17	09/26/07	Captions Lag too far behind voice	09/26/07	Customer shared feedback regarding captioning speed during conference calls. Customer Service Rep apologized for lagging captions during conference calls. Also explained captioning is difficult with many people talking about technical information inherent to call type. Suggested options for catching the call back up to real time. Customer was thankful for tips on handling conference calls. Rep advised customer that if call was unusually poor to document the date, time, Communication Assistant # in order for more specific follow up by call center personnel.
18	09/27/07	Customer states that his Voice Carry Over calls are showing as Voice calls when calling in to IN relay service. When he is transferred to customer service his call is clearly showing 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.	4/17/2008	Double complaint. Will close this.
19	10/01/07	Technical - General	10/1/2007	Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make captioned calls to CapTel user successfully.

20	10/02/07	Customer said that agent did not type what she had said. Customer was disappointed and not satisfied with the relay services. Educated the customer of a new program. Customer was mad because relay did not let her know that she was breaking up.	10/2/2007	Team Leader took the complaint and coached the agent on letting customer know if having difficulty hearing. Customer was very upset with relay and nothing supervisor said would help.
21	10/02/07	Agent didn't dial out fast enough on 2nd call and took a long time to get manager. Technical issues with the new system. Could not get call to dial out. Team Leader tried to help with call, but would not go through. Non agent error. Several trouble tickets written on this issue though-out the week.	10/2/2007	Customer did not request follow ups. Case is now closed.
22	10/10/07	This agent was very stubborn. She failed to listen to TTY user and did not type answering machine to TTY user. Then hung up on TTY user when they asked to speak to a supervisor. Apologized to the customer and told them this would be forwarded to the agent's supervisor.	10/10/2007	Team Leader met with this agent. Agent does not remember the call. Agent was coached to always type answering machine recordings unless instructed otherwise by the customer. Also explained the consequences of disconnecting customers. Agent understands.
23	10/10/07	Operator was really getting customer upset because he was using a lot of shorthand and missing letters. The agent did not make any sense and the customer was not satisfied with his typing.	10/10/2007	Team Leader met with agent. Discussed using only Sprint approved abbreviations. Also let the agent know that he can use other abbreviations if the customer uses them first. Reviewed importance of accuracy when typing to customers. Agent understands. Team Leader sent an email to the customer on 10/12/07 at 4:45 p.m.

24	10/18/07	Customer reports dialing 711 on 10/18/07 at 11:25 AM. There was no answer. Customer tried multiple times. Apologized. Trouble Ticket was opened. No follow up.	10/18/2007	Customer does not request follow ups. However, Relay Program Manager acknowledged this information.
25	10/21/07	Stated agent didn't let caller know there was a live person or an answering machine or to let him leave a message.	10/21/2007	Supervisor observed the screen and noted that the agent did follow proper procedure. Kept the customer informed at every step. Could have been a technical issue on the TTY user's end. Non agent error
26	10/21/07	Customer said that agent confused him when getting a Directory Assistant. Wanted number for pharmacy and said agent didn't get information.	10/21/2007	Supervisor observed screen and contents of call. Agent followed instructions and kept customer informed. Did get the number for the pharmacy from Directory Assistance. Customer was unhappy with relay in general. Non agent error.
27	10/23/07	Voice Carry Over customer states that he dialed the Voice Carry Over line twice and got the same agent twice in a row and asked the agent to dial to the voice mail to retrieve messages and there was no response either time. The customer is not sure if they were disconnected or what. The call took place on, 10/23/07, at approximately 1:45 EDT. No follow-up requested.	10/23/2007	Agent recalls came in on Voice Carry Over line but was typing so agent switched to TTY line, then caller started talking so agent switched back to Voice Carry Over line. This kept happening and agent was unable to connect although was trying.

28	10/23/07	An IN TTY customer called to report that she has been billed the past several months by Sprint even though her preferred Carrier of Choice is AT&T. She feels this is a problem in the relay system. Apologized. Verified that all her info for billing was set up for AT&T. Opened Trouble Ticket. Follow-up requested.	10/23/2007	Spoke to the customer's sister regarding this situation. She understood that she would have to call the Traditional Relay Service Customer Service and clarify this as to why customer was still being billed even though her profile/database was updated with AT&T as preferred Carrier of Choice. Also educated the customer that she would get credit for that as long as show the copy of bill via mail or fax to the Traditional Relay Service Customer Service. Relay Program Manager also sent the customer via email with explanation and she was satisfied.
29	11/11/07	She states that her friends have been experiencing a lot of problems reaching relay and placing calls through relay. They state for long periods of time they cannot reach relay and only hear "screeching" sounds on the line. Also, at times when she knows she's been home the operator says there is a busy signal or that there is no answer. Also, calls being dropped in the middle of calls when they are able to reach her. She would like the technicians to check into these problems to see if this can be corrected. I	4/17/2008	Customer did not request follow-ups. However, Relay Program Manager acknowledged the problem.
30	11/28/07	Customer states that when calling through SprintIP she was getting double typing and very slow transmission on her whole call. Relay Customer Service response: We apologized for the problem and let her know we would turn in a trouble ticket. Also let her know it was a known issue with SprintIP. Trouble Ticket was created.	4/17/2008	Customer does not request follow ups Case is closed.
31	12/26/07	Billing - General	12/26/07	Advised customer that they should obtain a calling card or long distance carrier to avoid being blocked from long distance calls due to no long distance access from their provider

32	01/04/08	Voice customer reaches TTY tones when dialing 711 from residential numbers. Customer reports the problem occurred from many different residential numbers. (Complaint info taken by supervisor who assisted on call. Customer advised that a Trouble Ticket would be entered) Customer request contact as soon as possible.	5/2/2008	The complaint was supposed to be closed. Relay Program Manager and Relay Program Manager Supervisor has taken care of this complaint and the customer is satisfied with the service.
33	01/04/08	Customer's family members, associates, doctor's office cannot get through to relay using either 711 or the correct 800 number. Voice customers continually get a busy signal (once as long as 2 hours), a silent line or clicking noise. Very few times does a person actually get through. Wants all agents to follow her customer notes and not use abbreviations.	1/4/2008	In the past couple of weeks, Team Leader tried several times to explain that there might be something wrong with the phone line in the area and for customer to check with her local phone company. Customer said there was nothing wrong with her phone and wanted to speak to someone higher up. Forwarded complaint to customer service. Complaint came in on 1/4/08 at 2:17 pm. Customer received instructions/information that the customer's sister is branded as 'voice' so when she dials to the relay number either 711 or 800-743-3333 our system will connect sooner. Her sister is also noted as a voice caller so the agent can
34	01/08/08	Business customer reports she was nearly de-frauded through calls from Sprinted. Customer "let her guard down" because she thought it was a deaf person was calling. In time it became apparent the caller was mis-using the Relay Service. Apologized. Provided number to FCC. No follow up.	1/8/2008	Educated customer on the value of the State and Internet Relay services. Provided telephone number for Federal Communications Commission.
35	01/10/08	Accuracy of captions	1/10/2008	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer to document the date* time* Communication Assistant for more specific follow up.

36	01/12/08	Voice Carry Over customer said that about 45 minutes into his call he started to receive double words from the agent. The agent's screen showed perfect typing. Customer said this has been an ongoing problem and has talked to Customer Service before regarding the issue. I apologized to the customer and told him that I would send in a trouble ticket. Customer would like follow up call or e-mail from a technician.	1/12/2008	The center technician contacted this customer and did test calls. The typing speed has been reduced to 40 wpm and Turbo Code has been turned off. Customer has several devices sharing this phone line which could also be causing some garbling.
37	01/14/08	Agent was impatient and typing while customer was typing. Also did not follow customer notes for long distance and local calls instructions.	1/14/2008	Forwarded complaint on to supervisor for follow-up in following customer instructions and waiting for customer to finish typing. Complaint came in on 1/13/08 at 11:17 am. Team Leader spoke with this agent He coached her on waiting for the customer to stop typing and reading customer notes. Also to call for help if necessary. Agent apologized for any inconvenience.
38	01/19/08	The agent made a mistake while dialing out and did not confirm if the number was local or long distance. Complaint occurred on 1/14/08 at 1:30 pm.	1/19/2008	Team Leader spoke with this agent immediately after the complaint. From looking at the screen, the agent did dial the correct number given by the customer. However, the agent did not confirm if the number was local or long distance. Agent apologized for mistake. Team Leader coached on reading and following inbound notes and asking for assistance if needed.
39	01/19/08	Caller first stated that hearing friend said operator sounded rude. When asked agent number, switched to present operator who customer said did not put call through or inform them what was going on. When the agent asked for specifics, the caller disconnected.	1/19/2008	This agent is still in training. Trainer was assisting the trainee with the call and the agent did nothing wrong. The agent followed all procedures correctly. Non agent error. No action taken with agent.

40	01/22/08	Customer reports problem with Relay equipment locking up during Voice Carry Over to voice mail. Created Trouble Ticket. Customer requests contact-customer complains management does not contact him via email or phone regarding complaints.	4/25/2008	Technician did some testing and the position where this lock up occurred is operational. Relay Program Manager notified customer via e mail (per his request) that the problem should be fixed now.
41	02/04/08	Customer stated that she was talking to her 92 year old Mother and Agent was very rude when asked to repeat what her Mother typed. Apologized to customer. No follow up requested.	2/4/2008	Coached operator on procedure that when asked to repeat what was just said. Rudeness is not tolerated and disciplinary action will be taken.
42	02/04/08	Voice Carry Over customer is coming in to Customer Service with her Voice Carry Over Branding but when calling this agent, the branding is not showing. This call took place this morning at approximately 10 a.m. CST. Apologized, Trouble Ticket was created. No follow-up requested.	2/4/2008	Customer does not request follow ups. Case is now closed.
43	02/11/08	IN Voice caller complains when they dial 711 or 800-743-3333, there is just static, preventing them from reaching relay to call their TTY user friend. Apologized, performed successful test call with no issues. Encouraged caller to check with local telephone provider and explained I would alert the techs to check the issue. Entered Trouble Ticket. Customer does want contact with resolution.	2/11/2008	Without agent ID's unable to narrow this down per center. Test calls had no static on the line. If we had agent ID's we would be able to see if it is site specific or position specific. Relay Program Manager to follow up with customer. Just spoke with the customer via Video Relay Service and the customer expressed satisfaction with the current Relay. The issue is now resolved.

44	02/25/08	Accuracy of captions	2/25/2008	Customer shared generalized feedback regarding accuracy of captions for work CapTel phone. Customer Service Rep apologized for incidence and thanked customer for the feedback and informed them that the feedback would be shared with appropriate captioning service staff. Advised customer that if they document the date, time, and Communication Assistant # we can do more precise follow up with the Communication Assistant and or Communication Assistant supervisor. Also provided information on how captions are generated and the process involved.
45	03/04/08	Accuracy of captions	3/4/2008	Customer shared feedback regarding accuracy of captions on a sensitive call. Customer Service Representative apologized for incidence and thanked customer for the feedback. In addition arranged for some consumer education support training to assist customer in learning how the captioning process works.
46	03/27/08	After completion of the call TTY customer stated that this agent typed poorly as there were a lot of misspelling and garbling. Requested me to review the texts on agent's screen. I reviewed and found that there were no misspelling. TTY customer also stated that I had several misspelling (and there were none). Stated that he has been getting a lot of garbling and misspelling from the agents and wanted this addressed. Turbo code was turned off and typing speed reduced to 45 WPM. Problem [illegible]	3/27/2008	Customer did not request follow ups. Case is now closed.
47	04/21/08	Voice person dialed into Relay by mistake and when Communication Assistant answered the phone, she was a very rude person.	4/21/2008	Insufficient information as to how was the agent rude to the customer. Followed up with agent regardless and agent doesn't know how she was perceived rude by the customer.

48	04/30/08	IN Voice Carry Over customer is experiencing garbling on relay calls. Customer service apologized to the customer and turned in Trouble Ticket. Customer did not say whether or not he wanted a follow up. Customer said to contact his Audiologist to find out what type of Voice Carry Over machine he is using.	4/30/2008	Technician reports this issue warrants further investigation. Will update this ticket as updates are available. Customer does not know what kind of Voice Carry Over phone he is using, and he has numerous other functions on the line which could be causing garbling as well. Technician has contacted customer. After several test calls, it was determined the customer should disable Turbo code and slow typing speed to 40 WPM.

DOCKET NO.

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InTRAC

Indiana Telephone Relay Access Corporation for the Hearing and Speech Impaired

DOCKET FILE COPY ORIGINAL

June 23, 2009

Commission's Secretary
Office of the Secretary
Federal Communications Commission
9300 East Hampton Drive
Capitol Heights, MD 20743

Received & Inspected
NOV 06 2012
FCC Mail Room

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 Commission Secretary:

Thank you for the opportunity to provide you with the information on Indiana's consumer complaint logs for June 1, 2008 through May 31, 2009. I have enclosed:

- Annual Indiana Complaint Log TRS/CapTel (6/01/08-5/31/09)
  - Original and four copies
- Supporting Diskette

All of the consumer complaints regarding Relay Indiana Service have been resolved satisfactorily under 180 days. Sprint Customer Service recorded 39 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

Ginny Barr
Executive Director

Enc.

7702 Woodland Dr., Suite 250 • Indianapolis, IN 46278
Tel. (V/TTY) (317) 334-1413 • Fax (317) 334-1432
www.relayindiana.com

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Sprint Relay

Indiana FCC Complaint Log
2009

Complaint Tracking for IN (06/01/2008-04/30/2009). Total Customer Contacts: 39

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/07/08	A TTY customer was upset that the agent did not leave a message that he typed out before the call was dialed. Customer Service Representative apologized and explained to the customer that the agent misunderstood and thought that the message typed was to be voiced if there was an answer. The agent did not realize this was a message to be left on an answering machine. The TTY customer hung up on the Customer Service Representative.	06/07/08	The agent was coached that, in the future, if she is unsure if a message should be left, she should clarify and ask the customer before dialing out.
2	06/13/08	Technical - General	06/13/08	A long distance network problem was identified where calls were routed through an incompatible network using VOIP lines, causing data connection difficulties. A technician resolved the problem by routing calls through an alternate network. The customer confirmed that this remedied the circumstance.
3	06/14/08	A VCO customer said the agent missed words when typing. Customer Service Representative apologized and told him we would follow-up with the agent. The customer requested a response by e-mail.	06/14/08	No such Agent number exists. The customer was e-mailed as requested.
4	06/18/08	A customer said the agent sent some weird messages.	06/18/08	A supervisor spoke with this agent about the "weird messages". The agent explained that she sent the wrong macro. She apologized for the mistake, then tried to tell the customer that she had made a mistake and would redial, but the customer hung up before she finished typing.
5	06/25/08	A customer complained of garbling and requests that the Account Manager look into this issue. Customer Service called the customer for further information. Customer was using a VCO Dialog Ameriphone getting garbling while on a call with an operator at approximately 4 PM on 6/25/08. Customer Service turned in a trouble ticket..	06/25/08	The complaint was forwarded to the Account Manager via Customer Service. The Relay Program Manager contacted the customer via e-mail and got a hold of a contact person that the customer instructed. The Relay Program Manager has been trying to tell the customer to go InTRAC to replace the Ameriphone, as it is the device itself and not the VCO service that creates garbled messages. The Relay Program Manager received confirmation from the customer that the customer received the letter and e-mails with the explanation about going to InTRAC to replace the device The customer thanked the Relay Program Manager, who also gave the customer's contact information to InTRAC The issue is now closed.
6	07/01/08	Disconnect/Reconnect during calls	07/01/08	The customer was sent information explaining the difference between a CapTel phone and a traditional phone. CapTel Customer Service Representative explained to the customer why disconnection/reconnection might be occurring and sent an e-mail with tips to reduce the occurrence.
7	07/06/08	A VCO user stated that he was told he would be getting information via e-mail about why he was unable to access his voice mail through relay The customer stated that he was being told all circuits were busy. He also stated he was having issues with his voice mail messages not being typed verbatim and that there were a lot of spelling issues with them. The Customer Service Representative apologized and gave him some trouble shooting information. Follow up was requested via e-mail.	07/06/08	The Relay Program Manager e-mailed him a few times and also sent the customer a letter. He received the letter, which explained that it is the Ameriphone device that caused the problems. He was referred to InTRAC to get a new, better device and the issue is now closed

8	07/08/08	A customer called to inquire about an agent not using their customer notes as instructed. The notes listed 50 words per minute, but the typing was unreadable to the customer. The Customer Service Representative apologized and informed the person their notes said 50 WPM and this should have been followed. No follow-up is necessary	07/08/08	A Team Leader met with the Agent and reminded her to read the customer notes and follow them for every call.
9	07/10/08	Customers called in stating that agents did not follow their instruction of typing 50 WPM, causing the customer to have to re-read the operators' typing. The customers were also unhappy about agent changes resulting in different agents being used for their relay call. Contact information of the Program Manager was given and no follow-up is necessary.	07/11/08	The Customer Service Representative apologized to the customers and updated their notes with the addition of "no agent changes" and also offered the choice of changing the words per minute to a more comfortable level. The customers were pleased with the new note and decided no WPM changes were necessary due to Large Display charges, even though re-reading parts of conversations were a must.
10	07/14/08	A customer waited 3 minutes for the agent to outdial and they never did. When the customer asked for a supervisor, they got a message that the line was disconnected.	07/14/08	A supervisor discussed this call with the agent, who remembered the call because the customer had a lot of notes. Their message was continuously garbled. The agent tried lowering the transmission speed and disabling turbo-code. The agent said he didn't hang up but that the line disconnected after there was no response from the caller This is a technical issue and not agent error. No action was taken.
11	07/14/08	The customer stated that they had a hard time and were very, very frustrated by having wasted their time. They also indicated that they were tired of a few relay agents. The customer did not have numbers for other the agents and did not state a specific complaint, but that they were unhappy with relay as a whole.	07/14/08	The complaint was forwarded to the agent's Team Leader for coaching on following customer instructions and asking for help if needed. A supervisor met with the agent and coached her on following customer instructions and asking for help if needed. The agent apologized for the inconvenience to the customer.
12	07/17/08	A VCO customer explained he is getting garbled messages through Relay Indiana. Relay Customer Service Representative apologized and a trouble ticket was opened. Follow-up was requested.	07/17/08	The Relay Program Manager contacted the customer via e-mail and also got a hold of the contact person they provided The Relay Program Manager tried to tell the customer to go to InTRAC to replace the Ameriphone, since it is the device itself and not the VCO service that creates garbled messages. The Relay Program Manager received confirmation from the customer that they received the letter and e-mails with the explanation that they need to go to InTRAC to replace the device. The customer thanked The Relay Program Manager, who also gave the customer's contact information to InTRAC. The issue is now closed.
13	07/17/08	A customer states that she dialed Relay (711) from her home but could not reach a voice operator. This happened at 11:30 AM on 7/17/08. Relay Customer Service Representative apologized and a trouble ticket was opened. No follow-up was requested.	07/17/08	Rebranding took place to correct the problem for the customer A Customer Service Representative contacted the customer after a couple days to confirm this.
14	08/11/08	The customer gave a number to dial and "go ahead", but she did not get any response from the operator. She asked the operator to get a supervisor, but the operator did not, nor did the number get dialed. The customer gave up and hung up. I apologized to the customer and informed her the situation would be reviewed with the operator as soon as possible.	08/11/08	The operator does not remember this call. Procedures were discussed with the operator about dialing all numbers in five seconds or less and getting a supervisor if the customer requests one. Remaining focused was also discussed, as well as reporting any technical problems immediately.
15	08/12/08	A customer complaint was e-mailed to the Program Manager on 8/8/08 at 7:55 AM, then forwarded to Customer Service on 8/12/08. The call took place on 8/3/08 at 12:21 PM. The customer stated: "hate short sentence word, I told relay won't listen to me. I need told her relay full sentence word four times. She won't doing sentence full word. I did hung up phone. That tired her..." A response was not provided by the Program Manager. Follow-up was requested.	08/12/08	The complaint was forwarded to the supervisor for coaching on following customer instructions. A team leader spoke with this agent about the call. The agent stated that she did not understand what the customer was asking for and asked him to repeat. Her sentences were very brief. The agent did not feel that she did anything wrong. The team leader tried to contact the customer three times via TTY on 8/18/08, but there was no answer.

16	08/19/08	At 9:36 AM, a TTY customer requested a supervisor about a prior call. The customer stated that the agent was playing games or "looking for trouble" when the agent informed the caller that the number provided was a local call and asked if they should proceed with the out dial. The customer stated that previous a agent had done the same thing. The Customer Service Representative explained that there was a note saying, "Agent please type local or LD before out dial", thus the agent was corrected in processing this call. The caller became argumentative and felt that agents were playing games. The Customer Service Representative offered to remove this instruction from the customer notes and the caller disconnected. No follow-up was requested.	08/19/08	The customer hung up and did not request follow-up. The Customer Service Representative was correct in the procedure and tried to assist the customer.
17	08/26/08	Technical - General	08/26/08	A customer reported an incident where the Communications Assistant never started captioning on a call 8/26/08 at 2:20 PM Central Time. Investigation identified a workstation difficulty and notation that the workstation was repaired after the customer's call. The positive resolution was reported to the customer and CapTel Customer Service Representative apologized for this incident. The customer had re-dialed her call successfully after noting the difficulty.
18	09/08/08	The agent didn't slow down the typing speed as per caller notes. The caller asked to have relay slow down, but the agent did not decrease speed enough	09/08/08	The complaint was forwarded to a supervisor for coaching on reading customer notes and following customer instructions. There is no agent in the facility with that ID number, so no action was taken and the ticket is closed.
19	09/08/08	Customer gave agent number to dial and waited for 3 minutes for the agent to dial number. Did not respond to customer and customer hung up because they didn't want to waste more time trying to place important call with non-responsive agent. No follow-up requested.	09/08/08	Complaint forwarded to agent's supervisor for follow-up on dial out time and keeping customer informed if there is a problem. Employee has resigned from the company. Ticket closed
20	09/24/08	The agent dialed the wrong number and didn't let the caller know if it was a local or long distance call as the customer had requested.	09/24/08	A team leader spoke with the customer and the agent. She coached the agent on reading the inbound notes and keeping the customer informed as requested The agent and supervisor apologized to the customer, who accepted the apologies.
21	10/03/08	An IN VCO customer called to complain that even though the agent had turned off the turbo-code feature, she was still receiving garbling toward the end of her call. Relay Customer Service Representative apologized for inconvenience and opened a trouble ticket. Follow-up was requested.	10/03/08	Relay Program Manager left a message on voice mail at 12:30 PM April 19th for the customer to call back. 2 more messages were left, but the customer has not called back and the case is now closed.
22	10/13/08	A customer requested supervisor and said that the Communications Assistant did not follow customer notes to ask whether he wanted a voicemail message saved or erased, and that the Communications Assistant did not inform him that message was saved. He also stated that he has trouble getting operators who can understand him speak Apologized to customer for the voicemail problem and explained that the Communications Assistant would be reminded to read through all notes Customer Service Representative also informed caller that if an agent is having trouble understanding him, he has the right to request another agent take over his call. The customer said he did not know that and will do so in the future when necessary. Follow-up was not requested.	10/13/08	The agent was coached on reading and following customer notes.
23	11/04/08	Technical - General	11/04/08	Customer Service has determined that the network is classifying the customer's caller's call as coin/non-coin/unknown. The CapTel platform will be modified to accept this network classification as a residential user The customer was provided an interim option.

24	11/5/2008	Billing - General	11/5/2008	Discussed billing and took appropriate action.
25	11/07/08	An IN TTY customer says that when a call was dialed by the operator, it showed as long distance, though it was local. The customer asked the agent to get a supervisor to assist, but the agent never responded. The customer waited and finally hung up after there was no reply. Relay Customer Service Representative apologized for inconvenience. Follow-up was requested.	11/07/08	A supervisor met with Communications Assistant, who does not remember call. The supervisor went over procedures with the Communication Assistant regarding always calling for a supervisor when one is asked for by the inbound caller. The Communication Assistant was told that it was ok to let the customer know that it may be a minute or two if the supervisor is assisting with another call.
26	11/08/08	The customer's hearing mother and friend cannot reach 711. When they dial 711, it makes a screeching horrible noise. They calling 711 to try and call a VCO user, however she can not reach a relay agent by dialing 711 because the screeching is so bad. The operator apologized and gave an alternate phone number. The customer requested follow-up via phone.	11/10/08	This issue was assigned to Customer Service to re-brand and contact the customer. A representative spoke with the customer this afternoon and explained that the phone number was re-branded for voice. The customer confirmed that it was now working -- she can reach a voice relay agent without hearing TTY tones.
27	11/25/08	An IN VCO customer has been unable to receive inbound calls via relay since about April. Her Local Exchange Carrier says there is nothing wrong with her phone line. She does not have trouble dialing out. Relay Customer Service Representative apologized for inconvenience and made a test call, getting through without difficulty. A trouble ticket was opened. Follow-up was requested.	11/25/08	The Relay Program Manager sent a letter to the customer explaining that the technician made tests calls and experienced no problems. The technician tried to make test calls to the customer, but they have not been available The Program Manger also suggested the customer and the customer's son and daughter call Sprint Relay Customer Service to brand their numbers and Carrier of Choice.
28	12/03/08	Dialing Issue - the phone line does not require a "1" when dialing an 800 number.	12/04/08	Technical support removed the "1" from the unit's "data-in" outbound dialing number. The customer is able to make outbound captioned calls after this adjustment.
29	12/12/08	Technical - General	12/12/08	At approximately 2.02 PM CapTel experienced an interruption at the Data Center causing some calls to be dropped and others were not answered during the 10 minute outage. Calls continued to queue up during the outage and were promptly answered once the interruption was resolved Customer was notified of the circumstance and advised she may try her call again.
30	01/08/09	An IN VCO customer attempted to place local call using IN Relay to a business and received a fast busy signal. When the same call is placed without relay, the line rings and the business answers. Relay Customer Service apologized for the problem and entered a trouble ticket. No follow-up requested.	01/08/09	The Relay Program Manager contacted the Customer Service Representative to find a solution this in order to close this complaint appropriately The customer did not request follow-up, however, they need to contact their Local Exchange Carrier to troubleshoot as it may be an issue with their home phone It could also be related to the customer's TTY device
31	01/17/09	At 2 18 PM, a VCO customer stated that the agent requested information in order to retrieve his voice mail message. After several minutes of discussing this, the Customer Service Representative learned that the VCO user requested that his voice mail retrieval password be added to his customer notes, per a Sprint letter that he read aloud to the Customer Service Representative. No such note was in his profile The Customer Service Representative apologized for the inconvenience and offered to add this instruction to his notes. The customer stated that this particular note was removed several times and he heard that IN limits customers to only three instructions. The Customer Service Representative told him she will check into this. No follow-up is necessary.	01/17/09	The agent followed proper procedure, since there was no such note instructing the agent on the voice mail retrieval.
32	01/26/09	Disconnect/Reconnect during calls	01/26/09	The difference between a CapTel phone and a traditional phone was explained to the customer's daughter. Also explained why disconnection/reconnection might be occurring and gave tips to reduce the occurrence.

33	02/19/09	An IN VCO customer says when he calls IN Relay VCO, "nothing happens" until the 3rd or 4th try, when he finally reaches an operator. Apologized for inconvenience and opened a trouble ticket. Follow-up was requested.	02/19/09	The technician made test calls to the number and was able to connect on the first time each call. The customer may be connecting to voice and not letting it roll over. Customer Service Representative informed the customer of this via e-mail.
34	03/02/09	A caller reported that she is unable to connect to her daughter's new cell phone number. The Agent reaches an error message that says, "Cannot proceed with outdial. Cannot process the call. Invalid Dial To Number". The Customer Service Representative thanked the caller for letting us know, apologized, and told her a trouble ticket would be entered to resolve the issue. The trouble ticket was entered at 8:45 AM on 3/2/09. Follow-up was requested	03/02/09	The problem has been taken care of via carrier of choice. The calls can now be completed and go through successfully.
35	03/23/09	A bakery called in saying they were getting an order for wedding cakes to be shipped from IN to TX. Customer Service Representative apologized and no follow-up was requested.	03/23/09	The customer was educated on relay calls.
36	03/26/09	Technical - General	03/26/09	At 12:40 PM CST, a major network supplier CapTel relies on experienced difficulties that impacted some CapTel calls. At 3:15 PM CST CapTel's supplier re-established its link, allowing all calls to be routed and processed normally. Daily service level was met as only some calls were affected. The customer confirmed ability to make their call.
37	03/26/09	A TTY customer is unable to reach IN Relay after changing Local Exchange Carriers to a new digital service. They can receive calls via Relay but cannot reach Relay to make outgoing calls Their hearing wife is also unable to reach Relay. The customer was advised that a trouble ticket was created and the complaint would be entered regarding the issue. The customer requests contact asap.	05/07/09	The Relay Program Manager spoke with the customer, who said she has not experienced further problems and are now satisfied.
38	03/30/09	Disconnect/Reconnect during calls	03/30/09	The customer was sent information explaining the difference between a CapTel phone and a traditional phone. CapTel Customer Service Representative explained to customer why disconnection/reconnection might be occurring and sent tips to reduce the occurrence.
39	05/13/09	An IN VCO customer stated that the relay operator hang up on him after his first call. Customer stated that this happens all the time. The customer also thought that Sprint Relay needs to install a special key on the relay operators' keyboards just for him, to make sure the operators do not disconnect him. This occurred on Monday 5-11-09 about 12 15 p.m. Customer Service Representative apologized to the customer and gave him the Program Managers phone number, because the customer kept advising of things Sprint Relay needed to do with their software and hardware. Follow up requested by postal mail, due to the customer having trouble with his own hardware and software.	05/13/09	Program Manager completed the letter and mailed to the customer stating that the customer needs to contact the equipment distribution program regarding this service

DOCKET NO. 03-123

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FCC Mail Room

InTRAC

Indiana Telephone Relay Access Corporation
for the Hearing and Speech Impaired

Received & Inspected

JUN 25 2010

FCC Mail Room

June 24, 2010

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

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

Dear Secretary Dortch:

Thank you for the opportunity to provide you with the information on Indiana's consumer complaint logs for June 1, 2009 through May 31, 2010. I have enclosed:

- Annual Indiana Complaint Log TRS/CapTel (6/01/09-5/31/10)
  - Original and four copies
- Letter from Relay Provider, Sprint

All of the consumer complaints regarding Relay Indiana Service have been resolved satisfactorily under 180 days. Sprint Customer Service recorded 20 complaints and a narrative of resolution accompanies each customer call. No complaints were filed directly with InTRAC. Sprint's attached letter addresses that the number of interstate calls will be filed directly with the FCC as a sealed document.

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

Sincerely,

Ginny Barr

Ginny Barr
Executive Director

Enc.

No. of Copies rec'd 0
List A B C D E

7702 Woodland Dr., Suite 250 • Indianapolis, IN 46278
Tel. (V/TTY) (317) 334-1413 • Fax (317) 334-1432
www.relayindiana.com

Sprint Relay

Indiana FCC Complaint Log
2009-2010

Received & Inspected
JUN 25 2010
FCC Mail Room

Complaint Tracking for IN (06/01/2009-05/31/2010). Total Customer Contacts: 20

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/03/09	Account Login Failure	06/03/09	A customer's unit account was activated, and is now operational.
2	06/18/09	Accuracy of captions	06/23/09	A customer shared feedback regarding some word errors during a call. A Customer Service Representative apologized for the incident, and thanked the customer for bringing attention tot he matter. The customer stated a date and time, but when the Customer Service Representative tried to match this with a specific call and Communication Assistant, the records could not be matched The Customer Service Representative assured the customer that this complaint would still be documented despite the inability to follow up with a Communication Assistant.
3	06/22/09	A customer stated that the Communication Assistant did not pay attention when the customer requested another call. His print out shows that he attempted to get the attention of the Communication Assistant five times. Customer Service explained that this could have been due to a technical issue and apologized. Follow up was requested	06/22/09	This was reassigned to the Program Manager. The operator received appropriate training and it is now closed.
4	08/21/09	Accuracy of captions	08/21/09	A customer called to report that during a call "(speaker unclear)" appeared several times The customer was able to provide the time date and Communication Assistant number. A Customer Service Representative explained the reasoning behind (speaker unclear) during captioned calls, and noted that the captionist cannot ask for clarification during a call. The Customer Service Representative thanked the customer for providing the call detail. The Customer Service Representative sent the call detail information to Call Center Management for specific follow up with the captionist on the call. The customer was satisfied.
5	09/16/09	Accuracy of captions	09/16/09	A customer shared feedback regarding the accuracy of captions and was able to provide specific call data A Customer Service Representative apologized for the incident and thanked the customer for the feedback. The call detail was shared with Call Center Management for follow up with the Communication Assistant with a supervisor.
6	10/01/09	A customer stated that he provided a number to dial, and waited approximately two minutes before the Communication Assistant responded The customer then asked for a supervisor, but the TTY signal indicated that they had been disconnected Apologized for the inconvenience, and assured the customer that this would be forwarded to the appropriate person No follow up was requested.	10/01/09	The Communication Assistant admitted to disconnecting some customers during the day, but only during ASCII search situations, or Internet calls where there was no response The Communication Assistant was informed that if complaints were to continue like this, the matter would be dealt with very seriously.
7	10/06/09	Technical - General	10/06/09	A customer reported that they saw a message on their CapTel screen to hang up and try the call again after a prompt regarding technical issues. The customer was informed that this seems to be an isolated incident where the captionist documented difficulty with no audio, which explains the prompt that the customer received Apologized to the customer for the situation. The customer understood
8	10/15/09	Accuracy of captions	10/20/09	A customer shared feedback regarding the accuracy of captions on two different calls where the Communication Assistants captioned the phone number on a recording incorrectly. The customer provided specific call data A Customer Service Representative apologized for the incident, and thanked the customer for the feedback. The call detail was shared with Call Center Management for follow up with the Communication Assistant by a supervisor.

9	11/13/09	Accuracy of captions	11/13/09	A customer shared general feedback regarding the accuracy of captions. A Customer Service Representative apologized for the incident, and thanked the customer for bringing attention to this. The customer did not have any specific examples, so the Customer Service Representative suggested that the customer document the date, time, and Communication Assistant Identification number of any future calls The customer has not provided any more detail regarding this matter
10	01/13/10	A TTY customer's caller ID number is not projecting to relay. Apologized, and submitted a trouble ticket No follow up was requested	01/13/10	The customer did not request a follow up
11	02/15/10	Dial Tone - Not heard	02/15/10	A customer's helper said that their CapTel phone was dead. A Customer Service Representative advised a physical reset which did not restore the dial tone. The Customer Service Representative then asked the helper to test the phone jack with another device. It was discovered that the phone jack had no dial tone. The Customer Service Representative advised the helper to restore the dial tone on the phone jack, and then try the CapTel again.
12	02/17/10	Unable to make captioned calls	02/17/10	A customer's wife reported that the customer was unable to reach a specific phone number. An adjustment was made by the carrier to correct the routing of the call. It was confirmed that this resolved the customer's experience.
13	02/23/10	Dial Tone - Not heard	02/23/10	A customer's son called and was trying to set-up a CapTel device for his mother but the phone had no dial tone and the captions would not work. A Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
14	02/24/10	Dial Tone - Not heard	02/24/10	A customer's helper reported no dial tone on their CapTel phone A Customer Service Representative advised the customer to do a physical reset. It was confirmed that this resolved the issue.
15	03/17/10	Answering machine message retrieval	03/17/10	A customer indicated that the speaker on the receiving end was breaking up while using their CapTel phone to caption his external answering machine messages A Customer Service Representative explained the causes of this, and informed the customer that on this specific call, the Communication Assistant had noted that they experienced very low volume, which compromised their ability to accurately caption his messages
16	04/13/10	Dial Tone - Not heard	04/13/10	A customer reported that there was no dial tone on her CapTel phone. A Customer Service Representative advised a physical reset. It was confirmed that this resolved the customer's experience.
17	04/16/10	A customer stated that the Communication Assistant refused to give their identification until the customer said they would refuse the call if the identification was not provided. Apologized for the inconvenience. Follow up was requested	04/20/10	The Communication Assistant typed the outbound request for his ID to the inbound because the caller had requested a do not announce call The Supervisor coached the agent to provide the ID number any time it is requested regardless of call type or instructions. The Supervisor contacted the customer and provided an explanation, apology and informed them that he had spoken with the Communication Assistant.
18	04/30/10	Dial Tone - Not heard	04/30/10	A customer's granddaughter called and stated that their CapTel had no dial tone A Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
19	05/17/10	Dial Tone - Not heard	05/17/10	A customer reported no dial tone heard on their CapTel. A Customer Service Representative advised a physical reset and this resolved the customer's experience.

20	05/17/10	Dial Tone - Not heard	05/17/10	A customer's son reported no dial tone on their CapTel phone after a series of storms came through their area Through troubleshooting a Customer Service Representative was able to advise him to replace the phone cord that connected the CapTel to the wall phone jack.

Indiana FCC 2010 - 2011 Complaint Log

Complaint Tracking for IN (06/01/2010-05/31/2011). Total Customer Contacts: 32

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/29/10	There were general problems with the service.	07/06/10	A caller reported that the phone connected with a number that showed ringing on the caption screen but when the call answered and the recording started, there were no captions. An investigation showed that the captions were interrupted by a workstation issue at the captioning center. The Customer Service Representative apologized for the customer's experience.
2	09/08/10	A customer stated that on a recent call, he find it frustrating that he kept getting the (your message is garbled) from this operator and questioned whether or not it was actually a garbling issue. The Customer Service Representative apologized to the customer and no follow up was needed.	09/08/10	The operator stated that she has been receiving garbled message from the customer and she made several attempts to correct the garbling issues (i.e. lower typing speed and disabled turbo). Eventually the customer disconnected the call. This problem has been attributed to technical issues.
3	11/22/10	There were general service issues with this call.	11/22/10	A customer's daughter reported that the customer did not get captions on one call. The Customer Service Representative investigated and explained that this was caused by loss of audio at the operator's work station. This was resolved on the next call. The Customer Service Representative apologized for this experience.
4	12/03/10	There were disconnect/reconnect issues during this call.	12/03/10	The customer reported that her incoming calls did not consistently connect with captions. The Customer Service Representative sent the customer information explaining the difference between a CapTel and a traditional phone. The Customer Service Representative explained to the customer why the disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence.
5	12/20/10	There were general service issues with this call.	12/21/10	A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
6	12/20/10	There were general service issues with this call.	12/21/10	A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.

7	12/20/10	There were general service issues with this call.	12/21/10	A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
8	12/20/10	There were general service issues with this call.	12/21/10	A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
9	12/21/10	There were general service issues with this call.	12/22/10	A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
10	12/21/10	There were general service issues with this call.	12/21/10	A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
11	01/06/11	A customer states that she works for a bank and was trying to help a deaf customer. She said the operator who took the call was very unprofessional and was mocking her while she was on the line with the customer. She asked for a supervisor and a supervisor took the call. The customer stated that both the supervisor and the operator then "tagged teamed" against her and were again both unprofessional and she never did get the help she needed for the hearing impaired customer. The caller said she wanted to speak to the supervisor alone and requested that but the operator stayed on the line. The Customer Service Representative apologized for the problem and assured that the complaint would be sent in as stated. No call back was requested.	01/06/11	The customer provided an invalid operator identification number. The supervisor does recall assisting another operator with a call. However, that call was from a customer who reached relay in error. The supervisor attempted to educate the caller that she reached the relay in error but the customer became so irate and unprofessional that she had to disconnect the call. This customer did not provide contact information and did not want a follow-up.
12	01/07/11	There was a dialing issue, the customer was unable to dial regional 800 numbers.	01/07/11	The customer reported that they are unable to reach a toll free number. Technical Support made an adjustment so that the CapTel user can successfully make captioned calls to regional 800 numbers. A Customer Service Representative confirmed that the customer is successfully able to reach the number he wishes to reach.