



# RELAY INDIANA

communication made easy.

service provided by InTRAC



## Useful Links

[www.captionedtelephone.com](http://www.captionedtelephone.com) – General information on the CapTel telephone equipment including frequently asked questions.

[www.sprintrelay.com](http://www.sprintrelay.com) – This is the official site for Sprint Relay.

[www.sprintcapterel.com](http://www.sprintcapterel.com) – CapTel service provided by Sprint Relay

[www.weitbrecht.com](http://www.weitbrecht.com) - This site contains telephone equipment as well as many other items to purchase to aid those who are deaf, hard-of-hearing, or speech impaired.

[www.fcc.gov/cib/dro/trs.html](http://www.fcc.gov/cib/dro/trs.html) – This site contains information from the Federal Communication Commission.

[www.ai.org/legislative/ic/code/title8/ar1/ch2.8.html](http://www.ai.org/legislative/ic/code/title8/ar1/ch2.8.html) – This site explains the legislation within Indiana regarding relay service and InTRAC.

[www.state.in.us/qpcod](http://www.state.in.us/qpcod) – This site will connect you with the Indiana Governor's Planning Council for People with Disabilities.

[www.tdi-online.org](http://www.tdi-online.org) – This site promotes equal access in telecommunications and media for people who are deaf, hard-of-hearing, latened-deaf, or deaf-blind.

[www.in.gov/cucc](http://www.in.gov/cucc) – Indiana Office of Utility Consumer Counselor

[www.fcc.gov/cgb/complaints.html](http://www.fcc.gov/cgb/complaints.html) – How to file a complaint about TRS

[www.disability.gov](http://www.disability.gov) – Federal government website for information on disability

## Use of Toll-Free Numbers for Video and IP Relay Services

Updated July 25, 2012 by ZVRS

On November 22, 2011, the Federal Communications Commission (FCC) adopted new rules regarding access to toll-free telephone numbers for video and IP relay services. The one year transition period will end on November 21, 2012. Click on the FCC website link below for more information on this important issue. [www.fcc.gov/encyclopedia/us-toll-free-numbers-video-and-ip-relay-service](http://www.fcc.gov/encyclopedia/us-toll-free-numbers-video-and-ip-relay-service) Also, ZVRS has a video and an editorial [...]

[Read the full article »](#)



# RELAY INDIANA

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### Contact Us:

#### Relay Indiana Access Phone Numbers

- 711 ..... TTY/VOICE/VOICEMAIL
- 800-438-6590 ..... Spanish
- 800-743-8231 ..... Speech-to-Speech
- 800-676-3777 ..... Customer Service
- 888-259-7477 ..... CapTel Customer Service
- 800-743-3333 ..... TTY/VOICE/VOICEMAIL

ITRAC - Indiana Telephone Relay Access Corporation  
317-334-1413 (V/TTY) / 317-334-1433 (Fax)

- Greg Ganti - Community Relations Manager | [E-mail](#)
- Andrew D. Lettler - Assistant Director | [E-mail](#)
- Oliver Barr - Director | [E-mail](#)

### Contact Form

Name\*

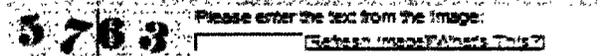
Email\*

Phone

Town/City

Message

INDIANA TEL RELAY ACCESS CORPORATION, 317-334-1413, 317-334-1433 FAX, 800-743-8231, 800-676-3777, 888-259-7477



[Send email](#) [Clear](#)

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# **Appendix J:**

## **Copies of Legislation or Other Establishing TRS in the State**



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**Information Maintained by the Office of Code Revision Indiana Legislative Services Agency**

**IC 8-1-2.8**

**Chapter 2.8. Dual Party Relay Services for Persons Who Are Deaf, Hard of Hearing, or Speech Impaired**

**IC 8-1-2.8-1**

**"ADA"**

Sec. 1. As used in this chapter, "ADA" refers to the federal Americans with Disabilities Act of 1990 (47 U.S.C. 225).

*As added by P.L.75-1991, SEC.1.*

**IC 8-1-2.8-2**

**"Commission"**

Sec. 2. As used in this chapter, "commission" refers to the Indiana utility regulatory commission.

*As added by P.L.75-1991, SEC.1.*

**IC 8-1-2.8-3**

**"Dual party relay services"**

Sec. 3. (a) As used in this chapter, "dual party relay services" means telecommunications transmission services that provide the ability for a person who has a hearing impairment or speech impairment to engage in communication with a hearing person in a manner that is functionally equivalent to the ability of an individual who does not have a hearing impairment or speech impairment to communicate using voice communication services.

(b) The term includes services that enable two-way communication between a person who uses a telecommunications device for individuals who are deaf or other nonvoice terminal and a person who does not use such a device.

*As added by P.L.75-1991, SEC.1. Amended by P.L.27-2006, SEC.28; P.L.99-2007, SEC.31.*

**IC 8-1-2.8-4**

**"FCC"**

Sec. 4. As used in this chapter, "FCC" refers to the Federal Communications Commission.

*As added by P.L.75-1991, SEC.1.*

**IC 8-1-2.8-5**

**"Deaf, hard of hearing, or speech impaired person"**

Sec. 5. As used in this chapter, "deaf, hard of hearing, or speech impaired person" means a person who is so certified by a licensed physician, an otolaryngologist, a speech language pathologist, an audiologist, or a qualified state agency.

*As added by P.L.75-1991, SEC.1. Amended by P.L.109-2012, SEC.3.*

**IC 8-1-2.8-6**

**"Indiana Telephone Relay Access Corporation for the Hearing and Speech Impaired"**

Sec. 6. As used in this chapter, "Indiana Telephone Relay Access

Corporation for the Hearing and Speech Impaired" or "InTRAC" means a corporation formed under

IC 23-7-1.1 (before its repeal on August 1, 1991) or IC 23-17 that meets the requirements of section 18 of this chapter.

*As added by P.L.75-1991, SEC.1. Amended by P.L.1-2010, SEC.39.*

#### **IC 8-1-2.8-7**

##### **"Local exchange access service"**

Sec. 7. As used in this chapter, "local exchange access service" means telephone exchange access lines or channels that provide local access to the local telecommunications network to effect the transfer of information.

*As added by P.L.75-1991, SEC.1.*

#### **IC 8-1-2.8-8**

##### **"Local exchange company"**

Sec. 8. As used in this chapter, "local exchange company" or "LEC" refers to any communications service provider (as defined in IC 8-1-2.6-13(b)) that:

- (1) has a certificate of territorial authority on file with the commission; and
- (2) is required to provide dual party relay services to deaf, hard of hearing, and speech impaired persons under federal law.

*As added by P.L.75-1991, SEC.1. Amended by P.L.27-2006, SEC.29; P.L.109-2012, SEC.4.*

#### **IC 8-1-2.8-9**

##### **"Telephone company"**

Sec. 9. As used in this chapter, "telephone company" means:

- (1) any natural person, firm, association, corporation, or partnership, owning, leasing, or operating any lines, facilities, or systems used in the furnishing of telephone service; and

- (2) any common carrier or carrier as those terms are defined in Title IV of the ADA.

*As added by P.L.75-1991, SEC.1.*

#### **IC 8-1-2.8-10**

##### **Findings and declarations**

Sec. 10. The general assembly finds and declares the following:

- (1) That it is in the public interest of the state to promptly provide deaf, hard of hearing, or speech impaired persons with access to telecommunications services that are functionally equivalent to those provided to hearing persons.

- (2) That Title IV of the ADA mandates that each telephone company providing telephone service within the state must provide dual party relay services on or before July 26, 1993, to deaf, hard of hearing, and speech impaired persons within the territorial area or areas it serves in a manner that meets or exceeds the requirements of regulations prescribed by the FCC.

- (3) That the most efficient, cost effective, and fair method for

LECs to provide dual party relay services to deaf, hard of hearing, and speech impaired persons and to comply with the federal mandate without the use of tax revenues is the establishment of the Indiana Telephone Relay Access Corporation for the Hearing and Speech Impaired under this chapter.

- (4) That the provision of dual party relay services to deaf, hard of hearing, and speech impaired persons can be enhanced by providing in appropriate circumstances in the sole discretion of the InTRAC telecommunications devices that facilitate access to the dual party relay services.

*As added by P.L.75-1991, SEC.1. Amended by P.L.80-1996, SEC.1; P.L.27-2006, SEC.30; P.L.109-2012, SEC.5.*

#### **IC 8-1-2.8-11**

##### **Residential and business lines; surcharge**

Sec. 11. Beginning on June 1, 1991, the commission shall require each LEC to impose a monthly surcharge in the amount of five cents (\$0.05) on each residential and business line (or line equivalent) of its customers to fund and recover costs for developing and providing dual party relay services that may include in appropriate circumstances in the sole discretion of the InTRAC providing telecommunications devices to deaf, hard of hearing, and speech impaired persons.

*As added by P.L.75-1991, SEC.1. Amended by P.L.80-1996, SEC.2; P.L.109-2012, SEC.6.*

### **IC 8-1-2.8-12**

#### **Adjustment of surcharge**

Sec. 12. (a) The InTRAC may periodically apply to the commission for an adjustment in the amount of the monthly surcharge that a LEC must impose on its customers under this chapter. Before applying to the commission for such an adjustment, the InTRAC must do the following:

(1) Employ an independent accounting firm to review its surcharge determinations and to review and audit those accounts of the InTRAC and its members relevant to the surcharge.

(2) File with the commission in connection with its application a copy of the report prepared by the accounting firm under subdivision (1).

(b) When the InTRAC applies for an adjustment under this section, the commission may perform audits and tests to verify the calculation of the adjustment. However, the sole purpose of audits and tests by the commission must be to assure that the revenue produced by the surcharge is sufficient to cover the costs incurred by the InTRAC in providing services that meet the requirements imposed on telephone companies by the ADA. The costs incurred by the InTRAC include the following:

(1) Costs for the development, continued operation and

improvement of dual party relay services that may include in appropriate circumstances in the sole discretion of the InTRAC providing telecommunications devices to deaf, hard of hearing, and speech impaired persons.

(2) The administrative costs of the InTRAC.

(3) The amount of reasonable reserves necessary to meet future costs.

(4) The amounts paid by the InTRAC to each LEC to compensate the LEC for collection, inquiry, and other administrative services it provides for the surcharges.

(5) The amounts paid by the InTRAC to each LEC to compensate the LEC for the necessary costs incurred by the LEC in facilitating inter-connection with and effecting use of the dual party relay service for their respective customers.

(c) It is the intent and purpose of this section that the InTRAC shall have available to it at all times sufficient funding to develop, provide for, and maintain dual party relay services that meet or exceed the requirements imposed by the ADA.

*As added by P.L.75-1991, SEC.1. Amended by P.L.80-1996, SEC.3; P.L.109-2012, SEC.7.*

### **IC 8-1-2.8-13**

#### **Approval of surcharge adjustment**

Sec. 13. Unless the commission disapproves an application by the InTRAC for a surcharge adjustment within ninety (90) days of the application, the commission shall approve the adjustment, and the LEC may charge and collect an adjusted surcharge. However, the commission may not approve an adjustment that results in a monthly surcharge that exceeds forty cents (\$0.40) per residential or business line (or line equivalent).

*As added by P.L.75-1991, SEC.1.*

### **IC 8-1-2.8-14**

#### **Monthly bill; collection of surcharge**

Sec. 14. A surcharge shall be collected on the regular monthly bill that a LEC sends to each of its customers. The surcharge may be separately identified on customers' bills as a special surcharge for the

provision of services, including telecommunications devices as provided in section 10(4) of this chapter, to deaf, hard of hearing, and speech impaired persons.

*As added by P.L.75-1991, SEC.1. Amended by P.L.1-1992, SEC.30; P.L.80-1996, SEC.4; P.L.109-2012, SEC.8.*

### **IC 8-1-2.8-15**

#### **Accounting and recovery of costs**

Sec. 15. All costs incurred by a LEC as a result of its compliance with the ADA requirements to provide services to deaf, hard of hearing, and speech impaired persons shall be accounted for separately and recovered as required by the ADA and the FCC.

*As added by P.L.75-1991, SEC.1. Amended by P.L.109-2012, SEC.9.*

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### **IC 8-1-2.8-16**

#### **Exemption from taxes and fees**

Sec. 16. The amount of money collected by a LEC in surcharges under this chapter is exempt from all state income taxes and all fees imposed under IC 8-1-6.

*As added by P.L.75-1991, SEC.1.*

### **IC 8-1-2.8-17**

#### **Payments of surcharge**

Sec. 17. A LEC that collects a surcharge under this chapter shall pay the amount collected for the surcharge on the terms and in the manner determined under section 21(2) of this chapter to a not-for-profit corporation formed under IC 23-7-1.1 (before its repeal on August 1, 1991) or IC 23-17 and named "The Indiana Telephone Relay Access Corporation for the Hearing and Speech Impaired". However, no payments under this section may be made to the InTRAC until the following occur:

(1) The InTRAC files with the commission the following:

(A) A certificate of existence issued by the secretary of state that certifies that the InTRAC is in existence under Indiana law.

(B) A certificate in which two (2) authorized officers of the InTRAC certify that the corporation meets the requirements of section 18 of this chapter.

(C) A document executed by an authorized officer of the InTRAC in which the InTRAC agrees to meet the requirements of sections 18 and 21 of this chapter.

(2) Copies of the certificates described in subdivision (1)(A) and (1)(B) have been delivered to each LEC that collects the surcharge required by this chapter.

*As added by P.L.75-1991, SEC.1. Amended by P.L.1-2010, SEC.40.*

### **IC 8-1-2.8-18**

#### **Articles of incorporation**

Sec. 18. The articles of incorporation of the InTRAC must provide the following:

(1) The name of the corporation shall be "Indiana Telephone Relay Access Corporation for the Hearing and Speech Impaired".

(2) The sole purpose for which the InTRAC shall be organized and operated is to provide at the lowest cost reasonably possible:

(A) on behalf of LECs and the citizens of Indiana; and

(B) in conjunction with LECs;

adequate and dependable dual party relay services that may include in appropriate circumstances in the sole discretion of the InTRAC telecommunications devices to deaf, hard of hearing, and speech impaired persons within the territorial area in Indiana that LECs serve in a manner that meets or exceeds the requirements of regulations prescribed by the FCC.

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(3) The InTRAC must have authority to perform any lawful act that is necessary, convenient, or expedient to accomplish the purpose for which the InTRAC is formed.

(4) No part of the net earnings of the InTRAC may inure to the benefit of any member, director, or officer of the InTRAC, nor shall any member of the InTRAC receive any earnings from the corporation except as follows:

(A) A member may be an independent contractor, a supplier, a vendor, or an authorized agent of the InTRAC and may receive fair and reasonable compensation for the member's provision of goods or services.

(B) An officer may receive reasonable compensation for services that the officer performs in the officer's capacity as an officer of the InTRAC.

(C) A director may be reimbursed for expenses incurred by the director in the performance of the director's duties.

(5) The InTRAC may not:

(A) make an advancement for services to be performed in the future; or

(B) make a loan of money or property to any director or officer of the corporation.

(6) No member, director, or officer of the InTRAC or any private individual may share in the distribution of any of the assets of the InTRAC upon its dissolution.

(7) If there is a dissolution of the InTRAC, any of the assets of the InTRAC available for distribution shall be distributed to a charity:

(A) selected by the board of directors of the InTRAC; and

(B) having a purpose that includes providing services to persons who are deaf, hard of hearing, and speech impaired.

(8) The InTRAC shall have one (1) class of members consisting of those communications service providers that are designated as authorized LECs by the commission.

(9) Each member of the InTRAC shall serve as a member for as long as the commission finds that the member is a LEC. A member's:

(A) right to vote at meetings of the members of the InTRAC; and

(B) right, title, and interest in or to the corporation;

cease on the termination of a member's membership.

(10) Each member present in person or by proxy at a meeting of the members of the InTRAC may cast one (1) vote upon each question voted upon at:

(A) all meetings of the members; and

(B) in any election of a director of the InTRAC.

(11) The board of directors of the InTRAC consists of seven (7) directors selected as follows:

(A) Six (6) directors elected by the members of the InTRAC.

(B) The director of the state office of deaf and hearing impaired services.

(12) The business, property, and affairs of the InTRAC are managed and controlled by the board of directors of the InTRAC.

*As added by P.L.75-1991, SEC.1. Amended by P.L.80-1996, SEC.5; P.L.27-2006, SEC.31; P.L.109-2012, SEC.10.*

### **IC 8-1-2.8-19**

#### **Articles of incorporation; additional provisions**

Sec. 19. The articles of incorporation of the InTRAC may contain provisions in addition to those specified in section 18 of this chapter that:

(1) the members of the InTRAC provide in accordance with IC 23-7-1.1 (before its repeal on August 1, 1991) or IC 23-17; and

(2) do not violate the provisions required under section 18 of this chapter.

*As added by P.L.75-1991, SEC.1. Amended by P.L.1-2010, SEC.41.*

**IC 8-1-2.8-20****Actions in pursuit of purposes**

Sec. 20. (a) In pursuit of its purpose, the InTRAC may do the following:

(1) Perform audits and tests of the accounts of a LEC to verify the amounts described in section 12 of this chapter.

(2) Provide by contract dual party relay services to communications service providers operating outside Indiana if the effect of the contract:

(A) is to decrease the amount of surcharges imposed on the customers of members of the InTRAC; and

(B) does not sacrifice the quality of service that InTRAC provides for those customers in the absence of a contract.

(b) The actions described in subsection (a) are examples and are not intended to limit in any way the scope or types of actions that the InTRAC may take in pursuit of its purposes.

*As added by P.L.75-1991, SEC.1. Amended by P.L.27-2006, SEC.32.*

**IC 8-1-2.8-21****Duties of InTRAC**

Sec. 21. The InTRAC shall do the following:

(1) Establish, implement, and administer, in whole or in part, a statewide dual party relay service system. Any contract for the supply or operation of a dual party relay service system or for the supply of telecommunications devices shall be provided through a competitively selected vendor.

(2) Determine the terms and manner in which each LEC shall pay to the InTRAC the surcharge required under this chapter.

(3) Annually review the costs it incurred during prior periods, make reasonable projections of anticipated funding requirements for future periods, and file a report of the results of the review and projections with the commission by May 1 of

each year.

(4) Annually employ an independent accounting firm to prepare audited financial statements for the end of each fiscal year of the InTRAC to consist of:

(A) a balance sheet;

(B) a statement of income; and

(C) a statement of cash flow;

and file a copy of these financial statements with the commission before May 2 of each year.

(5) Enter into contracts with any LEC to provide dual party relay services for the LEC, upon request by the LEC. However, the InTRAC:

(A) shall require reasonable compensation from the LEC for the provision of these services;

(B) is not required to contract with its members; and

(C) shall provide dual party relay services to InTRAC members for communications service originating with the members' Indiana customers for no consideration other than the payment to the InTRAC of the surcharges collected by the member under this chapter.

(6) Send to each of its members and file with the governor and the general assembly before May 2 of each year an annual report that contains the following:

(A) A description of the InTRAC's activities for the previous fiscal year.

(B) A description and evaluation of the dual party relay services that the InTRAC provides.

(C) A report of the volume of services the InTRAC provided during the previous fiscal year.

(D) A copy of the financial statements that subdivision (4) requires.

A report filed under this subdivision with the general assembly must be in an electronic format under IC 5-14-6.

*As added by P.L.75-1991, SEC.1. Amended by P.L.80-1996, SEC.6; P.L.28-2004, SEC.72; P.L.27-2006, SEC.33.*

**IC 8-1-2.8-22****Use of InTRAC services by nonmembers**

Sec. 22. If:

(1) a communications service provider that is not a member of InTRAC originates, carries, or terminates, in whole or in part, any telecommunication message that uses the InTRAC's dual party relay services; and

(2) refuses to:

(A) enter into a contract with the InTRAC as provided in section 21(5) of this chapter; or

(B) pay any sums due under such a contract;

the InTRAC may apply to the commission for an order requiring just and reasonable payments or the payments that are due under the contract. The InTRAC may enforce this order in the courts of the

state.

*As added by P.L.75-1991, SEC.1. Amended by P.L.27-2006, SEC.34.*

**IC 8-1-2.8-23****Exemption of InTRAC from commission jurisdiction; affiliated interests**

Sec. 23. (a) If the InTRAC meets the requirements of sections 18 and 21 of this chapter, the InTRAC:

(1) is not a public utility;

(2) is not a telephone company or a communications service provider; and

(3) is free from the jurisdiction and oversight of the commission except as specifically provided in this chapter.

(b) The InTRAC is not an affiliated interest (as defined in IC 8-1-2-49). An officer, a director, or a member of the InTRAC may not be construed to be an affiliated interest solely because that person or entity is an officer, a director, or a member of the InTRAC.

*As added by P.L.75-1991, SEC.1. Amended by P.L.27-2006, SEC.35.*

**IC 8-1-2.8-24****Charitable purposes; exemptions**

Sec. 24. If the InTRAC meets the requirements of sections 18 and 21 of this chapter, the InTRAC:

(1) for purposes of all taxes imposed by the state or any county or municipality in Indiana is an organization that is organized and operated exclusively for charitable purposes; and

(2) qualifies for all exemptions applicable to those organizations, including but not limited to those exemptions set forth in IC 6-2.5-5-21(b)(1)(B) and IC 6-1.1-10-16.

*As added by P.L.75-1991, SEC.1. Amended by P.L.192-2002(ss), SEC.144.*

**IC 8-1-2.8-25****Immunity from civil liability**

Sec. 25. The following are not liable in any civil action for any injuries or loss to persons or property incurred by any person as a result of any act or omission of any person or entity listed in subdivisions (1) through (3) in connection with the development, adoption, implementation, maintenance, or operation of any system that provides dual party relay services or telecommunications devices, except for injuries or losses incurred as a result of willful or wanton misconduct:

(1) The InTRAC.

(2) A LEC providing dual party relay services.

(3) An employee, a director, an officer, or an agent of an entity listed in subdivision (1) or (2).

*As added by P.L.75-1991, SEC.1. Amended by P.L.80-1996, SEC.7; P.L.27-2006, SEC.36.*

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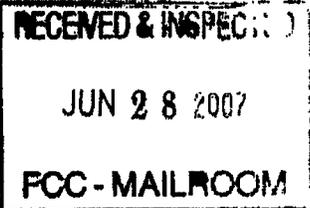
**Appendix K:  
Copies of Complaint Logs  
2008 - 2012**

# InTRAC

Indiana Telephone Relay Access Corporation  
for the Hearing and Speech Impaired

June 27, 2007

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-B204  
Washington D.C. 20554



Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch:

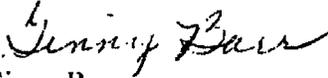
Thank you for the opportunity to provide you with the information on Indiana's consumer complaint logs for June 1, 2006 through May 31, 2007. I have enclosed: original and four copies of the following:

- Complaint Summary Sheet IN TRS/CapTel (6/01/06-5/31/07)
  - Original and four copies
- Supporting Diskette

All of the consumer complaints regarding Rclay Indiana Service have been resolved satisfactorily under 180 days. Sprint Customer Service recorded 70 complaints and a narrative of resolution accompanies each customer call. No complaints were filed directly with InTRAC.

If you need more information, please contact me at 317-334-1413 or by email, INRELAY@aol.com.

Sincerely,

  
Ginny Barr  
Executive Director

Enc.

No. of Copies rec'd \_\_\_\_\_  
List ABCDE \_\_\_\_\_

Complaint Tracking for IN (06/01/2006-05/31/2007). Total Customer Contacts: 70

f Int	Nature of Complaint	Date of Resolution	Explanation of Resolution
7	Call to DA, screen was garbled, customer was angry that agent had to ask for clarification.	05/25/07	Supervisor verified the screen was garbled; non-agent error.
7	Echo Sounds - CapTel user hears	05/23/07	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.
7	TTY customer stated that at 9:08 AM a call was placed into IN Relay and received a relay greeting including the agent ID; however there was no response at the beginning of a call that was established. Attempted several times to provoke a respond from the agent but there were none. Caller then decided to disconnect the call.	05/18/07	Apologized for the inconvenience and assured the customer that this would be forwarded to the agent's direct supervisor. No follow up necessary. Team Leader met with agent and discussed proper call procedures. Talked about the importance of following customer instructions and informed agent that if they are having technical difficulties that a supervisor should be notified of the situation. Agent understood.
7	Disabling Turbo Code interrupts transmission. Happens on every call. Agent did not disable turbo code.	05/17/07	Nothing wrong on relay end. Appears to be customer's equipment. Non-agent error. Team Leader witnessed the call. No action taken.
7	Customer felt that the agent took too long processing a DA call.	05/16/07	Team Leader reviewed DA calling procedures with the agent.
7	TTY customer said the agent dialed out before he gave a GA and the number the agent dialed was incorrect. (Agent dialed 269 instead of 264).	05/15/07	Apologized to the customer. No follow up requested. Brought the errors to the agent's attention. Coached him on waiting for a GA before dialing out and to be very careful to input numbers correctly.
7	Echo Sounds - Other party hears	04/26/07	Provided customer with general tips for reducing echo, including handset placement, volume adjustment, and using an assistive listening device.
7	Disconnect/Reconnect during calls	04/26/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
7	IN VCO user called to complain that when agent dialed number the other person hung up and when the call was disconnected the agent redialed and reached a different number. Caller says that when she questioned the agent the agent refused to acknowledge what was going on. this happened at 3:00pm today.	03/27/07	Apologized for the problem. Customer did not request follow up. Team Leader spoke with this agent and the agent does not remember this call. Agent was aware of the need to focus on calls and the consequences for lack thereof.
7	IN VCO is not being heard by relay agents and her friends complain they can not hear her voice on VCO. Customer experiences garbling intermittently. Problem occurred again today 3/15/07 @ 5:15 PM.	03/15/07	Apologized and entered Trouble Ticket. Customer does want contact. Internal Update Performed. Called the customer and left a message to call me back. E-mailed customer but still no response.
7	Customer stated that she is experiencing more frequent problems with garbling on her calls.	04/27/07	Thanked the customer for letting us know and assured that the Trouble Ticket would be turned in as stated. Follow up requested. Internal Update Performed. Called the customer with no luck; the customer wasn't able to give any agent ID number, so not possible to resolve this issue.

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FCC-N

Internal Update

7	VCO customer getting disconnected from relay operator.	03/14/07	Apologized for the problem and opened Trouble Ticket. Follow up requested. Performed. Called the customer and left a message to call me back and sent her a letter as well.
7	Customer requested frequently dialed number - after 3 minutes there was no response from CA. CA had requested supervisor because FD was not working.	03/10/07	Apologized to customer for delay and coached agent on proper procedure to complete the call.
7	Upset that DA operator didn't wait for relay to give the city and state before hanging up. Claimed relay didn't give the "GA" in the call but saw it on the computer screen.	03/09/07	Non-agent error.
7	Customer called to get DA; CA asked for the city, state, and listing, which customer provided, then suddenly the call was transferred to the person whose number she was trying to get. She did not want to call the number, she only wanted to find out what it was. She is upset because if the CA chose the DA option to connect to the number, she will be charged. Even if the CA just dialed the number herself she should not have done so without instructions. She wants to know exactly what the CA did and why.	03/09/07	Need to get clarification what which CA it was. The caller provided two ID numbers. Made three attempts to call customer to clarify the agent number involved in the complaint. Each time there was no answer. Unable to coach CA due to not knowing who it was. Customer called in to relay and couldn't remember the agent's number. I advised her that if she is in fact billed for the DA call, she should call us back to let us know.
7	Service - General	03/08/07	Technical problem identified. Resolution provided by network vendor.
7	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.
7	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.
7	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.
7	Service - General	03/05/07	Technical problem identified. Resolution provided by network provider.
7	Service - General	03/05/07	Technical problem identified. Resolution provided by network provider.
7	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.
7	Service - General	03/05/07	Technical problem identified. Resolution provided by network provider.
7	Agent did not respond for 5 minutes after the customer gave the "GA."	02/27/07	Spoke to CA regarding complaint. CA did not remember such a call happening. Coached CA on staying responsive and focused on every call.
7	TTY customer gave agent full number to dial. Stated agent asked the TTY customer for the number to dial, and customer was frustrated that agent asked again for the number. TTY customer's notes say slow typing to 50 WPM and to disable Turbo Code. Asked if perhaps when agent was disabling Turbo Code the agent missed info.	02/26/07	Spoke to agent who said that the number came in incomplete and was waiting for a GA from the caller so as not to interrupt. When the agent asked again for the number, the TTY user became upset and would not provide the number again. Agent said he had followed customer notes instructions by slowing the typing speed and disabling Turbo Code. Agent followed correct procedures.

7	IN VCO user complained agents can not hear him on VCO using dedicated VCO #.	02/22/07	Apologized, said would let technicians know, and rebranded VCO. Entered Trouble Ticket. No contact wanted. Internal Update Performed. Made test calls and this will be fixed with the new Phoenix desktop.
7	Caller complained that operator took a long time to outdial and didn't send ringing macro. Also, took a long time to get supervisor when asked by caller.	02/20/07	Coached CA on proper directory assistance calling procedures. There was no ring - DA just answered - non-agent error. Advised on the importance of getting supervisor when asked by customer.
7	Operator guessed on garbling (instructions given after FD name given) instead of asking them to repeat. Therefore, call was not processed as requested.	02/20/07	Team Leader coached CA on proper macro for garbled messages. Also coached CA on disabling the turbo code and slowing down typing speed to prevent garbled messages - if that doesn't work, CA should notify a supervisor.
7	Customer had a long call with a friend and during the conversation there was no response from the agent, no GA or indication the outbound had hung up. Customer waited 10 minutes before hanging up.	02/15/07	Forwarded on to agent's Team Leader for follow up on proper disconnection processes and keeping the customer informed. Agent was terminated for disconnecting multiple calls. The Trainer contacted party to advise of the situation on 2/15/07.
7	Agent did not place outdial for more than 3 minutes after customer gave number. Customer asked agent to get supervisor 4 times. Agent did not get supervisor, did not send ringing macro and never let customer know person was on the line and did not let her know person hung up.	02/14/07	Forwarded on to supervisor for follow up on following customer instructions, dial out time, keeping customer informed and being more polite. Center manager and Team Leader met with this agent. She did not remember the call, but the center manager coached her on multiple complaints and improper disconnects. Informed her to call for supervisor if there is any problem with the call.
7	Customer upset that no one answers at customer service. She waited for over 6 minutes and no response. Asked Relay to transfer her again. Relay transferred her again to customer service.	02/12/07	Non agent error. Complaint was filed 2/11/07 at 1:24 Forwarded on to customer service. CS has limited staff on weekends due to low call volumes. CS agents were assisting other callers. Appreciate the customer contacting us to let us know. Staffing will be reviewed.
7	IN VCO user complained she is not getting connected properly for VCO when dialing the dedicated VCO # programmed into her phone.	02/09/07	Apologized, let customer know technicians would be alerted. Entered Trouble Ticket. Went into customer's branding to update that she is a VCO dedicated user. Customer did not request follow up.
7	Customer complained agent took too long to dial out.	02/07/07	Per Team Leader, customer had a lot of notes. Coached agent to send "one moment please" there is delay in dial out due to many notes
7	Disconnect/Reconnect during calls	02/07/07	Gave customer information explaining why disconnect/reconnect might be occurring and gave tips to reduce occurrence. Also advised to have the phone line tested as there was quite a bit of background static.
7	VCO caller reported that her branding is not in place for her calls through relay today. She is concerned because she cannot make quick connection to relay and may need to make emergency calls for her elderly mother living with her.	02/06/07	Apologized for the inconvenience and requested the caller provide several ID numbers of agents so Trouble Ticket could be entered. Told her the branding was in place during her calls to Customer Service. She called back with ID numbers so Trouble Ticket was entered. No follow up requested.

Accuracy of captions	01/31/07	Customer's representative shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time and CA number for more specific follow up.
TTY customer stated at approximately 7:16 AM (central time), s/he placed a call into relay and received the garbled greeting. Then the number was provided and call was placed. All that was shown on customer's screen was, "ringing 1...2" and nothing else. The customer then typed, "hello are you there q" and received no further response for approximately 3 minutes. Stated that there is no rain nor storm so bad line can not be attributed to this disconnection.	01/16/07	Apologized to the customer and assured of follow up via letter per request. Agent stated that she has experienced several call drops this morning and was coached on call drop procedure. Letter was written up and mailed.
Called doctor's office, long wait and confused with answering machine. Customer was told they were holding for a live person. Asked for supervisor. Agent hung up.	01/11/07	Team Leader followed up with agent about proper answering machine procedure and proper recording procedure.
Voice customer unable to complete call via IN Relay to TTY user agent and customer hears recording "number disconnected or no longer in service" customer can call direct and hear TTY tones without problem but not via Relay.	06/01/07	Apologized and advised that complaint and trouble ticket would be entered. Follow up requested. RPM called the customer and left a message informing that the complaint was resolved and the phone number he tried to contact was not related to COC, but confirmed that the phone number that he tried to contact is actually no longer in service.
Customer was upset that operator did not call through. He thought the operator was rude.	01/01/07	Supervisor, who witnessed the call, spoke with customer. Operator didn't do anything wrong. The customer gave too many number to dial out. Non-agent error.
Caller gave agent number to dial and waited for 3 minutes for a response. Asked for supervisor and had to wait for a long while for a supervisor.	01/01/07	Team Leader met with agent about complaint and went over process for directory assistance with agent. Agent did remember the call but was confused as to what customer was asking for. Called over supervisor, but person hung up before supervisor could assist.
IN VCO customer called in to say instructions were given to not type out the answering machine message, just give the GA when it is time to leave a message. The operator typed out the message and then said answering machine hung up. Customer is upset because this is wasting her time, and also having to report the operator is more time wasted.	01/15/07	Apologized to the customer. No follow up needed. Team Leader met with CA. emphasized to be sure to follow customer instructions.
IN VCO customer called in to say the operator did not follow her instructions. Customer did not want the answering machine message typed out, just wanted to know when to leave the message. The operator typed out the message and then said answering machine hung up, causing the customer to waste time. Customer is upset because she is wasting more time having to report the operator.	12/22/06	Apologized to the customer. Customer does not need follow up. Supervisor met with CA who said he did have a call on Friday 12/22/06 where VCO customer called in and number dialed reached answering machine; caller wanted to leave message, which was done. Then caller gave another number to dial and reached another answering machine. Because it was a completely new call, CA assumed correctly that new instructions would have to be given. VCO customer did not indicate at this time if wanted to leave a message if answering machine was reached. CA followed proper procedure.

16	This caller wanted to place a call to a toll-free number through the Indiana Relay service, but the operator simply did not respond in any way.	12/20/06	Informed the caller that we would investigate the matter and was told to "just leave a message at the caller's number afterward. Expressed hope that the caller would be able to place the call desired without further difficulty. Note: It may be significant that I received a substantial amount of garbled text from this caller. Trainer left messages on customer machine asking for further information in order to properly investigate problem and have had no luck receiving any call back. Agent had no knowledge of this incident. Closing ticket due to unable to contact customer.
16	Disconnect/Reconnect during calls	12/20/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
16	Caller complained that agent never dialed out and sat there and didn't do anything.	12/08/06	Agent demonstrated knowledge of dialing out within 5 seconds after the GA is typed. No follow-up requested for further investigation.
16	IN voice person called and had a complaint about agent. When she gave the agent the number to dial the agent rudely asked her if she was calling someone who was deaf or hearing impaired.	12/06/06	Apologized for the agent being rude. No follow-up requested. Supervisor discussed complaint with operator and also went over proper call procedures.
16	Technical - General	12/07/06	Customer referenced two calls that lost connection. CapTel Service apologized to customer for this incidence. Tech support identified one call was lost due to a lost cellular connection. Advised customer they may hang up and redial.
16	CA was not able to retrieve info on answering machine. Message was cutting out.	11/30/06	Explained that answering machine kept cutting out but was not happy that entire message couldn't be retrieved. No action taken. Non-agent error.
16	Voice person felt CA did not have the finesse to handle difficult relay calls. She called to leave a message on a TTY answering machine but she said the CA was curt and sarcastic. She asked him to turn off Turbo Code (he did) and to let the message play through, but he cut her off and said it already went through. She said Sprint operators and SRO operators are normally good but this one needs to be retrained to serve in a transparent and slow down for the hearing, not just for the deaf.	11/28/06	CA stated the customer came in on the voice line with a very bad attitude. CA followed the customer's specific instructions not to disconnect the call after the TTY answering machine finished playing. The customer then asked CA again if they were still connected, and the CA said they were. Despite following the instructions, the customer asked for a supervisor anyway. The AIC that took the complaint said that when the woman filed the complaint she told the AIC she was in a really bad mood; it was the TL's opinion that the CA didn't do anything wrong, but coached CA on politeness and making sure to contact a supervisor if it is suspected that the call may go bad.
16	IN VCO user called to complain that he was getting static on the line when he called to Directory Assistance.	10/23/06	Entered Trouble Ticket; customer does request follow up from technicians. RPM contacted customer via e-mail to ensure that no further problems have occurred. Customer to contact RPM if any further issues arise.
16	Garbling	10/20/06	Non-agent error. Agent disabled Turbo Code and lowered typing speed to 50 as written in customer notes.

TTY customer unable to place local call.	10/09/06	Apologized and entered Trouble Ticket. Follow-up requested. RPM sent an e-mail to the customer. RPM also called but the phone number was no longer available.
Caller said agent took two minutes to answer her incoming call on relay.	09/26/06	Apologized for the problem. No follow up required on this issue. Non-agent error; phone lines were extremely busy.
IN TTY customer called to complain that some agents who dial a number from her FD list reach a recording that says the number is not a valid number, but other agents can put the call through without problems.	09/24/06	Apologized for inconvenience. Opened Trouble Ticket. Follow up requested. RPM received confirmation that it has been resolved due to the fact that the customer has contacted Indiana Relay and the previous account manager.
Service - General	09/20/06	Apologized for incidence and thanked customer for sharing. Experience has been shared with technical support. Suggested caller redial call and document the date and time so we can follow up with specifics.
IN voice customer states they have been receiving harassing calls through Sprint IP Relay that are threatening.	09/16/06	Apologized, explained the service and referred this customer to their local police department and the FCC. No follow up requested.
Accuracy of captions	09/11/06	Customer shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time and CA number for more specific follow up.
Agent refused to get supervisor. No reply. Was waiting on agent. Did not answer for 5 minutes. Nothing was typed. Agent left message did not redial as instructed.	09/13/06	Agent stated she doesn't recall doing this and that she would never refuse to get a supervisor if someone asked for one.
VCO customer was checking their voice mail today and is upset that a reoccurring problem with muffled voice mail is happening again. Says that his phone and printer are not the problem, the problem is with the recording system in the relay service. Wants tech support to try to retrieve his voice mail and see what he is talking about (he has had several emails in the last 5 to 10 years about this problem) and then delete the message so he knows when they have checked on this. Also wants a "complete" email response so he can share the email with others that have the same concern about this reoccurring problem.	09/03/06	Removed agent due to technical-related issue.
Accuracy of captions	08/22/06	Customer shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time and CA number for more specific follow up.
Caller told CA to hang up if answering machine was reached. CA forgot to tell caller that they had hung up when an answering machine came on the phone, but sent (ANS MACH PLAYING) instead. Caller then asked if CA had hung up.	08/18/06	Team leader followed up with agent on following customer instructions. Agent apologized, and didn't know s/he had hung up.

06	TTY customer said that the agent dialed out before he finished giving his number. When he asked for a supervisor she didn't inform him that she was doing so.	08/14/06	Apologized to the customer, who did not request a follow up call. Coached CA on waiting for GA before "Comp" and to always inform the customer with ALT-K when a supervisor is requested or there's a delay in processing.
06	Customer was concerned that CA was "poking around" and did not dial number. When asked why the delay, CA responded, "I'm tired."	08/13/06	Apologized for inconvenience and said information would be forwarded to appropriate person. CA stated she would never do anything like that and always tries to do her best. Educated CA to stay focused on calls.
06	Technical - General	07/06/06	Technical support provided adjustment in the system to resolve other party's experience. Other party now able to make long distance captioned calls to CapTel user successfully.
06	Agent did not leave customer's message. Customer asked the agent to redial to leave the message again, but the agent did not respond. Agent ignored customer did not type back, and when asking for supervisor, agent still ignored customer and did not respond.	06/29/06	Apologized to the customer. Team Leader met with agent who does not remember call, but was coached on the importance of always keeping the customer informed of what is going on during a call.
06	IN VCO customer received garbling when using the relay. This has been going on for years. Customer states it is especially bad when she calls to Cincinnati. Customer is using a VCO Ultratec Uniphone that she has had for several years.	06/19/06	Apologized to the customer and advised her to turn off her Turbo Code and also provided her with the number to Ultratec. Turned in Trouble Ticket. Customer does not need follow up.
06	VCO customer states the operator hears TTY tones during his voice mail message and therefore cannot retrieve his messages for him.	06/10/06	Apologized and entered Trouble Ticket. Follow-up requested. Technicians were not able to duplicate the problem. The source of problem has been identified coming from the customer hearing aid after talking with his co-worker who informed us that it causes loud high pitch noises that he couldn't hear. The agent thought she heard the TTY tones but it was coming from his hearing aid.
06	VCO customer unable to place a local call because it is showing as needing to pay for the call.	06/05/06	Apologized and entered Trouble Ticket. No follow-up requested. Technician not able to duplicate the problem but internal tests showed no billing issue. Customer may have used a cell phone and hit a cell tower that was located out of the local dialing area which would cause the problem like this. Customer couldn't be reached after several attempts.
06	Customer just got off the phone from talking to mother. The agent was very uninterested. The agent was talking to people around him about the weather the whole time customer was trying to converse with her mother.	06/02/06	Apologized to the customer. The ID number provided by the customer is not assigned to any employee. The customer does not wish follow contact therefore further investigation is not possible.

# InTRAC

Indiana Telephone Relay Access Corporation  
for the Hearing and Speech Impaired

June 25, 2008

Received & Inspected

JUN 27 2008

FCC Mail Room

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-B204  
Washington D.C. 20554

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch:

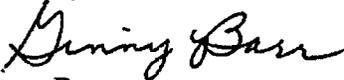
Thank you for the opportunity to provide you with the information on Indiana's consumer complaint logs for June 1, 2007 through May 31, 2008. I have enclosed:

- Annual Indiana Complaint Log TRS/CapTel (6/01/07-5/31/08)
  - Original and four copies
- Supporting Diskette
- Cover Letter from Sprint

All of the consumer complaints regarding Relay Indiana Service have been resolved satisfactorily under 180 days. Sprint Customer Service recorded 48 complaints and a narrative of resolution accompanies each customer call. No complaints were filed directly with InTRAC.

If you need more information, please contact me at 317-334-1413 or by email, [INRELAY@aol.com](mailto:INRELAY@aol.com).

Sincerely,



Ginny Barr  
Executive Director

Enc.

No. of Copies rec'd 0  
List ABCDE



**Sprint Nextel**  
10820 Sunset Office Drive, Ste 101  
St. Louis, MO, 63127  
Office: (800) 317-2199 Fax: (866) 241-7615  
TTY or CapTel: (314) 835-0226 ext. 21

**April Mason**  
Relay Program Manager  
Sprint CapTel  
[april.x.mason@sprint.com](mailto:april.x.mason@sprint.com)

June 23, 2008

Mrs. Ginny Barr  
Indiana Telephone Relay Access Corporation (InTRAC)  
7702 Woodland Dr., Suite 250  
Indianapolis, IN 46278

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Mrs. Barr,

Sprint has provided you the following information to support your filing with the FCC for the State of Indiana:

- An annual Complaint Log which includes complaints received between June 1, 2007 and May 31, 2008 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

Please note that the Public Notice from the FCC has not been released yet. As soon as I receive it, I will forward it to you.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

Please note that for your state you must send (1) an original and four copies of the printed report and (2) an electronic copy of the complaint log on a CD (formatted in an IBM compatible format using Word 97 or compatible software) on or before Tuesday, July 1, 2008. These items should be sent to the Commission's Secretary (via US Postal Service, First Class Mail, Express Mail or Priority Mail):

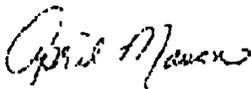
Marlene H. Dortch,  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> St., SW, Rm TW-B204  
Washington, DC 20554

Please also note that your state is also encouraged to send an additional printed copy on or before July 1, to the Consumer & Governmental Affairs Bureau of the FCC to:

ATTN: Arlene Alexander  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> St., SW, Rm 3-C408  
Washington, DC 20554

Should you have any questions concerning this report, please contact me.

Sincerely,



April Mason  
Relay Program Manager

Attachments:  
1) Log Sheets  
2) CD

R ; Inspected

June 27 2008

FCC Mail Room Complaint Tracking for IN (06/01/2007-05/31/2008). Total Customer Contacts: 48

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	06/06/07	Billing - General	06/06/07	Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from CapTel.
2	06/07/07	TTY customer reports family, hospital and medical office cannot connect with her via IN Relay. (Advised customer that a Trouble Ticket and complaint would be entered) Customer requests contact as soon as possible.	7/23/2007	Relay Program Manager contacted the customer via email trying to confirm what kind of TTY the customer has. Once determined, then Relay Program Manager worked closely with the customer on configuring their device to high speed connection (i.e. changing the ASCII to TTY). After three attempts and no responses from the customer, this issue is now closed.
3	06/12/07	Customer stated that this agent gave her name and number to him. He was trying to call his parents and he heard the answering machine come on and lots of laughter. Customer was very unhappy with poor service. Apologized to the customer and assured him this would be forwarded to the appropriate supervisor. Follow-up is requested.	6/12/2007	Supervisor met with agent who stated the customer said something inappropriate to her and she chuckled. Agent was coached on the importance of demonstrating a professional demeanor when speaking to customers and to never give your name instead always provide your agent number. Agent understood. Contacted customer via land line (answering machine) on 6/13/07 at 1:45pm apologizing and stating appropriate action have been taken.
4	06/23/07	Customer states they were on a call and the line went dead. Never got a response from the operator. Customers does not know if the operator hung up or what. Apologized to the customer and informed that the issue would be sent to the operator's supervisor for follow up. Customer is satisfied and does not want a call back.	6/23/2007	Agent does not recall this call. There was a technical problem identified with turbo calls disconnecting. This issue is likely part of that problem and it has been reported for a fix.

5	06/26/07	Customer complained that operator typed (F) city and state Please GA although customer had given city and state up front, as instructed by customer service. No follow up needed.	6/26/2007	Team Leader coached agent to use (relaying your information) at the GA (Go Ahead) so TTY user doesn't have to retype the city and state.
6	06/27/07	Called Indiana Relay Speech To Speech (STS) number and no one answered. Called multiple times and from two different numbers with the same result. Apologize for the inconvenience, verified number with caller, suggested she try back tomorrow or call relay and ask for STS. Does not require a call back but just wants this fixed.	6/27/2007	Unable to resolve problem with limited information. Customer does not request a follow-up.
7	07/09/07	Agent relayed answering machine and TTY user typed "ok sk". After agent typed 'ga sk', TTY user typed "hello ga". Agent then typed "Would you like to make another call". TTY user was upset and said agent called back after they hung up. Team Leader observed the screen and agent did nothing wrong. Non agent error.	7/9/2007	Team Leader observed the call and there was no agent error. Agent followed instructions and processed call correctly.
8	07/26/07	Caller said agent forgot number dialing to and forgot to announce relay and did not respond to outbound when they answered the phone. Apologized for problem. Follow-up not requested on this issue.	7/26/2007	The alleged agent was not scheduled to work at the time of the incident reported to the representative.

9	07/29/07	Customer tried calling to order pizza three times, but each time the outbound did not receive a response from the agent and kept hanging up. Customer had their daughter call back to the pizzeria and the employee told her they could not hear the relay agent. May have been technical problems with headset or jack. The complaint came in at 4:55 pm on 7/26/07. No follow-ups with customer requested.	7/29/2007	Supervisor do not recall this specific call. However recalled agent was having problem with his headset. The Inbound caller hung up before agent made an attempt to redial with a new headset. This was attributed to faulty headset.
10	08/29/07	Disconnect/Reconnect during calls	8/29/2007	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.
11	08/30/07	IN TTY user called at 3:25 on 8/30/2007, complaining she is being billed for calls to Directory Assistance via relay, which should not be billed. Apologized, explained I would let technicians know. Entered Trouble Ticket. Customer wants contact with resolution.	8/30/2007	Relay Program Manager tried to contact the customer today at 1:35 p.m. via TTY but no answers and no answering machine. However, Relay Program Manager spoke with the Customer Service Representative to put Embarg as the long distance provider. Relay Program Manager spoke the customer and informed the customer that her long distance carrier has been in the profile as preferred Carrier of Choice. Also, since she has been billed for calls to DA, she has shown copies of her bills to the customer service and will be reimbursed.
12	09/10/07	Caller ID	9/14/2007	A technical problem was reported that affected how Caller ID propagates through the CapTel system. This affected a small number of users. Technical support has a manual adjustment in place to provide correct Caller ID detail until our equipment vendor can provide a permanent solution.

13	09/10/07	Caller ID	09/14/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.
14	09/12/07	Captions Lag too far behind voice	09/12/07	Customer shared feedback regarding the seconds of lag time behind the spoken word. Customer Service researched and found seconds of delay slightly higher than the standard 3-4 seconds norm. Customer Service Rep apologized for incidence and thanked customer for the feedback and informed appropriate captioning service staff for Communication Assistant training follow up.
15	09/19/07	Voice person works at a Public library and receives relay calls. However, relay calls has been coming in with loud static and has poor connection. Customer would like this resolved. Apologized for the inconvenience and assured the customer that it will be put into a Trouble ticketing System. Doesn't want a follow up.	9/19/2007	Customer does not want follow ups. Case is now closed.
16	09/26/07	Customer states that when calling in to relay service his Voice Carry Over branding is not showing but shows as Voice. When transferred to Customer service it clearly showed as Voice Carry Over. Relay Customer Service response: Apologized for the problem and assured that a trouble ticket would be turned in on the problem.	4/25/2008	Relay Program Manager called customer to confirm that branding is working. It is now working, although some garbling appeared on this call. Relay Program Manager will follow up with customer using e mail as he has some other questions. Relay Program Manager now acknowledged that his profile has been updated and that he is branded as Voice Carry Over customer. Customer is now satisfied.