Appendix K:

Copies of Complain Logs from 2008-2012

VERMONT

DOCKET FILE COPY ORIGINAL

State of Vermont
Department of Public Service
112 State Street
Drawer 20
Montpelier, VT 05620-2601
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FAX: 802-828-2342
TTY VT: 800-734-8390
email: vtdps@state.vt.us
http://publicservice.vermont.gov/

June 28, 2007

RECEIVED & INSPECTED
JUL 02 2007
FCC - MAILROOM

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

Re: Annual Log Summary of Consumer Complaints Concerning TRS
CG Docket 03-123
DA 07-2762

Dear Madam Secretary:

Enclosed for filing with the FCC in compliance with 47 C.F.R. §64.604 are an original and four copies of the Complaint Log Summary for the Vermont Telecommunications Relay Service. In addition, a 3.5-inch diskette is enclosed, which includes the complaint log of Sprint for Vermont as the VTRS vendor.

No complaints were filed with the Vermont Department of Public Service during the period June 1, 2006 through May 31, 2007.

Sincerely,

Susan L. Paruch

Susan L. Paruch
Consumer Affairs & Public Information

Enclosures

Cc: Arlene Alexander
FCC Consumer & Governmental Affairs Bureau (electronic)

No. of Copies rec'd 0
List ABCDE

Complaint Tracking for VT (6/1/2006 - 5/31/2007). Total Customer Contacts: 4

Nature of Complaint	Date of Resolution	Explanation of Resolution
VT CapTel user's call was unable to get through to the CapTel service.	03/05/07	Apologized for the incident and thanked the customer sharing the problem. The VT CapTel user's call was ur get through to the CapTel service. The incidence wher fiber optic cable cut between Madison and Chicago ca not to be able to reach the CapTel call center. CapTel was re-routed to other networks to allow the VT CapTe calls to then get through the same day.
A different customer with same issue as above. VT CapTel user's call was unable to get through to the CapTel service.	03/05/07	Apologized for the incident and thanked the customer sharing the problem. The VT CapTel user's call was ur get through to the CapTel service. The incidence wher fiber optic cable cut between Madison and Chicago ca not to be able to reach the CapTel call center. CapTel was re-routed to other networks to allow the VT CapTe calls to then get through the same day.
Voice user unable to connect to the CapTel service number.	12/11/06	Advised customer to have caller register long-distance choice. Also provided additional troubleshooting sugge ensure incoming call connection.
Customer stated that the agent took too long leaving message on the answering machine.	06/28/06	Supervisor on duty at the time noticed the message wa than a screen long, therefore, the agent had to make r calls in order to leave message in its entirety. Supervis noticed the agent did inform the customer of that and c kept getting mad. Follow-up requested. Agent followe procedures, follow-up letter was sent to customer on 6 explaining this.

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DOCKET NO. 03-123

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

o This document is confidential (NOT FOR PUBLIC INSPECTION)

o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.

o Microfilm, microform, certain photographs or videotape.

o Other materials which, for one reason or another, could not be scanned into the ECFS system.

The actual document, page(s) or materials may be reviewed (EXCLUDING CONFIDENTIAL DOCUMENTS) by contacting an Information Technician at the FCC Reference Information Centers) at 445 12th Street, SW, Washington, DC, Room CY-A257. Please note the applicable docket or rulemaking number, document type and any other relevant information about the document in order to ensure speedy retrieval by the Information Technician

Complaint Tracking for VT (06/01/2007-05/31/2008). Total Customer Contacts: 4

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	03/25/08	Customer said this agent's typing was bad. Long pauses in between words. She also stated that it's been happening a lot with CAs from Vermont.	03/25/08	Supervisor apologized for the inconvenience and informed the caller that her message would get to that CA's supervisor. Sent complaint to correct center. Agent has been coached. Will monitor agent's typing speed.
2	11/15/07	Customer says that "Agent dialed the wrong number and then got smart with me and hung up on me." No follow up requested.	11/15/07	Apologized to the customer. Spoke to the agent and agent does not remember this specific call. This is a veteran agent. She would not disconnect a call or be disrespectful.
3	08/30/07	Disconnect/Reconnect during calls.	08/30/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
4	06/05/07	CapTel user hears echo sounds.	06/05/07	Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Advised customer how to properly hold handset for echo reduction.

June 25, 2008

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

Re: Annual Log Summary of Consumer Complaints Concerning TRS
CG Docket 03-123
DA 07-2762

Dear Madam Secretary:

Enclosed for filing with the FCC in compliance with 47 C.F.R. §64.604 are an original and four copies of the Complaint Log Summary for the Vermont Telecommunications Relay Service. In addition, a 3.5-inch diskette is enclosed, which includes the complaint log of Sprint for Vermont as the VTRS vendor.

No complaints were filed with the Vermont Department of Public Service during the period June 1, 2007 through May 31, 2008.

Sincerely,

Susan L. Paruch
Consumer Affairs & Public Information

Enclosures

Cc: Arlene Alexander
FCC Consumer & Governmental Affairs Bureau (electronic)

VERMONT

State of Vermont
Department of Public Service
112 State Street
Drawer 20
Montpelier, VT 05620-2601
TEL: 802-828-2811

FAX: 802-828-2342
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email: vtdps@state.vt.us
http://publicservice.vermont.gov/

DOCKET FILE COPY ORIGINAL

Received & Inspected
JUN 29 2009
FCC Mail Room

June 23, 2009

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

Re: Annual Log Summary of Consumer Complaints Concerning TRS
CG Docket 03-123
DA 09-1318

Dear Madam or Mister Secretary:

Enclosed for filing with the FCC in compliance with 47 C.F.R. §64.604 are an original and four copies of the Complaint Log Summary for the Vermont Telecommunications Relay Service. Sprint is the VTRS vendor for Vermont.

One complaint was filed with the Vermont Department of Public Service during the period June 1, 2008 through May 31, 2009. However, the complaint was not against the relay service itself, but rather had to do with a specific person making calls using the relay service.

Sincerely,

Susan L. Paruch

Susan L. Paruch
Consumer Affairs & Public Information
Vermont Department of Public Service

Enclosures

Sprint Relay

Vermont
FCC Complaint Log 2009

Complaint Tracking for VT (06/01/2008-05/31/2009). Total Customer Contacts: 13

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	10/18/08	A voice person called complaining that the VCO person they were calling didn't know how to use their phone. The voice caller wanted someone to add to the VCO customers notes or have someone coach the VCO person on phone etiquette. The voice caller's second complaint was that the relay operator who answered 711 about 10 minutes earlier was very rude and hung up on him. The relay operator said their ID so fast he did not catch it. The customer would like a follow-up call with the VCO customer.	10/18/08	The Customer Service Representative apologized for the inconvenience and offered the VT Equipment Program number. The voice person was also assured that a complaint form would be filed to fix this problem. The Program Manager attempted to call the VCO customer on 11/24 but was unsuccessful. The Program Manager called a second time in December, then a final time on 5/18/2009 at 11:30 AM and left a voice message on the customer's answering machine with a call-back number.
2	10/31/08	A customer stated that, "Agent didn't follow up with my request of what she said my message that I wanted to leave." The customer wanted to leave message but felt the CA was not paying attention. The customer felt the CA didn't leave the message at all because macros were sent so quickly. He also felt that the CA lied about what message she left. I apologized to the customer and informed him that this information would be forwarded to the appropriate supervisor. The customer requests follow-up, preferably with a direct TTY call.	10/31/08	Someone met with the CA and went over step by step procedures for answering machines. I contacted the customer and let them know what steps I took to explain procedures to the CA. The customer was satisfied at the end of our conversation.
3	12/03/08	Technical - General	12/05/08	Worked with telephone provider on technical issue related to captioned calls to the customer's voice mail access number. 1-Line CapTel customer confirms that he can now successfully receive captions of his voice mail messages.
4	12/08/08	The customer was frustrated that she was not informed that a new operator was taking over the call. She also expressed concerns about gendering properly. The complaint came in on 12/7/08 at around 1:40 PM. No follow-up was requested.	12/08/08	12/9/08 A team leader met with the agent on 12/9/08 and reviewed proper call procedures, with particular attention to keeping the customer informed at all times. The agent understands.
5	12/08/08	A very frustrated customer called on 12/7/09 at 1:40PM to say that, during a call last week, the agent gendered wrong and did not give agent change information. No follow-up was requested.	12/08/08	A team leader met with the agent on 12/13/08 and went over proper call procedures. The importance of always keeping the customer informed and providing excellent customer service was emphasized and the agent understands.
6	12/08/08	A customer called on 12/7/08 at 12:33 PM CST to complain, "CA did a poor job with my call. This CA would pause for long periods of time without keeping me informed of what was going on. At times he would not respond to me so I did not know if I was still connected. This CA needs to be talked to on how to relay calls." I apologized to the customer and informed them this would be forwarded to the appropriate supervisor.	12/08/08	The agent does not remember the call. A supervisor coached the agent on appropriate procedures based on the description of the call given by the customer.

7	12/08/08	A complaint was made on 12/7/08 at 12:33 PM CST. The customer stated, "CA left a msg on my ans mach from a voice friend of mine. They left the wrong msg. This CA needs to pay attention to what the voice caller is saying. The CA said they wanted to have dinner with me. After speaking to the voice caller I was upset because they said they would be having dinner with their folks. This was very upsetting that they did not type what the voice said and typed something different. They need to pay attention and be talked to about this." I apologized to the customer and informed them this would be sent to the appropriate supervisor.	12/08/08	This CA is no longer employed.
8	12/08/08	A customer called to complain that they thought an agent gendered wrong on an answering machine and didn't answer her questions. The complaint was made on 12/7/08 at 1:40 PM. No follow-up was requested.	12/08/08	The agent does not recall this call and was coached on this issue.
9	01/05/09	A customer stated that they typed out their answering machine message prior to dialing the number. The operator dialed the number, typed out what the answering machine said, and then said that the answering machine hung up. The operator did not follow the customer's instructions to leave a message. When the customer tried to discuss this with the operator, the operator disconnected the call. The customer called back to get a supervisor on 1/4/09 at 3:40 PM. I apologized to the customer and informed them that we would document this and inform the agent's supervisor. The customer is satisfied and does not want a call back.	01/15/09	A team leader met with the CA and went over answering machine procedures and reminded them to be sure to alter regular procedures if a customer requests special instructions. The CA said she understands.
10	01/10/09	A TTY customer called the relay center to say that they just had a bad experience with a call. The TTY user said that the CA didn't keep them informed during the call when voice person interrupted and call flow was interrupted. The caller was most upset when voice person hung up while they were typing and CA did not let them know exactly when the person hung up. The caller says the CA typed, "(PLEASE STOP TYPING SO I MAY ANSWER UR QUESTION). The TTY user saw XXX XXX (PERSON HUNG UP) VTRS GA or SK repeated over and over. The TTY user does not know how much of their typed message was relayed to voice caller.	01/10/09	A team leader met with the agent on 1/14/09. They discussed proper call procedures and coached the agent on the importance of keeping the caller informed at all times. The team leader also reiterated the importance of good customer service. The agent understands.
11	04/15/09	A complaint was received at 6:04 PM EST in April 2009, but no date for the call being discussed was given. The upset customer stated that the CA responded without typing his number. The CA did not apologize about not giving a number. The supervisor receiving the complaint was unable to get more information or apologize because the TTY user hung up quickly and didn't give their name.	04/15/09	There is not enough information to know what happened. A CA number is automatically given at the beginning of call and CAs know to give their number if asked.

12	04/15/09	A Customer called in at 12:45 PM 4/2/09 and said the CA did not respond to them, because the customer did not see them hang up. The supervisor apologized to the customer and let them know that the CA will be coached. The customer wants a call back and said to leave a message if there was no answer. CA did not respond to the customer. The customer did not see the CA had hung up, so expected them to respond.	04/15/09	The information is not quite clear and the intention or expectation of the customer is not known. Five attempts were made to contact the customer for further clarification. April 15 (9:04 AM) - called, no answer; redialed and got a busy signal. April 15 (9:34 AM) - busy signal. April 15 (11:08 AM) - reached the customer, who requested that I call later in the afternoon because she could not take the call at the time. April 16 (8:32 AM) - no answer. April 16 (9:32 AM) - left a message requesting her to call back, which she never did.
13	04/15/09	An upset TTY user called at 6:04 PM on 3/28/09 to complain that the, "CA did not type CA number or apologize". The CA did not apologize about not giving their number. The supervisor could not get more information or apologize as the TTY user hung up quickly.	04/15/09	A team leader met with the agent on 4/19/09 and reviewed proper call procedures. The team leader informed the agent that if they ever encounter a technical problem of this nature to contact a supervisor immediately. The agent understands.

Date Generated: Fri, May 15th, 2009 @ 03.22:00 PM CT

VERMONT

State of Vermont
Department of Public Service
112 State Street
Drawer 20
Montpelier, VT 05620-2601
TEL: 802-828-2811

FAX: 802-828-2342
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http://publicservice.vermont.gov/

June 23, 2010

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

Dear Mr. Stone,

Please find enclosed in this mailing the annual complaint log for the Telecommunications Relay Service and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities in the State of Vermont for the year of 2009-2010.

Please feel free to contact me if you have any questions or concerns.

Sincerely,

Sunni M. Eriksen
Division of Consumer Affairs and Public Information
Vermont Department of Public Service

Sprint Relay

Vermont FCC Complaint Log
2009 - 2010

Complaint Tracking for VT (06/01/2009-05/31/2010). Total Customer Contacts: 8

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	08/15/09	TTY customer called in on 8/14/09 at 1721 to complain about a call made at approx. 1710 that day calling from an 802 number to an 800 number. The TTY user typed a message and asked the Communication Assistant to leave the message and to provided a number to call back. The Communication Assistant typed (dialing to leave msg) then sent ALT 2 . The TTY user had already provided the number and repeated the number for the Communication Agent. However, once the number was dialed the Communication Assistant typed the recording and then after redialing the number typed 'ans mach'. The Communication Assistant should have left the message provided by the TTY user. The TTY user was trying to get the Communication Assistant to stop redialing yet they did not pay attention to the caller's instructions.	08/15/09	The Customer Service Representative spoke to Communication Assistant and she says that when she dialed she reached an interactive recording not an answering machine and was not able to connect to the name the TTY user requested. The Communication Assistant said that she used the appropriate phrasing to see if there was any additional information to connect to the right voice box. After that the TTY user got upset and hung up on the Communication Assistant. She has been coached on how to handle situations like this in the future.
2	08/18/09	ON 8/15/09 a Saturday call at approximately 11:15 am a TTY user was frustrated because the outbound person hung up while the TTY user was still typing. The Communication Assistant only sent that the person hung up. When the tty user asked why the person hung up Communication Assistant explained that the person had to go catch their dog and that the person said they would call the TTY user back. The TTY user was very upset because the Communication Assistant waited until being asked to explain instead of typing it out BEFORE sending that the caller had hung up.	08/18/09	The Communication Assistant ID number provided by the customer is not assigned to any employee. Further investigation is not possible with only the information provided by the customer and the customer did not wish follow up contact.
3	09/24/09	The customer stated that this Communication Assistant did not completely type out a recording. The customer had "number calling" shown on her screen and then there was nothing new going on for a while. Finally the agent started to type the recorded message and informed the customer that the recording disconnected. The customer asked whether or not the complete message was typed and the customer stated that the agent responded with, "I can get a supervisor to verify this". The customer knew it was not a complete message because they've called the same number prior and has had the complete message typed out by a different agent. The Customer Service Representative apologized for the inconvenience and will refer to Communication Assistant's direct supervisor. No follow up needed.	09/24/09	The team leader met with the Communication Assistant. The Communication Assistant did not remember the call and it was made clear to them to call a supervisor to document and type the entire recording.
4	10/27/09	Upon a redial to leave a message on an answering machine, a voice person at a Doctor's office answered the phone. The Communication Assistant read the message that was intended for the answering machine to the voice person and typed 'relaying ur info'. The voice person at the Doctor's office said the Doctor doesn't have Voice mail, so the tty user typed a message to be relayed to the voice person and Communication Assistant responded with "What person said is she can certainly pass a msg to the Dr." The TTY user asked if all the message was left and the Communication Assistant replied "NO, because you INTERRUPTED...CA no longer has that info because there has been typing."	10/27/09	The Communication Assistant was pulled by the team leader and was coached on the proper call procedure with particular attention to avoiding rudeness towards the customer. The Communication Assistant now understands.

5	11/09/09	A TTY customer did not like the Communication Assistant's attitude and that the Communication Assistant did not apologize to her. At the end of the call the customer typed a message and the Communication Assistant sent it . The customer asked the Communication Assistant what the voice person said before they hung up and the Communication Assistant said (she will talk to the doctor). The customer feels that the Communication Assistant broke transparency by doing this instead of typing the exact words the person had said before she hung up. The customer says that she knows the Communication Assistant did not type verbatim and has had problems with this Communication Assistant in the past. The Customer Service Representative apologized to the customer and informed her that their concern would be forwarded to the Communication Assistant's supervisor. The customer would like a follow up call.	11/09/09	The Customer Service Representative discussed this situation with the Communication Assistant and the Communication Assistant said that at the call closure the voice person said "thank you operator I will talk to the dr" and disconnected the call. She stated that since the comment was made directly to her she choose not to type it. On this regard the agent followed proper procedure. The Customer Service Representative attempted to contact the customer twice on Nov 10th at 110pm, at 115pm, and on Nov 11th. The Customer Service Representative left a message on customer's answering machine at 1146 am.
6	11/12/09	Accuracy of captions	11/12/09	A customer's daughter shared feedback regarding the accuracy of the captions and gave some word examples. The Customer Service Representative apologized for the incidence and thanked her for bringing her experience to our attention. The customer did not have specific call detail to share to allow us to follow up with the specific captionist and their supervisor. The Customer Service Representative advised the caller that if they document the date time and Communication Assistant's number of any future calls this will allow us to take specific action with the Communication Assistant captioning the call.
7	01/27/10	A TTY customer said that the Communication Assistant was rude. He said that he typed out a message for the Communication Assistant to leave and the Communication Assistant did not respond. He said he waited for over 5 minutes with no response from the Communication Assistant. He hung up and called in for a supervisor to report this. The call was placed between 215pm and 230pm. The Customer Service Representative apologized to the customer and told him a supervisor would follow up with the Communication Assistant. No follow up requested.	01/27/10	CALL DISCONNECTED AGENT FILLED OUT TROUBLE TICKET. The Customer Service Representative apologized to the customer and told him that a supervisor would follow up with the Communication Assistant and a trouble ticket was filed. The engineering team is investigating the cause and solutions for this issue. Update: 3/2/2010--This Albuquerque relay call center was closed on 2/28 due to business (TRS call volume decline) and economical reasons.
8	05/18/10	Dial Tone - Not heard	05/18/10	The customer's daughter called and said that the CapTel phone had no dial tone. The Customer Service Representative advised the customer's daughter to perform a physical reset which resolved the customer's experience.

Date Generated: Wed, Jun. 9th, 2010 @ 07:57:49 PM CT