue which was resolved. Customer Service notified customer, test call was placed, which was successful.

CapTel--Complaints

Customer stated difficulties with their phone disconnecting and reconnecting during calls.

Inquire Date 12/9/2008

Record ID 97098

Call Taken By CTI

CA Number

Responded By D.F.

Response Date 12/9/2008

Resolution 12/9/2008

Customer Service explained to the customer why the disconnection/reconnection issue might be happening and explained the difference between a CapTel phone and a traditional phone. Customer Service also sent a letter to the customer which included tips on how to reduce the occurrence of this issue. Customer confirmed that their experience has improved.

CapTel--Complaints

Customer stated that they had not received long distance billing when placing calls with CapTel.

Inquire Date 2/23/2009

Record ID 18666

Call Taken By Customer Service

CA Number

Responded By Tina

Response Date 2/25/2009

Resolution 2/25/2009

Customer Service directed customer to CapTel customer service to set a profile and ensure long distance calls are billed correctly. Customer was satisfied.

CapTel--Complaints

Customer stated they are unable to use their CapTel device to place a call as no one can hear them.

Inquire Date 4/27/2009

Record ID 19155

Call Taken By Customer Service

CA Number

Responded By Tina

Response Date 4/27/2009

Resolution 4/27/2009

Customer Service did test calls with the customer and discovered the customer has Qwest for their service provider. Customer Service directed customer to contact CapTel Customer Service to obtain the work around for those customers with Qwest. Customer was satisfied.

June 30, 2009

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

RE: TRS Consumer Complaint Log Summaries for June 1, 2008 through May 31, 2009
CG DOCKET NO. 03-123
DA NO. 09-1318

Dear Ms. Dortch,

The Nebraska Public Service Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Nebraska to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Nebraska. The State of Nebraska's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Improper Use of Speed Dialing

- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly
- Improper Use of Customer Data
- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breach
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- *CapTel* Complaints

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Please feel free to contact myself at 402-471-0225 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Steven G. Stovall-Accountant
Nebraska Public Service Commission

Nebraska Public Service Commission

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FRANK E. LANDIS
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EXECUTIVE DIRECTOR:

MICHAEL G. HYBL

July 1, 2010

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

RE: TRS Consumer Complaint Log Summaries for June 1, 2009 through May 31, 2010
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Nebraska Public Service Commission respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, was under contract with the State of Nebraska to provide Telecommunications Relay Service. Hamilton provided relay service to the State of Nebraska for the period June 1, 2009 through June 30, 2009. The enclosed complaint log reflects this date.

Hamilton tracks all complaints and all other customer service activity for the State of Nebraska. The State of Nebraska's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release

- Caller ID Not Working Properly
- Improper Use of Customer Data
- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breach
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- CapTel Complaints

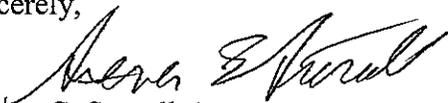
Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find one complaint that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Nebraska Relay Service provided by Hamilton received a total of seven complaints in violation of FCC mandatory minimum standards for the time period June 1, 2009 through June 30, 2009.

Please feel free to contact myself at 402-471-0225 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,



Steven G. Stovall-Accountant
Nebraska Public Service Commission

Nebraska Relay 2010 FCC Complaint Report

6/1/09 to 6/30/09

CapTel--Complaints

Customer stated they are unable to make or receive calls on their new CapTel device. Customer stated they have Cox digital service, but were assured that their phone line was analog.

Inquire Date 6/12/2009

Record ID 19532

Call Taken By Customer Service

CA Number

Responded By Tina

Response Date 6/12/2009

Resolution Date 6/12/2009

Customer Service explained about digital phone line issues and the CapTel device to the customer. Customer Service directed customer to the manufacturer of CapTel to have the phone repaired. Customer Service also suggested a DSL filter on their DSL line or the possible use of Web CapTel. Customer was satisfied.

External Complaints--Miscellaneous

Customer stated that they were unable to reach the relay when dialing the toll free number for voice users, to place a call through the relay.

Inquire Date 6/18/2009

Record ID 19533

Call Taken By At the Workstation

CA Number

Responded By Jody

Response Date 6/18/2009

Resolution Date 6/18/2009

Supervisor apologized and forwarded information to the technical department. Customer was advised to use 711 until voice line was repaired. The technical department discovered that Sprint had placed a disconnect recording on the number for the transition from Hamilton to Sprint. Issue was repaired. Customer was notified that issue was resolved.

External Complaints--Miscellaneous

Hamilton discovered that during a series of test calls that the voice toll free number was not working. Test calls had been placed to this number moments before which were successful

Inquire Date 6/26/2009

Record ID 19535

Call Taken By

CA Number

Responded By Jody

Response Date 6/26/2009

Resolution Date 6/26/2009

The technical department discovered that AT&T had a provisioning issue with the Nebraska Relay voice line for the transition from Hamilton to Sprint. Issue was repaired by AT&T.

Service Complaints--CA Misdialed Number

Customer stated that CA dialed the incorrect number when placing their call.

Inquire Date 6/22/2009

Record ID 19534

Call Taken By Customer Service

CA Number

Responded By Tina

Response Date 6/22/2009

Resolution Date 6/22/2009

Customer Service apologized and stated the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

***Inquire Date 6/10/2009
Record ID 19531
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/10/2009
Resolution Date 6/10/2009***

Customer Service suggested that the customer contact their local telephone company and report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

CapTel--Complaints

Dialing/Setup - Dialing Prefix

***Inquire Date 5/28/2009
Record ID 121371
Call Taken By CTI
CA Number
Responded By D.G.
Response Date 5/28/2009
Resolution 5/28/2009***

Advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.

CapTel--Complaints

Accuracy of captions

***Inquire Date 6/22/2009
Record ID 126213
Call Taken By CTI
CA Number
Responded By J.R.
Response Date 6/22/2009
Resolution 6/22/2009***

Customer shared feedback regarding accuracy of captions, and provided specific call data. Call detail was shared with Call Center management for follow up with the specific CA by the CA's supervisor. CS Rep apologized for incidence and thanked customer for reporting their experience so we could take corrective action.

Nebraska Public Service Commission

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MICHAEL G. HYBL

July 1, 2010

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

RE: TRS Consumer Complaint Log Summaries for June 1, 2009 through May 31, 2010
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Nebraska Public Service Commission respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Sprint Relay began providing telecommunications relay services for the state of Nebraska effective July 1, 2009. The enclosed complaint log reflects the period July 1, 2009 through May 31, 2010.

Sprint processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. The enclosed complaint log indicates that most complaints were resolved within 24 hours. The complaints enclosed are resolved.

Nebraska Relay Service provided by Sprint received a total of eight complaints in violation of FCC mandatory minimum standards for the time period July 1, 2009 through May 31, 2010.

Please feel free to contact myself at 402-471-0225 Voice or Email: steve.stovall@nebraska.gov or C. Emma Danielson with Sprint Relay at 217-698-4031 Voice, 877-698-5520 TTY or Email: emma.danielson@sprint.com with any questions regarding the above.

Sincerely,

Steven G. Stovall-Accountant
Nebraska Public Service Commission



**Nebraska FCC Complaint Log
2009 - 2010**

Complaint Tracking for NE (07/01/2009-05/31/2010). Total Customer Contacts: 8

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	08/19/09	A NE TTY sent a complaint that an Relay Operator was rude. After the Relay Operator dialed incorrectly the TTY user let them know, but the Relay Operator typed "Number no longer in service, no longer on line." The Customer Service Representative apologized and explained that they will be sure to inform the Relay Operator's supervisor of the problem. The customer does not want contact.	08/19/09	The Relay Operator demonstrated familiarity of call process involving dialing out to a wrong number. The Relay Operator was coached regardless.
2	10/21/09	A NE Voice user complains that she and her nephew are unable to hear her VCO brother via 711 to NE Relay when calling from their Verizon Cell phones. The Customer Service Representative apologized, explained that they will inform the relay technicians for trouble shooting the issue. The Customer Service Representative also referred to the state telephone equipment program and their cell phone provider. The customer wants contact with resolution to the problem.	10/21/09	The Relay technician tested it and it worked. The Customer Service Representative let the customer know this.
3	10/28/09	The customer states that their COC is Windstream. That carrier is not listed, and Relay is slow to process long distance calls. The Customer Service Representative apologized and opened a trouble ticket. No follow up was requested.	10/28/09	Sent letter to Windstream to add them to our carrier of choice platform. Sent email to customer letting her know she will receive bills from Windstream.
4	02/03/10	The customer explained that they made a call to a doctor's office on Feb 3rd, at approximately 2:50 PM. The Relay Operator was reportedly inattentive and made typing errors. The customer stated it was difficult to follow and they want the Relay Operator to know that they need them to be as clear as possible. The Customer Service Representative apologized for the problem, discussed settings, and no follow up was requested.	02/04/10	The Relay Operator remembers this call being to a Pet Supply Pharmacy. The Relay Operator called for a supervisor's assistance because the caller seemed to have difficulty reading what the Ca was sending to them but the Ca was able to read the tty users text. The Relay Operator reduced their typing speed, resent text(cut and pasted) but the tty user was still unable to read what was being sent to them. The Relay Operator followed proper procedure as well as getting a supervisor (AIC) to help process this call.
5	02/24/10	A caller reported that the Relay Operator dialed a long distance number instead of the number provided and she did not want to be billed for the call. The Relay Operator dialed the wrong number. The Customer Service Response apologized for the inconvenience and told her the report would be sent to the call center supervisor and no follow up was requested.	02/24/10	The Customer Service Representative discussed this with the Relay Operator and they don't specifically recall this particular call. The Relay Operator stated that the number given was the number entered into the dial window.
6	03/23/10	The customer states that his aunt's phone bills are not being billed correctly when calling through CO relay service. The Customer Service Representative apologized for the problem and assured the customer that a trouble ticket would be opened on the issue and follow up was not requested.	05/17/10	This customer is a CapTel user and it was explained to the customer that they need to set up a Carrier of Choice for their long distance carrier.
7	03/25/10	A NE TTY user complains that she called the same number successfully with 2 other Relay Operators that the same day, but when she asked a new agent to call the same number again (her bank) they could not. After the Relay Operator verified the area code they said that they computer could not dial, something about unknown. The customer is sure that the agent dialed the number wrong. The Customer Service Representative apologized and the test call was successfully to the number via relay. They let the customer know that they would be sure to inform the Relay Operator's supervisor of the issue. No contact was wanted.	03/25/10	The supervisor assisted the Relay Operator with this call. The Relay Operator did ask customer to verify the area code because the call was not going through. The customer verified the area code and it was the same number that the Relay Operator was originally dialing. When The Relay Operator dialed out on multiple attempts an error message came up stating that the number was unknown and did not specify if unknown was number calling from or to. The Relay Operator did follow correct procedure, did dial correct number, and could not dial out because of a technical issue.

8	05/11/10	A voice caller states: "I've been using Relay for 15 years and the service is just going downhill. I had to repeat something to the agent and she yelled at me like I was 5. She was rude and her tone of voice was not nice." The on duty Supervisor apologized for the inconvenience and informed the caller that the information/complaint would be forwarded to the Relay Operator's supervisor for coaching. No follow up was requested.	05/11/10	The Customer Service Representative met with the Relay Operator and coached them on the importance of demonstrating a warm and friendly demeanor when speaking with customers. The Relay Operator was also coached on the importance of remaining professional when speaking with customers. The Relay Operator understands and the Relay Operator's headset was replaced, as agent states was having hard time hearing caller. No follow up was requested.
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Date Generated: Fri, Jun. 4th, 2010 @ 10:52:30 AM CT

Nebraska Public Service Commission

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EXECUTIVE DIRECTOR:

MICHAEL G. HYBL

July 1, 2011

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

RE: TRS Consumer Complaint Log Summaries for June 1, 2010 through May 31, 2011
CG DOCKET NO. 03-123

Dear Ms. Dortch:

The Nebraska Public Service Commission respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(1) of the FCC's rules. The enclosed complaint log reflects the period June 1, 2010 through May 31, 2011.

Sprint processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. The enclosed complaint log indicates that most complaints were resolved within 24 hours. The complaints enclosed are resolved.

Nebraska Relay Service provided by Sprint received a total of five complaints in violation of FCC mandatory minimum standards for the time period July 1, 2010 through May 31, 2011.

Also, the Nebraska Public Service Commission voluntarily submits a log of CapTel (Captioned Telephone) inquires and complaints for the reporting period. Out of 141 contacts made by Nebraska CapTel users, 87 were inquires and 54 attributable to complaints. The submitted spreadsheet summarizes the nature of the complaint and resolution.

Please feel free to contact myself at 402-471-0225 Voice or Email: steve.stovall@nebraska.gov or C. Emma Danielson with Sprint Relay at 217-698-4031 Voice, 877-698-5520 TTY or Email: emma.danielson@sprint.com with any questions regarding the above.

Sincerely,

Steven G. Stovall-Accountant
Nebraska Public Service Commission



**Nebraska FCC
2010 - 2011
Complaint Log**

Complaint Tracking for NE (06/01/2010-05/31/2011). Total Customer Contacts: 5

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	09/17/10	A voice customer states that the Operator let the phone ring only 4 or 5 times then said that there is no answer then disconnected the customer. This call took place a few minutes ago. The Customer Service Representative apologized to the customer and no follow-up was requested.	09/17/10	The Customer Service Representative met with the Operator. The Operator stated that she let the phone ring ten times and then informed the caller there was no answer and the caller disconnected. The Operator said she received the "red" disconnect box on her screen.
2	01/01/11	The customer stated that at approximately 1210pm, he was on a call with his deaf brother and was asking the operator for a printout copy of the conversation when he got disconnected. The Customer Service Representative explained to the customer that the operator had asked for their input in how to respond to his request. The Customer Service Representative was in the process of giving him instructions when the call was disconnected. The Customer Service Representative assured the caller that the Operator did not disconnect the call and explained how the our system works. The customer understood and appeared to be satisfied with the answer he was given. No follow up is needed.	01/01/11	Since the Operator did not disconnect the call, it has been attributed to the technical system.
3	02/09/11	A customer sent an e-mail to "feedback@nebraskarelay.com" that comes to the TRS Customer Service department. The e-mail stating that the Operator stepped out of a "neutral role" during a conversation that he had with an inmate. The customer asked for the inmate's phone number where he could be reached. The Operator told the customer that he probably doesn't have one since he's in jail. The inmate then went on to tell him his contact information. The Operator also did not spell Omaha correctly. The Customer Service Representative apologized for the inconvenience and thanked the customer for letting us know. The Customer Service Representative told the customer that the report would be sent to the call center Supervisor. Follow up was requested.	02/09/11	The Supervisor met with the Operator. The Operator does remember call, but does not remember stating that to the voice person. The Operator thought that the voice person was asking the question of the Operator and not the TTY customer, therefore, the Operator responded that she didn't know the answer and was not part of the call. The Operator was coached on the extreme importance of remaining transparent throughout the call.
4	04/15/11	A Nebraska VCO customer is not able to reach an Arizona number using Wind stream. The Customer Service Representative apologized and opened a trouble ticket. Follow up is requested.	04/15/11	The Relay Program Manager tried to call the customer three times and there was no answer and they do not have voice mail. We were unable to leave a message and the case is closed.
5	05/17/11	A Nebraska VCO customer is not able to reach an Arizona or Kansas number using Wind stream. The Customer Service Representative apologized and opened a trouble ticket. Follow up is requested.	05/17/11	The customer needs to call Windstream to find out what is causing this. Windstream is one of our carriers of choice for relay.



**Nebraska FCC
2011 - 2012
Complaint Log**

Complaint Tracking for NE (06/01/2011-05/31/2012). Total Customer Contacts: 4

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	10/19/11	Technical - General	10/19/11	Customer reported that he is unable to call a specific local number with captions. The Customer Service Representative performed multiple test calls to this number and experienced the same difficulty. The Customer Service Representative shared the customer's experience with technical support for further investigation which showed a temporary routing issue in the phone network that resolved itself. It has been confirmed that the customer is now able to reach this number successfully with captions.
2	10/26/11	Technical - General	11/08/11	A customer's helper reported being unable to reach two specific numbers when using their CapTel 800 set up in 1 Line mode. The Customer Service Representative confirmed they are able to use their CapTel 800i that dials out like a traditional phone with captioning support. The Customer Service Representative referred the case details to technical support for further assistance. A trouble ticket was opened with the telephone carrier in order to resolve the customer's experience. The customer is now able to use their CapTel 800i in the interim.
3	11/09/11	Technical - General	11/10/11	A customer's daughter reported that she was unable to call her parents through the captioning service from her cell phone and received a busy signal. Before, she used to be able to call them without dialing the area code. The Customer Service Representative apologized to the customer for their experience and asked her to try her call again using the area code. The Customer Service Representative confirmed that the daughter was able to get through to the customer.
4	01/16/12	A customer stated last Saturday the Relay Operator was unable to leave a message on an answering machine. The customer tried three times to leave a message and was unable to complete the message with the current Relay Operator so they had to hang up and dialed to get a different Relay Operator who successfully was able to leave a message. The Customer Service Representative apologized for the inconvenience. The customer wants follow up via phone call.	01/16/12	The Relay Operator does not remember this particular call. The Customer Service Representative investigated the agent's procedural knowledge and the Operator demonstrated knowledge of the correct procedures to process this type of call. The Customer Service Representative left a follow up message that the the Customer Service Representative met with the Relay Operator and she knew the correct procedures to process this call.

(Date created)	(Date Resolved)	Nature of Contact	Nebraska Complaints or Inquiries Originating at CapTel Center FY 2011-12																		Total Inquiries	Grand Total	Nature of Complaint / Resolution
			Service Complaints			Technical Complaints										Other (Inquiries)							
			Accuracy of Captions		Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Set up - Dialing Prefix	Dial Tone - Not Heard	Disconnect/R econnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral	Compliments			
6/4/11 8:35 AM	6/4/11 9:05 AM	Consumer education - general			0															1	1	Customer inquired about getting her answering machine messages captioned on her CapTel phone. CSR sent customer instructions on how to use the menu of her CapTel phone to caption messages left on her external answering machine. CSR also explained to customer how an incoming captioned calls works in 1-Line mode and placed a test call to demonstrate.	
6/7/11 3:45 PM	6/7/11 3:55 PM	Consumer education - USB			0															1	1	Customer asked if captions can be transferred from the CapTel phone to his computer monitor after the captioned call is completed. CSR informed customer that there is no way to transfer captions from the CapTel to the computer monitor if the captions are not displaying on the monitor at the beginning of the call.	
6/10/11 4:00 PM	6/10/11 4:15 PM	Information			0															1	1	Potential customer's helper requested information on technical requirements and dialing procedure for CapTel phones. CSR provided the requested information.	
6/10/11 4:00 PM	6/10/11 4:15 PM	Referral Information			0															1	1	Customer requested information on pricing and how to obtain a CapTel phone. CSR referred customer to the national distributor for further assistance.	
6/11/11 8:30 PM	6/12/11 12:05 PM	Set up - Installation			0																	1	Customer reported occasional mixed up letters and disconnections on calls. After extensive troubleshooting the customer described the use of a very long phone cord with extender jacks connecting off the longer cord and this connecting to the CapTel phone. CSR advised customer the proper set up for 2-Line CapTel. Discussed having a phone jack installed where the CapTel uses 2-Line mode for captions. Customer said she would consider this option.
6/14/11 2:10 PM	6/14/11 2:15 PM	Consumer education - general			0															1	1	Customer inquired about registering their preferred carrier of choice. CSR informed customer the importance of registering ones preferred long distance carrier as to not be billed by the state's relay default carrier.	
6/21/11 10:30 AM	6/21/11 10:55 AM	Dialing/Set up - Dialing Prefix			0																	1	Customer reported that she was not able to call out with captions. CSR inquired as to whether or not a dialing prefix was required to dial out of the office. Customer reported that there was. CSR advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.
6/21/11 12:15 PM	6/21/11 12:40 PM	Consumer Education			0																	1	Customer inquired if callers have to call through the Captioning Service for him to get captions. CSR explained the dialing procedure for calling a CapTel user.
6/23/11 9:55 AM	6/23/11 10:10 AM	Dialing/Set up - Dialing Prefix			0																	1	Customer's phone did not connect with captions in 2-Line Mode. CSR found mistaken dialing prefix and used over the phone. Customer reported she needed a larger display that tilts up in order to be able to read the captions. CSR referred customer to state program for further assistance.
6/24/11 9:40 AM	6/24/11 9:50 AM	Referral Information			0																	1	Customer asked to order a second CapTel phone. CSR referred caller to national distributor to order a second phone.
6/24/11 12:20 PM	6/24/11 12:30 PM	Referral Information			0																	1	Customer's friend inquired how to reach the customer with captions. CSR explained that in 1-Line mode callers should dial through the toll free captioning service to reach the customer with captions. CSR explained the dialing procedure to the customer's friend.
6/27/11 8:35 AM	6/27/11 8:40 AM	Consumer education - general			0																	1	Customer inquired if she was able to qualify for a new phone from the state issuing agency. CSR referred customer to the state issuing agency for further assistance.
6/27/11 8:55 AM	6/27/11 9:05 AM	Referral Information			0																	1	Customer inquired if she was able to qualify for a new phone from the state issuing agency. CSR referred customer to the state issuing agency for further assistance.

(Date created)	(Date Resolved)	Nature of Contact	Nebraska Complaints or Inquiries Originating at CapTel Center FY 2011-12																	Total Inquiries	Grand Total	Nature of Complaint / Resolution			
			Service Complaints			Technical Complaints										Other (Inquiries)									
			Accuracy of Captions	Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Set up - Dialing Prefix	Dial Tone - Not Heard	Disconnect/R econnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral	Compliments						
6/28/11 6:10 PM	6/28/11 6:25 PM	Consumer Education		0																	1	1	1	Customer inquired as to how to notify someone that they are being captioned. CSR provided the customer with tips on	
6/28/11 6:25 PM	6/28/11 6:35 PM	Compliments for CA/Service		0																					Customer's niece stated Thank you thank you thank you for this service! This is really great and has been such a great help for my uncle!
6/29/11 2:30 PM	6/29/11 2:40 PM	Information		0																					Customer requested three sheets of Call Me cards. CSR sent customer the requested material.
7/7/11 4:45 PM	7/7/11 5:00 PM	Dialing/Set up - Call Waiting		0																					Customer stated she could not get captions on outgoing calls. CSR advised customer of proper programming of Call
7/8/11 12:35 PM	7/8/11 12:45 PM	Consumer Education		0																					Customer reported incoming calls are not connecting to captions. Further investigation found her incoming callers are not dialing through the captioning service. CSR advised customer of the captioning service number and dialing procedure to reach a CapTel user in 1-Line mode. CSR placed an incoming call to demonstrate
7/8/11 12:35 PM	7/8/11 12:45 PM	Information		0																					Customer requested to be sent 2 sheets of Call Me cards. CSR sent out requested materials.
7/9/11 10:00 AM	7/9/11 10:20 AM	Set up - Installation		0																					Customer reported being unable to make outgoing calls. CSR found that the customer had switched the phone to 2-Line mode and did not have a second phone line connected to the CapTel. CSR advised changing the phone back to 1-Line mode. CSR confirmed this resolved customer's experience
7/10/11 10:45 AM	7/10/11 10:50 AM	Consumer Education		0																					Customer's niece inquired how to receive captions on incoming calls. CSR advised customer that in order to receive captions on their incoming calls all callers need to dial the captioning service number before the customer's
7/12/11 10:30 AM	7/12/11 10:55 AM	Accuracy of Captions		0																					Customer's mother reported that some captions were not correct. CSR apologized for the experience and explained how captions are created by a CA using voice recognition software. Further explained that if the voice recognition picked up a closely sounding word that the captionist would send a correction in [brackets] shortly after with the correct word. CSR suggested customer document the date time and CA# of any future calls to allow us to take specific action with the CA captioning the call.
7/27/11 12:40 PM	7/27/11 12:45 PM	Set up - Installation		0																					Customer's helper inquired how to set up the CapTel 800 and indicated the customer also has a Lifeline device. CSR advised customer's helper to obtain a duplex jack and plug the Lifeline device in one port and the CapTel in the other port to allow both devices to share the same wall jack.
7/28/11 3:30 PM	7/28/11 3:35 PM	Referral Information		0																					Customer inquired about purchasing a CapTel phone. CSR provided the contact information to the national distributor.
8/1/11 12:45 PM	8/1/11 1:00 PM	Consumer Education		0																					Customer's son reported that outgoing captioned calls were dropping after awhile. Through troubleshooting CSR determined customer was dialing the toll free captioning service number on outgoing calls. CSR explained it was not necessary to dial the captioning service number for outgoing
8/1/11 1:15 PM	8/1/11 1:25 PM	Consumer Education		0																					Customer inquired about the dialing procedure for incoming captioned calls in 1-Line mode. CSR explained that callers will need to dial the toll free number for the captioning service first and then enter the CapTel user's area code and phone number after connecting with the recording.

(Date created)	(Date Resolved)	Nature of Contact	Nebraska Complaints or Inquiries Originating at CapTel Center FY 2011-12																		Total Inquiries	Grand Total	Nature of Complaint / Resolution	
			Service Complaints			Technical Complaints										Other (Inquiries)								
			Accuracy of Captions	Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Setup - Dialing Prefix	Dial Tone - Not Heard	Disconnect/R econnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral	Compliments					
8/2/11 4:30 PM	8/2/11 4:45 PM	Dialing/Set up - Call Waiting		0																0	1	Customer reported she was not able to call out with captions. CSR assisted customer with proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's issue.		
8/3/11 12:55 PM	8/3/11 1:00 PM	Referral Information		0																	1	1	Potential customer's daughter requested information on obtaining a CapTel phone. CSR referred customer to the national distributor for further assistance.	
8/7/11 1:45 PM	8/7/11 2:00 PM	Consumer Education		0																	1	1	Customer's daughter inquired how to make a captioned call to the CapTel user in 1-Line mode. CSR explained that in order for the CapTel 800 to receive captions in 1-Line mode callers must first dial through the toll-free captioning service number.	
8/9/11 9:20 AM	8/9/11 9:45 AM	Dialing/Set up - Call Waiting		0																	1	1	Customer's daughter indicated she could not dial out. CSR assisted customer with deleting the mistaken Call Waiting.	
8/11/11 7:00 AM	8/11/11 10:45 AM	Set up - Installation		0																	1	1	Customer reported being disconnected on captioned calls. CSR sent customer a letter with troubleshooting tips to try such as removing the triple jack from the wall, replacing the telephone cord or trying another telephone jack.	
8/11/11 9:05 AM	8/11/11 9:20 AM	Consumer Education		0																	1	1	Customer's husband reported that at the beginning of captioned calls the calls get cut off. CSR explained to customer that it will be normal to experience a brief muted time while the CapTel is establishing a connection to the captioning service during an incoming captioned call.	
8/12/11 10:25 AM	8/12/11 10:40 AM	Dialing/Set up - Dialing Prefix		0																		1	1	Customer's helper reported that they are unable to dial out with captions. CSR advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.
8/13/11 11:10 AM	8/13/11 11:15 AM	Consumer Education		0																	1	1	Customer's wife inquired if all incoming calls would be captioned in 1-Line mode. CSR advised that callers would need to call through the captioning service in order for captions to be provided.	
8/16/11 9:45 AM	8/16/11 4:15 PM	Consumer Education		0																	1	1	Customer's helper reported that the customer is not able to dial out on the CapTel. CSR found that the customer is both	
8/16/11 5:20 PM	8/16/11 5:30 PM	Referral Information		0																		1	1	Potential customer's daughter inquired as to where they can purchase a CapTel unit. CSR provided the potential customer's daughter with the contact information for the state issuing program and Ultratec's National Distributor for assistance.
8/24/11 5:00 PM	8/24/11 5:05 PM	Compliments for CA Service		0																		1	1	Customer's daughter stated "This phone is great. It really helps a lot."
8/25/11 1:40 PM	8/25/11 1:50 PM	Set up - Installation		0																		1	1	Customer's helper reported that the CapTel user was having trouble with 2-Line CapTel. CSR found that the customer has both phone lines connected to one phone number. CSR advised that Line 1 should be connected to the first number and Line 2 should be connected to the second phone
8/25/11 3:20 PM	8/25/11 3:30 PM	Referral Information		0																		1	1	Helper preparing order of phone asked if Santa Monica CA address was correct. CSR confirmed the address.
9/1/11 10:10 AM	9/1/11 10:30 AM	Set up - General		0																		1	1	Customer's son reported that the CapTel 200 phone did not have a dial tone. CSR advised customer to switch the CapTel to a different phone jack since faulty wall jack was identified during troubleshooting. This resolved the issue.

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			Accuracy of Captions		Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Set up - Dialing Prefix	Dial Tone - Not Heard	Disconnect/R econnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral	Compliments			
9/6/11 3:35 PM	9/6/11 3:45 PM	Dialing/Set up - Dialing Prefix			0																		Customer's daughter reported experiencing difficulty dialing out from the CapTel phone when dialing a 9 to reach a number outside of the building. CSR advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's
9/14/11 1:20 PM	9/14/11 1:30 PM	Consumer Education			0																		Customer reported that they lose the call after answering the CapTel when they initially answered on a Non-CapTel phone. CSR advised customer that when someone answers a phone other than the CapTel phone when the other party has called through the captioning service it will be normal to hear seek tones or beeps that reoccur through the call. This means that the captioning service is sending a signal or seek tone trying to connect to a CapTel phone. CSR explained that he can go and pick up the CapTel phone and then hang up the traditional phone so that the CapTel can establish captions successfully.
9/14/11 1:20 PM	9/14/11 2:15 PM	Set up - General			0											1							Customer reported that they are unable to dial out. CSR advised customer to turn off 2-Line mode in the menu of the CapTel phone because customer uses one phone line with CapTel. Confirmed this resolved customer's experience.
9/18/11 8:10 PM	9/19/11 1:10 PM	Dialing/Set up - Dialing Prefix			0																		Customer reported not being able to dial out from the CapTel 200. CSR advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.
9/20/11 5:25 PM	9/20/11 5:35 PM	Set up - Installation			0											1							Customer's son inquired as to the proper set up when a single telephone jack in the wall is needed by two devices. CSR explained that the customer should obtain and install a duplex jack at the wall jack to allow two devices to share the single jack.
9/21/11 3:45 PM	9/21/11 4:00 PM	Information			0																		Potential customer's son inquired if internet is required for use with the CapTel 800 in 2-Line mode. CSR explained that the CapTel 800 does not require an internet connection but it does require an analog line.
9/29/11 3:45 PM	9/29/11 3:55 PM	Set up - Installation			0																		Customer's son reported that the CapTel was not able to connect to captions. Troubleshooting revealed that the telephone cord was removed from the Line 1 jack of the CapTel phone. CSR advised customer's son that in 2-Line mode both of the telephone lines need to be connected to the CapTel phone in order to provide captions. Confirmed this resolved the customer's experience.
10/5/11 4:45 PM	10/5/11 5:15 PM	Information			0																		Customer inquired as to the features and the line requirements for the CapTel 800. CSR explained the features of the unit how to set it up and the line requirements for the CapTel 800.
10/5/11 7:30 PM	10/5/11 7:40 PM	Set up - Installation			0																		Customer's son asked for assistance in setting up his mother's CapTel 800 phone in 2-Line mode. CSR explained the proper setup of the CapTel and advised customer of the importance of using a DSL filter when connecting the CapTel phone to a DSL line.
10/5/11 7:30 PM	10/5/11 7:40 PM	Referral Information			0																		Customer requested the name and phone number of the state program rep in his area. CSR provided customer with same.

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			Accuracy of Captions		Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Set up - Dialing Prefix	Dial Tone - Not Heard	Disconnect/R econnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral	Compliments			
10/6/11 3:05 PM	10/6/11 3:30 PM	Set up - Installation			0											1				0	1	Customer's helper requested assistance setting up the CapTel 800 in 1-Line mode with multiple devices. CSR advised customer to obtain a duplex or y jack to use in conjunction with another device that shares the same wall jack as the CapTel phone. Confirmed the CapTel is now being used successfully.	
10/7/11 2:20 PM	10/10/11 4:45 PM	Set up - Installation			0											1				0	1	Customer's daughter reported the CapTel phone will randomly light up and show Ring but when customer answers there is no one there. After confirming set up CSR advised daughter to plug the AC adapter into a different electrical outlet. Customer confirmed this resolved her issue.	
10/13/11 4:45 PM	10/11/11 4:50 PM	Information			0													1		1	1	Customer's wife requested one sheet of Call Me cards. CSR sent customer the requested material.	
10/11/11 5:15 PM	10/11/11 5:20 PM	Referral Information			0													1		1	1	Potential customer's sister asked for information on how to obtain a CapTel phone. CSR referred customer issuing state agency and national distributor for further assistance.	
10/11/11 4:45 PM	10/11/11 10:00 PM	Consumer Education			0														1	1	1	Customer's wife inquired how to place and receive incoming captioned calls. CSR explained that to place an outgoing captioned call the customer should have the caption button lit up prior to dialing. CSR further explained that in 1-Line mode callers should dial through the toll free captioning service to reach the customer with captions. CSR also explained that individuals who call long distance through the captioning service should register their preferred long distance carrier. Lastly provided tips to customer on how to prevent accidental hang ups while waiting for captions to establish.	
10/13/11 4:30 PM	10/13/11 4:35 PM	Information			0															1	1	Customer requested two sheets of universal English Call Me Cards. CSR mailed out requested information.	
10/19/11 6:45 PM	10/19/11 6:50 PM	Technical - General			0															1	1	Customer reported that he is unable to call a specific local number with captions. CSR performed multiple test calls to this number and experienced the same difficulty. CSR shared customer's experience with technical support for further investigation which showed a temporary routing issue in the phone network that resolved itself. Confirmed customer is now able to reach this number successfully with captions.	
10/23/11 10:05 PM	10/23/11 10:10 PM	Consumer Education			0															1	1	Customer inquired about billing charges if she were to place a test call from her cell phone to the CapTel while in the same room with the unit. CSR explained that the call would be subject to the same charges as any local call according to her agreement with the cell phone provider.	
10/26/11 1:00 PM	10/26/11 1:20 PM	Set up - Installation			0															1	1	Customer's helper reported that there was no dial tone on the CapTel phone. Troubleshooting revealed that none of the telephones at the customer's location were receiving a dial tone. CSR advised that helper contact the telephone service provider to restore service to the customer's location. Customer confirmed that service has been restored and they are now using the phone successfully.	
10/26/11 1:05 PM	10/26/11 2:20 PM	Set up - Installation			0															1	1	Customer's son reported that the CapTel 800 in 2-Line mode is experiencing garbled captions and audio drops. CSR advised customer of the importance of using a DSL filter when connecting the CapTel phone to a DSL line.	

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			Accuracy of Captions	Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Set up - Dialing Prefix	Dial Tone - Not Heard	Disconnect/R econnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral	Compliments					
10/26/11 12:00 AM	10/26/11 12:00 AM	Technical - General		0																0	1	A customer's helper reported being unable to reach two specific numbers when using their CapTel 800 set up in 1 Line mode. The Customer Service Representative confirmed they are able to use their CapTel 800 that dials out like a traditional phone with captioning support. The Customer Service Representative referred the case details to technical support for further assistance. A trouble ticket was opened with the telephone carrier in order to resolve the customer's experience. The customer is now able to use their CapTel 800 as the interim.		
10/29/11 5:45 PM	10/29/11 6:15 PM	Set up - Installation		0																	0	1	Caller reported no dial tone. Through troubleshooting caller found the phone cord to be plugged into Line-2 on the CapTel. CSR advised caller to moved the phone cord to Line-1 port. Caller confirmed this resolved the experience.	
10/30/11 10:30 AM	10/30/11 10:40 AM	Dialing/Set up - Call Waiting		0																		0	1	Customer's daughter reported being unable to dial out with captions. CSR advised customer to delete mistaken call waiting block code. Confirmed this adjustment resolved customer's experience.
11/1/11 10:30 PM	11/1/11 10:35 PM	Set up - Installation		0																		0	1	Customer reported that the CapTel has no dial tone. After troubleshooting CSR found that the CapTel does have a dial tone at another wall jack. CSR advised customer to contact telephone company to replace faulty wall jack identified during troubleshooting.
11/2/11 1:55 PM	11/21/11 1:00 PM	Set up - Installation		0																		0	1	While speaking with the customer, CSR noticed loud audible static and heard the audio completely cut out. Troubleshooting revealed the customer is using a very long phone cord which has been tacked down to the floor. CSR advised customer to replace the long phone cord. Customer said she will obtain further assistance from a supervisor in her building in order to do this.
11/3/11 6:25 PM	11/3/11 6:40 PM	Referral Information		0																		0	1	Potential customer inquired as to how to obtain a CapTel phone. CSR provided customer with information to contact both the state issuing agency and the national distributor.
11/9/11 9:00 AM	11/10/11 1:45 AM	Technical - General		0																		0	1	Customer's daughter reported that she was unable to call her parents through the captioning service from her cell phone and received a busy signal and that she used to be able to call them without the area code. CSR apologized to party for their experience and asked her to try her call again using the area code. CSR confirmed that the daughter was able to get through to the customer.
11/17/11 12:45 PM	11/17/11 1:15 PM	Set up - Installation		0																		0	1	Customer said she was not able to use her 2-Line CapTel 800 with captions. CSR found that both of customer's phone lines were connected to the same phone number with a triplex jack. CSR advised customer to place Line-2 cord from phone into separate Line-2 wall jack. This resolved her.
11/18/11 11:35 AM	11/30/11 12:55 PM	Consumer Education		0																		0	1	Customer reported that she was unable to enter her PIN number in time when trying to contact her bank using the CapTel 800 phone. CSR advised caller that the captions typically appear on screen 3 to 5 seconds after the audio and suggested caller review the saved captions of the automated system recording and anticipate when the PIN will need to be entered.

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			Accuracy of Captions		Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Set up - Dialing Prefix	Dial Tone - Not Heard	Disconnect/R econnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral	Compliments								
11/18/11 6:45 PM	11/18/11 6:55 PM	Referral Information			0															1	1		1	1	Granddaughter of potential CapTel customer inquired about what her grandfather would qualify for through the Nebraska state program. CSR referred customer to the Nebraska state program for further assistance. Granddaughter also inquired about the cost of the captioning service. CSR explained that the service is of no cost due to state relay funds covering the costs as part of the Americans with Disabilities Act.			
12/6/11 11:30 AM	12/6/11 11:45 AM	Dialing/Setup - Dialing Prefix			0																				1	1	Customer's helper inquired as to the proper set up of the CapTel 200 in 1-Line mode. CSR advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's	
12/6/11 12:55 PM	12/6/11 1:00 PM	Consumer education - general			0																					1	1	While assisting the customer's helper CSR explained the proper dialing procedure used to contact to and from the CapTel 200 in 1-Line mode with captions.
12/7/11 10:00 AM	12/7/11 10:05 AM	Information			0																					1	1	Customer requested to be sent 3 sheets of Call Me cards. CSR sent out requested materials.
12/11/11 4:05 PM	12/11/11 4:35 PM	Dialing/Set up - Dialing Prefix			0																					1	1	Customer's daughter reported the customer is not getting captions on outgoing calls on the CapTel 800. CSR advised customer to remove mistaken dialing prefix programmed in menu of CapTel. Confirmed this adjustment resolved customer's experience.
12/12/11 1:40 PM	12/12/11 2:00 PM	Dialing/Setup - Dialing Prefix			0																					1	1	Customer reported that she is having difficulty placing an outgoing call on the CapTel 200 and indicated that she needs to dial a 9 when calling out from her retirement home. After further investigation CSR found that the customer is dialing a 9 along with a phone number when placing an outgoing call. CSR explained to the customer that she can just dial numbers directly because a dialing prefix has already been programmed in the menu of the CapTel 200.
12/13/11 10:30 AM	12/13/11 10:40 AM	Consumer education - general			0																					1	1	Customer reported that her captions light is not always lit during incoming calls. CSR explained that the caption light will come on if the call was made through the captioning service and advised sharing the captioning service number with her callers.
12/16/11 9:50 AM	12/16/11 10:00 AM	Consumer Education			0																					1	1	Customer reported having difficulties navigating her bank's automated system. CSR shared tips such as having the entire recording captioned and/or pressing a particular button right away.
12/16/11 1:40 PM	12/16/11 1:50 PM	Set up - Installation			0																					1	1	Customer's son requested test calls to ensure the CapTel was functional. CSR performed test calls with son to confirm that the CapTel phone is working in 1-Line mode.
12/16/11 1:50 PM	12/16/11 1:55 PM	Consumer Education			0																					1	1	Customer's son asked why callers have to register their preferred long distance carrier. CSR advised why they need to register their carrier of choice how long distance billing works and how the billing is processed. CSR also discussed the proper dialing procedure for callers to dial into the CapTel through the captioning service number.
12/16/11 3:30 PM	12/16/11 3:35 PM	Consumer Education			0																					1	1	Customer's helper inquired how to make an outgoing captioned call on the CapTel 800 in 1-Line mode. CSR explained that the caller simply needs to confirm that the Captions button is lit before dialing the phone number that they want to call in order to connect with captions on an outgoing call. Helper confirmed that they understood this information.

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			Accuracy of Captions		Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Setup - Dialing Prefix	Dial Tone - Not Heard	Disconnect/R econnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral			
12/23/11 3:15 PM	12/23/11 4:25 PM	Referral Information			0													1	1	1	Customer inquired upon the status of her voucher for a CapTel 800 via the state program. CSR referred customer to the state program.	
12/30/11 3:20 PM	12/30/11 3:40 PM	Consumer Education			0															1	1	Customer said that she heard a steady beeping on a call she answered on a non-CapTel phone. CSR advised customer that when someone answers a phone other than the CapTel phone when the other party has called through the captioning service it will be normal to hear seek tones or beeps that reoccur through the call. This means that the captioning service is sending a signal or seek tone trying to connect to a CapTel phone. CSR explained that one can go and pick up the CapTel phone and then hang up the traditional phone so that the CapTel can establish captions.
12/31/11 1:15 PM	12/31/11 1:30 PM	Set up - General			0															1	1	Customer's husband said that 2-Line CapTel user was unable to dial with captions. CSR advised caller to locate phone that was off-hook and reverse the position of the two phone lines. This resolved customer's issue with captions. CSR also found that line 1 phone cord needed an inline DSL filter which customer said she would install.
1/3/12 10:50 AM	1/3/12 10:55 AM	Consumer education - general			0															1	1	Caller inquired if he needed to dial the captioning service number after registering to reach the CapTel user with captions. CSR explained that when using the CapTel in 1-Line mode callers will need to dial through the captioning service number every time they wish to reach the customer with captions.
1/7/12 5:30 PM	1/8/12 10:15 AM	Consumer Education			0															1	1	Customer's caller questioned how to call customer with captions. CSR explained to caller that if customer is a 1-Line user caller should dial through the captioning service first. CSR further explained that caller can dial customer directly if she's using 2-Line CapTel.
1/9/12 3:15 PM	1/9/12 3:25 PM	Consumer Education			0															1	1	Customer reported having difficulties navigating her bank's automated system. CSR conducted captioned test call and provided customer with specific dialing instructions to navigate the automated menu system.
1/12/12 7:25 PM	1/12/12 1:35 PM	Set up - Installation			0															1	1	Customer's daughter requested test calls to confirm correct set up of customer's CapTel phone. CSR performed test calls with customer's daughter to confirm that the CapTel phone is working in 1-Line mode.
1/12/12 1:25 PM	1/12/12 1:45 PM	Consumer Education			0															1	1	Customer's daughter asked how the captions are produced. CSR explained that a live operator voices what the other party says into voice recognition software which transcribes their voice to text and then the text is transmitted to the CapTel phone. CSR further explained that word errors are corrected by the captionist and the corrected word will appear in a different color. CSR also provided the correct captioning service number and advised customer's daughter of the proper dialing procedure to reach a 1-Line CapTel user with captions.
1/12/12 2:15 PM	1/12/12 2:20 PM	Information			0															1	1	Customer's daughter requested that one sheet of Call Me cards be sent to the customer. CSR sent the requested Call Me cards.
1/16/12 12:45 PM	1/18/12 3:30 PM	Set up - Installation			0															1	1	Customer's daughter inquired about the set up of the CapTel phone. CSR advised daughter of the importance of using a DSL filter when connecting the CapTel phone to a DSL line. Confirmed that customer is now using the CapTel successfully.

Nebraska Complaints or Inquiries Originating at CapTel Center FY 2011-12

(Date created)	(Date Resolved)	Nature of Contact	Nebraska Complaints or Inquiries Originating at CapTel Center FY 2011-12																		Total Inquiries	Grand Total	Nature of Complaint / Resolution			
			Service Complaints			Technical Complaints											Other (Inquiries)									
			Accuracy of Captions		Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Set up - Dialing Prefix	Dial Tone - Not Heard	Disconnect/R econnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral	Compliments						
1/16/12 3:30 PM	1/16/12 1:45 PM	Consumer Education			0															1	1	Customer asked why both sides of the conversation were not captioned. CSR explained that only one side of the conversation would be captioned by the captioning service. Only the side of the other party that is speaking is captioned as the purpose of captions is to provide accessibility.				
1/16/12 2:55 PM	1/16/12 3:10 PM	Dialing/Setup - Dialing Prefix			0																	1	1	Telephone company representative reported an inability to dial out with captions from the CapTel phone. CSR advised customer to remove mistaken dialing prefix programmed in menu of CapTel. Confirmed this adjustment resolved customer's experience.		
1/16/12 3:05 PM	1/16/12 3:10 PM	Set up - General			0																		0	1	Customer's helper inquired if it would be all right for the customer to move the CapTel 200 to another wall jack that is closer to her computer. CSR confirmed that the CapTel can be used at whichever wall jack she would prefer.	
1/17/12 11:15 AM	1/17/12 11:20 AM	Consumer Education			0																			0	1	Customer's daughter inquired about the requirements and function of a second line. CSR explained the requirements for 2-Line CapTel and explained how the second line functions in that particular setup.
1/24/12 3:10 PM	1/24/12 5:20 PM	Set up - Installation			0																			0	2	Customer's helper requested that test calls be placed to the CapTel phone. CSR performed test calls with the helper to confirm that the phone was successfully making and receiving calls in 3-line mode.
1/24/12 5:10 PM	1/24/12 5:20 PM	Consumer Education			0																			0	1	Customer's helper inquired about the procedure to place an incoming captioned call to the CapTel 800 in 1-Line mode. CSR explained that callers must first dial through the toll-free captioning service in order to connect to the phone with captions.
1/25/12 12:45 PM	1/25/12 12:55 PM	Consumer Education			0																			0	1	Customer's niece called for assistance. Since party was local to the CapTel user CSR advised her that she would not have to register her long distance carrier with Customer Service. CSR explained how to call through the service and provided dialing instructions. CSR further explained that the service uses voice recognition technology and that it is therefore helpful for the other party to speak slowly and clearly to optimize captioning quality.
1/25/12 4:30 PM	1/25/12 4:50 PM	Consumer education - general			0																			0	1	Customer reported an inability to dial out from the CapTel phone. Further investigation found the customer was mistakenly dialing a 9 when dialing out from the CapTel phone when it was not needed. CSR advised customer to dial the number directly and she confirmed this resolved her experience.
1/26/12 11:00 AM	1/26/12 11:15 AM	Set up - General			0																			0	1	Customer's daughter reported customer will be moving to another residential facility and inquired about the setup requirements for the CapTel 200. CSR provided instructions and advised caller to contact CapTel Customer Service if further assistance is needed at the time of setup.
1/26/12 11:00 AM	1/26/12 11:15 AM	Referral Information			0																			0	1	Customer's daughter mentioned that the CapTel user's eyesight had declined. CSR referred caller to the state program for further assistance acquiring a CapTel 800 phone.
1/26/12 11:00 AM	1/26/12 11:15 AM	Consumer education - general			0																			0	1	Customer's daughter inquired how to call to a CapTel 200 in 1-Line mode. CSR provided instructions.

(Date created)	(Date Resolved)	Nature of Contact	Nebraska Complaints or Inquiries Originating at CapTel Center FY 2011-12																	Total Inquiries	Grand Total	Nature of Complaint / Resolution			
			Service Complaints			Technical Complaints											Other (Inquiries)								
			Accuracy of Captions		Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Set up - Dialing Prefix	Dial Tone - Not Heard	Disconnect/R econnect During Calls	Set up - General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral				Compliments		
1/27/12 4:10 PM	1/27/12 4:30 PM	Consumer Education			0																				Customer reported an inability to use the Call Waiting feature on the CapTel phone in 1-Line mode. CSR explained that an incoming call that is received when he is already on a captioned call will disrupt or even drop the current call if he attempts to use the flash button. CSR advised customer of the option of using 2-Line mode to be able to use the Call Waiting feature of his phone line.
1/31/12 2:05 PM	1/31/12 2:10 PM	Consumer Education			0																				Customer reported having difficulty navigating automated recordings for her bank. CSR shared tips such as having the entire recording captioned and/or pressing a particular option right away.
2/2/12 11:15 AM	2/2/12 11:30 AM	Information			0																				Potential customer's son-in-law inquired about the CapTel phone. CSR advised son-in-law how the CapTel phone works in both 1-Line and 2-Line modes. CSR also explained that the captioning service is covered by state and federal relay funds as part of the Americans with Disabilities Act.
2/6/12 11:30 AM	2/21/12 1:20 PM	Set up - Installation			0																				customer's son inquired how to connect multiple devices to the same wall jack. CSR advised obtaining a duplex jack for proper setup.
2/16/12 9:05 AM	2/16/12 9:10 AM	Referral Information			0																				Potential customer's helper wanted to know how to obtain a CapTel phone for customer. CSR referred customer to state equipment program and to national distributor to obtain a CapTel phone.
2/16/12 11:30 AM	2/16/12 11:35 AM	Consumer Education			0																				Customer reported not receiving captions on incoming calls when using the CapTel 800 phone. CSR explained that when using the CapTel 800 phone in 1-Line mode callers must first dial through the captioning service to connect to the unit with captions.
2/25/12 8:20 PM	2/25/12 8:30 PM	Consumer education - general			0																				Caller to a CapTel user indicated that he is hearing a message to register his long distance provider. CSR explained that in order to prevent getting billed by the state's default provider callers who contact the CapTel user long distance should register their phone number and long distance carrier with CapTel Customer Service first. CSR further explained that this will ensure that the callers are billed according to the plan that they have previously established with their long distance carrier.
2/27/12 10:40 AM	2/27/12 10:50 AM	Dialing/Set up - Call Waiting			0																				Customer requested assistance with programming a Call Waiting block code since he uses Call Waiting. CSR advised customer of proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's experience.
3/1/12 10:40 AM	3/1/12 10:45 AM	Consumer Education			0																				Customer inquired how to call a CapTel user. CSR discussed with customer the proper procedure for calling a CapTel user through the captioning service number.
3/5/12 1:20 PM	3/5/12 1:30 PM	Set up - Installation			0																				Customer's friend reported being unable to reach the customer with captions. Troubleshooting revealed that the customer may be answering on a TTY instead of the CapTel when called through the captioning service. CSR sent a letter inviting the customer to call CapTel Customer Service for further troubleshooting.

(Date created)	(Date Resolved)	Nature of Contact	Nebraska Complaints or Inquiries Originating at CapTel Center FY 2011-12																		Total Inquiries	Grand Total	Nature of Complaint / Resolution			
			Service Complaints			Technical Complaints										Other (Inquiries)										
			Accuracy of Captions	Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Setup - Dialing Prefix	Dial Tone - Not Heard	Disconnect/R econnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral	Compliments							
3/5/12 1:30 PM	3/5/12 1:45 PM	Consumer Education		0																1	1	Customer's friend explained that callers frequently hang up on the customer before the CapTel connects with captions. CSR provided the customer with information on how to use the signal meter during calls. CSR further advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups.				
3/8/12 10:30 AM	3/8/12 11:05 AM	Set up - Installation		0																		1	1	Customer reported hearing no dial tone on the CapTel 800. Customer's helper discovered that the phone jack that the CapTel was using had been disconnected from the customer's phone service. After customer had the phone jack re-connected with their phone service they confirmed that they are now able to successfully use the CapTel phone.		
3/10/12 11:45 AM	3/11/12 11:25 AM	Set up - Installation		0																			1	1	Customer's daughter inquired about using the CapTel phone with a medical alert device. CSR advised the proper set up of using a duplex jack to allow the CapTel phone and medical alert device to share the same wall jack.	
3/11/12 11:15 AM	3/11/12 11:25 AM	Dialing/Set up - Dialing Prefix		0																				1	1	Customer's daughter reported that the CapTel 800 was unable to place captioned calls. CSR sent an over-the-wire update to remove a mistaken dialing prefix programmed in menu of CapTel. Confirmed this adjustment resolved customer's experience.
3/14/12 12:30 PM	3/14/12 12:50 PM	Set up - Installation		0																				1	1	Customer reported being unable to connect to captions on the CapTel 800. Through troubleshooting CSR found that the CapTel was connected into a mail station device. CSR advised customer to obtain a duplex or y jack to use in conjunction with another device that shares the same wall jack as the CapTel phone. Customer reported she removed the mail station from the set-up and has since connected to captions successfully.
3/22/12 1:50 PM	3/22/12 1:55 PM	Information		0																				1	1	Customer requested three sheets of Call Me cards. CSR sent customer the requested material.
3/26/12 7:55 PM	3/26/12 8:00 PM	Consumer Education		0																				1	1	Customer reported seeing message new FCC ruling all long distance calls will be billed on the screen of the CapTel 800. CSR confirmed that customer is registered in our system. Further explained that the message is standard for long distance captioned calls and that there is no extra charge for using the CapTel service but normal long distance charges apply.
3/28/12 11:45 PM	3/28/12 12:00 PM	Consumer education general		0																				1	1	Customer reported incoming calls are not always connecting to captions and the captions light will turn off. CSR explained that if the other party does not call through the captioning service the call will not be captioned and the captions button will turn off. CSR placed several incoming captioned calls to demonstrate.
3/29/12 4:05 PM	3/29/12 3:30 PM	Set up - Installation		0																				1	1	Customer inquired as to how to set up their CapTel 800 in 2-Line mode with the primary phone line sharing a wall jack with a signaling device. CSR advised installing a duplex jack on the primary phone jack and plugging the CapTel Line 1 phone cord into one side and the signaling device into the other side.
04/01/12 12:01 AM	04/01/12 12:17 AM	Info/Referral/Consumer Ed		0																				1	1	CSR explained that the CapTel would require two completely separate telephone numbers installed to be used in 2-Line mode. CSR advised that the second telephone line must be analog and must be capable of placing toll-free calls.

Nebraska Complaints or Inquiries Originating at CapTel Center FY 2011-12

(Date created)	(Date Resolved)	Nature of Contact	Nebraska Complaints or Inquiries Originating at CapTel Center FY 2011-12																		Total Inquiries	Grand Total	Nature of Complaint / Resolution	
			Service Complaints			Technical Complaints											Other (Inquiries)							
			Accuracy of Captions		Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Setup - Dialing Prefix	Dial Tone - Not Heard	Disconnect/R econnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral	Compliments				
04/05/12 10:02 AM	04/05/12 10:15 AM	Setup			0																			CSR advised daughter that the CapTel Phone 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 800i.
04/13/12 01:37 PM	04/13/12 01:44 PM	Info/Referral/Consumer Ed			0																			CSR found that the son was not calling through the captioning service. CSR explained the importance of having callers call through the captioning service in 1-Line mode. Confirmed this resolved the customer's experience.
04/16/12 09:00 PM	04/16/12 09:10 PM	Info/Referral/Consumer Ed			0																			CSR registered customer's preferred long distance carrier in the system and explained that as long as the caption button is lit before they dial the phone number, the call will be captioned.
04/19/12 02:50 PM	04/19/12 03:32 PM	Setup			0																			Further investigation found that the CapTel's phone cord was connected to another device. CSR advised plugging the CapTel's phone cord directly into the jack in the wall. Test call confirmed that the CapTel 200 is able to connect with captions. CSR also suggested using a duplex jack if two devices require phone connection at a single telephone wall jack.
04/19/12 02:50 PM	04/19/12 04:02 PM	Setup			0																			CSR advised customer's son to turn off 2-Line mode in the menu of the CapTel phone because customer uses one phone line with the CapTel phone. Confirmed customer's son was then able to successfully make a captioned call.
04/19/12 07:35 PM	04/19/12 07:41 PM	Setup			0																			CSR advised customer that the CapTel 800 is not designed for VOIP use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line.
04/19/12 07:35 PM	04/20/12 08:58 AM	Info/Referral/Consumer Ed			0																			CSR informed the customer's son that the CapTel phone uses a data or modem connection when used with captions. If an extension phone on the same phone line is picked up, this disrupts the data connection the CapTel is using which would result in a temporary loss of captions or total disconnection. CSR discussed the option of using 2-Line mode which would allow an extension phone to be used at the same time as the CapTel phone with captions.
04/20/12 08:52 AM	04/20/12 08:57 AM	Setup			0																			CSR advised customer that the CapTel Phone 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel.
04/20/12 09:49 AM	04/20/12 10:00 AM	Info/Referral/Consumer Ed			0																			CSR explained that it is normal for the screen to display "Handset is Muted" on incoming captioned calls while the phone connects with captions. CSR further explained that individuals should dial through the captioning service to reach the customer with captions.
04/24/12 03:52 PM	04/24/12 04:02 PM	Setup			0																			CSR advised customer to turn off 2-Line mode in the menu of the CapTel phone because customer uses one phone line with the CapTel phone. Confirmed this resolved customer's experience.
04/25/12 01:48 PM	04/25/12 01:55 PM	Info/Referral/Consumer Ed			0																			CSR informed the customer that when using the CapTel in 2-Line mode the second telephone line would require a standard analog telephone line. CSR also explained that when using the CapTel in 2-Line mode callers can call the CapTel user directly through their main telephone number.

(Date created)	(Date Resolved)	Nature of Contact	Nebraska Complaints or Inquiries Originating at CapTel Center FY 2011-12																	Total Inquiries	Grand Total	Nature of Complaint / Resolution		
			Service Complaints			Technical Complaints										Other (Inquiries)								
			Accuracy of Captions	Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Set up - Dialing Prefix	Dial Tone - Not Heard	Disconnect/Reconnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral	Compliments					
04/25/12 03:21 PM	04/25/12 03:35 PM	Setup		0																				CSR advised helper to perform a physical reset. CSR subsequently referred customer's helper to telephone service provider to repair faulty wall jack identified during troubleshooting.
04/26/12 10:01 AM	04/26/12 10:05 AM	Setup		0																				CSR advised customer that the CapTel Phone 200 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 800i.
05/02/12 07:21 PM	05/02/12 07:24 PM	Setup		0																				CSR explained that the CapTel Phone 800 is not designed for digital cable use and advised customer to use a standard analog phone line to support the CapTel.
05/04/12 12:21 PM	05/04/12 12:32 PM	Setup		0																				CSR advised customer that the CapTel Phone 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.
05/04/12 01:13 PM	05/04/12 01:17 PM	Info/Referral/Consumer Ed		0																				CSR explained that the captioning service is paid for by state and federal relay funds. CSR further explained that if the CapTel 800 phone is being used in 1-Line mode that the customer should register their preferred long distance carrier to ensure that they do not receive additional charges from the state's default carrier.
05/06/12 11:21 AM	05/06/12 11:33 AM	Setup		0																				CSR found that the customer had a digital cable provider. CSR advised customer's son that the CapTel 200 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 800i.
05/06/12 11:21 AM	05/06/12 11:33 AM	Info/Referral/Consumer Ed		0																				CSR referred the customer's son to the state equipment program for further information.
05/08/12 01:50 PM	05/08/12 01:55 PM	Setup		0																				CSR provided information and technical requirements for the CapTel 800i.
05/11/12 12:09 PM	05/11/12 12:13 PM	Info/Referral/Consumer Ed		0																				CSR advised customer that the CapTel Phone 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i.
05/24/12 01:45 PM	05/24/12 01:50 PM	Info/Referral/Consumer Ed		0																				CSR discussed with customer the proper procedure for calling a CapTel user through the captioning service number.
05/30/12 01:49 PM	05/30/12 02:03 PM	Other		0																				CSR advised customer that to receive captions on incoming calls the callers need to first dial captioning service number and enter customer's telephone number at the prompt. Further advised that to make captioned calls, they need to make sure the caption light is on before dialing a number. Customer stated, "You have done a good job, Brian, I will remember that to my dying day!"
05/31/12 03:02 PM	05/31/12 03:30 PM	Info/Referral/Consumer Ed		0																				CSR explained that in order to prevent getting billed by the state's default provider, callers who contact the CapTel user long distance should register their phone number and long distance carrier with CapTel Customer Service first. CSR further explained that this ensures that the callers are billed according to the plan that they have previously established with their long distance carrier.

(Date created)	(Date Resolved)	Nature of Contact	Nebraska Complaints or Inquiries Originating at CapTel Center FY 2011-12																	Total Inquiries	Grand Total	Nature of Complaint / Resolution
			Service Complaints			Technical Complaints										Other (Inquiries)						
			Accuracy of Captions		Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Setup - Dialing Prefix	Dial Tone - Not Heard	Disconnect/R econnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral			

Statistical Data	Complaints or Inquiries Originating at CapTel Center																	Total Inquiries	Grand Total	Problem/Resolution	
	Service Complaints			Technical Complaints										Other (Inquiries)							
	Accuracy of Captions		Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Setup - Dialing Prefix	Dial Tone - Not Heard	Disconnect/R econnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral				Compliments
Grand Totals	1	0	1	0	0	5	10	0	0	6	38	0	3	62	42	23	15	3	83	146	

Nebraska Public Service Commission

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June 29, 2012

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

RE: TRS Consumer Complaint Log Summaries for June 1, 2011 through May 31, 2012
CG DOCKET NO. 03-123

Dear Ms. Dortch:

The Nebraska Public Service Commission respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(1) of the FCC's rules. The enclosed complaint log reflects the period June 1, 2011 through May 31, 2012.

Sprint processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. The enclosed complaint log indicates that most complaints were resolved within 24 hours. The complaints enclosed are resolved.

Nebraska Relay Service provided by Sprint received a total of four complaints in violation of FCC mandatory minimum standards for the time period June 1, 2011 through May 31, 2012.

Also, the Nebraska Public Service Commission voluntarily submits a log of CapTel (Captioned Telephone) inquires and complaints for the reporting period. Out of 146 contacts made by Nebraska CapTel users, 83 were inquires and 63 attributable to complaints. Three of the 63 are designated as FCC Complaints as indicated on the Sprint log. The submitted CapTel spreadsheet and FCC Complaint Log summarizes the nature of the complaint and resolution.

Please feel free to contact myself at 402-471-0225 Voice or Email: steve.stovall@nebraska.gov or C. Emma Danielson with Sprint Relay at 217-698-4031 Voice, 877-698-5520 TTY or Email: emma.danielson@sprint.com with any questions regarding the above.

Sincerely,

Steven G. Stovall-Accountant
Nebraska Public Service Commission