



Dora
Department of Regulatory Agencies

Public Utilities Commission

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June 15, 2012

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

Mark Stone, Deputy Bureau Chief
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Washington DC 20554

**RE: Colorado TRS and Speech to Speech Services for Individuals with Hearing and Speech Disabilities:
Consumer Complaint Log Summaries for June 1, 2011 through May 31, 2012**

Dear Ms. Dortch and Mr. Stone,

As you know, State and Telecommunications Relay Services (TRS) providers must submit annual consumer complaint log summaries to the Federal Communications Commission on or before July 1st.

Attached, for the State of Colorado, are four (4) copies of the annual complaint log summary for June 1, 2011 through May 31, 2012.

Under separate cover, a copy is provided for Mr. Stone.

If I can be of further assistance to you, please do not hesitate to contact me via TDD 303 894 2512 or email at Joe.Benedetto@Dora.State.Co.Us.

Sincerely,

Joe Benedetto
State Relay Administrator
Colorado Public Utilities Commission

Attachments:

Ms. Dortch: Four Copies: Log Summary, June 1, 2011 – May 31, 2012
Mr. Stone: One Copy: Log Summary, June 1, 2011 – May 31, 2012





**Colorado FCC
2011 - 2012
Complaint Log**

Complaint Tracking for CO (06/01/2011-05/31/2012). Total Customer Contacts: 16

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/10/11	A Customer complained of captions stopping in the middle of a call.	06/20/11	The Customer reported an isolated incidence where she experienced loss of captions and provided specific call detail. The information provided was forwarded to call center management for further investigation. Management then reported that the Operators supervisor would inform the Operator of the customers concern. Call center management agreed to review captioning procedures and trouble ticket entry with Operator to be sure that any technical issues on future calls are properly reported.
2	07/14/11	The Customer stated, "I had an emergency call and I clearly explained the instructions to the operator and she was extremely slow. I was calling a TTY user. I am not happy with how she handled my call." There was insufficient calling information from the number provided, the Customer would not provide full calling details for the number. The Caller mentioned calling Customer Service to make complaint as well. No follow up was requested.	07/14/11	In following up with the Operator, the outbound did not have a complete calling from number. The Operator was not able to process the call without a calling from number and the party would not provide one. The Operator was coached on calling for a supervisor when they are unable to complete a call for assistance.
3	09/15/11	The captions lag too far behind the voice.	09/23/11	The Customer shared feedback regarding the delay of captions during their call. The Customer Service Representative apologized for this incidence and thanked the customer for the feedback and informed them that this information was shared with the appropriate captioning service staff for follow up. The Operators supervisor was alerted to ensure that this was not an ongoing occurrence.
4	09/24/11	A Customer called in and asked the Operator to see if she could read her messages. Then as soon as the Operator dialed out the message was all garbled again. The Customer complains that this has been happening a lot and is very upset about it. A Supervisor submitted a trouble ticket and apologized for the inconvenience. The customer would like follow up by phone with a resolution to this issue.	09/24/11	A Trouble Ticket was submitted and a supervisor attempted to contact the customer to inform of the of the Trouble Ticket and to touch base on garbling issue but there was no answer by the customer.
5	10/24/11	Technical - General	10/31/11	A Caller to a CapTel user said when calling the CapTel user the phone rings once and then goes to a busy signal. The Customer Service Representative investigated and technical support made an adjustment to allow the call to route properly. The Customer Service Representative confirmed with the caller that they are now able to dial to the CapTel user successfully.
6	11/08/11	Technical - General	11/23/11	A Customer reported that the last call ended with 'Good Bye' repeated over and over again. The Customer Service Representative sent the call information to the captioning service administrator who followed up with the Operator. It was determined that this incident was isolated and was caused by the captioning assistant following 'end of call procedures' as well as the computer sending an automated alert to the customer to indicate the call was over which the Customer understood.
7	12/20/11	A Customer stated that this Operator did not follow the instructions listed on the customer note. The Customer was Apologized to for the inconvenience and no follow up was needed.	12/20/11	The Operator was coached on the importance of following all customer instructions verbally and those listed under 'customer note'.
8	12/22/11	Consumer education - USB	12/22/11	A Caller to a CapTel user said that she is not able to connect to the CapTel phone. The Customer Service Representative advised the caller on the proper dialing procedure to call into a 1-Line CapTel and upon follow-up the Customer Service Representative advised the customer to have the caller register their long distance carrier of choice since the caller is dialing long distance to reach the CapTel user.
9	01/17/12	The Customer had a very important call with medical terms and phone numbers. The quality of typing was not acceptable. The customer was apologized to.	01/30/12	Followed up with the Operator and the Operator stated that the she did not experience technical difficulties at the time of the call and it was reported to the supervisor immediately. The supervisor who was on duty at the time of the incident reported that call was observed and determined that there was no garbling and the quality of the Operator's typing was excellent.
10	01/20/12	Technical - General	01/20/12	A Caller reported experiencing difficulties when calling to a CapTel user using a specific prepaid long distance service. After extensive troubleshooting the Customer Service Representative determined that the carrier may be encountering some routing issues when dialing through relay lines. Technical support made an adjustment to allow the caller to dial with this specific prepaid number through a different network for a more stable connection.
11	01/27/12	A Caller reported that the Operator refused to repeat what was just said to the hearing party when the hearing party asked to "repeat". Instead the Operator typed verbatim what the hearing party said to the TTY user. The TTY user instructed the Operator to repeat what was typed earlier back again to the hearing party. The Operator replied "the Operator cannot be part of the call". Customer Service thanked the caller for letting us know but explained to the TTY user that the Operator was following FCC policies and procedures. No follow up requested.	01/27/12	Reviewed the report. No follow up needed.
12	02/17/12	"This Operator did not follow my notes to not type answering machine, I tried to interrupt him but was not paying attention to his screen." An apology was made to the caller and follow up was requested via e-mail.	02/17/12	The Operator was coached on the importance of following customer notes. Follow up made via e-mail.

13	03/23/12	Service – General	03/27/12	The Customer reported a stoppage of the transcription in the middle of a conversation with the pharmacy. The Customer noted total silence and nothing coming through. The Customer Service Representative sent call details to the call center management and they reported finding no technical cause nor was a trouble ticket logged for the caption stoppage. The Customer Service Representative reported the findings to the customer and noted that the call center follow up with the captionist's supervisor and the captionist for extra monitoring of this captionist for quality performance and consistency measures. The Customer Service Representative apologized to the customer for this experience.
14	03/23/12	A VCO customer was upset that Operator dialed a wrong number resulting in long distance charges. The Customer wanted a refund and the Customer stated that instead of a getting supervisor, the Operator hung up. The customer was assured a supervisor would meet with Operator and offered customer service and or an account manager for assistance.	03/23/12	Met with the Operator and the Operator did, indeed, dial a number. The Operator stated that no area code was given so the same area code was used as from number which is protocol. The Customer was upset that the wrong number was dialed and wanted immediate credit for the long distance charges. The Operator was flustered when the customer became angry and accidentally hung up on the inbound instead of the outbound. The Operator stated that the call was not answered and no long distance charges were applied as the phone was not answered. The Customer requested calls from the Colorado Relay Account Manager. The Account Manager tried to contact the customer but there was no answer, they left a message on the customer's answering machine with contact information if they needed more information.
15	03/29/12	The Operator dialed the wrong area code and the customer was charged long distance. The customer told the Operator the number many times because she dialed the wrong area code. This Operator did not listen and did not even offer to give credit back.	03/29/12	The Operator was coached by a Supervisor on making sure to enter the correct number before out-dialing. The Operator was also educated about the immediate credit procedure upon dialing a wrong long distance number.
16	05/17/12	A Customer's helper reported no dial tone on the CapTel phone.	05/17/12	The Customer Service Representative advised contacting the phone provider to confirm that the service is functioning. This customer confirmed that this resolved the their experience.