



Received & Inspected

NOV 16 2012

800-642-6410 (Toll Free Voice)

800-273-3323 (Toll Free TTY)

605-367-5958 (Fax)

www.c-s-d.org

102 N. Krohn Place, Sioux Falls, SD 57103

South Dakota TRS/TEDP Outreach Monthly Report Reporting Activities for the Month of August 2009

Summary of Outreach Activities

- Newspaper ads – Ran ads statewide the week of August 17th. The run was made in 113 newspapers (84 in East River area and 29 in West River area). Ad was run in Indian Country Today on August 5th and in Lakota Country Times during the month of August. Ads are also run in the Lakota Country Times website on a continuous basis.
- KELO Backyard and Rushmore Radio Broadcasting continue to broadcast all ads (711, Don't Hang Up and TEDP throughout the state.
- PSAs (711, Indian 711, Don't Hang Up, TEDP and CapTel) are being broadcasted by TV stations in Sioux Falls and Rapid City. TV stations are KCPO-TV, KDLT, KELO-Land, KTTW-FOX, MidContinent in Sioux Falls and KEVN-TV, NBC-KNBN and Friends of SD Public Broadcasting in Rapid City.
- Website (www.sdrelay.com) received 2,134 hits during month of August.
- Continued working on designing & developing of Speech-to-Speech brochures to raise awareness & promote Speech to Speech relay services & TEDP to SD speech-disabled individuals.
- Designed & ordered T-shirts to use at SD State Fair to promote Relay SD & TEDP.
- Requested updated listing of equipment to be distributed through TEDP from Janet Ball. List is to be posted in www.sdrelay.com website. Request is pending upon state's receiving bids from vendors.
- Booth exhibition at Brown County Fair in Aberdeen, SD August 18 – 23.

CSD Branch Offices Activities

Aberdeen Region

1 Booths:
15,000 People
55 Outreach hours
0 Staff travel hours
Interpreting Hours



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866-278-1523 (Toll Free TTY)
605-367-5958 (Fax)
www.csd.org

102 N. Krohn Place, Sioux Falls, SD 57103

Rapid City Region

1 Booths:
8 People
1.5 Outreach hours
0 Staff travel hours

Sioux Falls Region

0 Booths/Presentations:
0 People
0 Outreach hours
0 Staff travel hours
0 Interpreting Hours
0 Interpreting Travel Hours

Sioux Falls Relay Center Tours

People 4
Tour hours 0.5

Upcoming Outreach Activities

- Booth exhibition at SD State Fair in Huron September 3 – 7, 2009.
- Booth exhibition at Aging Healthy, Happy & Wise conference in Springfield Oct. 1.
- Booth exhibition at Rehab Fall Conference in Huron October 14.
- Booth exhibition at Health & Product Fair in Vermillion October 15.



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102 N. Krohn Place, Sioux Falls, SD 57103

South Dakota TRS/TEDP Outreach Monthly Report Reporting Activities for the Month of August 2008

Summary of Outreach Activities

- Newspaper ads – Ran ads the week of August 11th. The run was made in 117 newspapers (89 in East River area and 28 in West River area). Ad was run in Indian Country Today on August 6 and in Lakota Country Times during the month of August.
- Contracts were made with KELO Backyard Broadcasting in Sioux Falls and Rushmore Radio in Rapid City to continue broadcasting our ads and, also, create new ads promoting 711, Don't Hang Up and TEDP. They start broadcasting the ads the first part of September in the East River area and West River area.
- Started working on developing of promotional items as stipulated in the new Outreach Plan 08-09.
- Two new TEDP ads were developed and sent to be run in SD & Indian newspapers.
- Contacted different vendors for quotes to create TEDP car magnets and TEDP refrigerator magnets.
- Outreach at Oglala Nations Powwow in Pine Ridge August 2.
- Booth exhibition promoting Relay SD & TEDP during Senior Citizens Day at Sioux Empire Fair in Sioux Falls August 7.
- Booth exhibition promoting Relay SD & TEDP at Brown County Fair in Aberdeen August 11 – 17.
- Booth exhibition promoting Relay SD & TEDP at SD State Fair in Huron August 28 – Sept.1.

CSD Branch Offices Activities

Aberdeen Region

1 Booths: Brown Co. Fair in Aberdeen
165 People
51 Outreach hours
0 Staff travel hours
Interpreting Hours

Rapid City Region

1 Booth: SD State Fair in Huron
100 People
20 Outreach hours
10 Staff travel hours



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102 N. Krohn Place, Sioux Falls, SD 57103

Sioux Falls Region

1 Booths/Presentations: State Fair in Huron. .
225 People
24 Outreach hours
4 Staff travel hours
24 Interpreting Hours
0 Interpreting Travel Hours
.

Sioux Falls Relay Center Tours

People 0
Tour hours 0

Upcoming Outreach Activities

- Start CapTel/TEDP video production project.
- Work out contracts with different vendors for new year.
- Booth exhibition at Rehab Services Fall Conference in Rapid City October 15, 2008.
- Booth exhibition at the health fair at SD Developmental Center in Redfield October 28, 2008.

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SOUTH DAKOTA CODIFIED LAWS

Of the Legislature of the State of South Dakota

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TITLE 49.

PUBLIC UTILITIES AND CARRIERS

CHAPTER 49-31.

TELECOMMUNICATIONS SERVICES

Section

§ 49-31-47. Statewide program to provide telecommunications services for state residents with disabilities that prevent them from using a telephone.

The Department of Human Services shall establish and administer a statewide program to purchase and distribute telecommunication devices to residents of this state who have disabilities that prevent them from using a telephone and establish a dual party relay system making all phases of public telecommunications service available to persons who are deaf, severely hearing impaired or speech impaired. This program may be implemented through contracts with public or private organizations that provide services to persons who are deaf or persons with other severe disabilities.

Source: SL 1989, ch 401, § 1; 1997, ch 267, § 1.

Amendments.

The 1997 amendment, near the middle of the first sentence, substituted "have disabilities that prevent them from using a telephone" for "are deaf, severely hearing impaired or speech impaired"; at the end of the last sentence, substituted "or persons with other severe disabilities" for "severely hearing impaired or speech impaired"; and made a minor change in punctuation.

§ 49-31-48. Telecommunication device for individuals with disabilities.

A telecommunication device for individuals with disabilities is an electrical or mechanical device for use with a telephone that enables the individual to communicate through a telephone. A dual party relay system provides voice and teletype communication between users of telecommunication devices and other persons.

History

Source: SL 1989, ch 401, § 6; 1997, ch 267, § 2.

Amendments.

The 1997 amendment, in the first sentence, substituted "individuals with disabilities" for "the deaf"; substituted "or mechanical" for "electrical"; and substituted "enables the individual to communicate through a telephone" for "uses a keyboard, acoustic coupler, display screen or braille display to transmit and receive messages."

§ 49-31-49. Telecommunication devices property of state - Liability for loss or damage - Disposition of money collected.

A telecommunication device furnished by the Department of Human Services under §§ 49-31-47 to 49-31-56, inclusive, remains the property of the state. A person who receives a telecommunication device from the department under this section is liable to the department for the loss of or damage to the device. Any money collected by the department under this section shall be deposited in the telecommunication fund from which the expenditure occurred.

Source: SL 1989, ch 401, § 2; 1997, ch 267, § 3.

Amendments.

The 1997 amendment, in the last sentence, substituted "from which the expenditure occurred" for "for the deaf."

§ 49-31-50. Telecommunication fund for the deaf and for other disabilities created.

There is created in the state treasury the telecommunication fund for the deaf and the telecommunication fund for other disabilities for the deposit and disbursement of money collected under § 49-31-49 and § 49-31-51.

Source: SL 1989, ch 401, § 3; 1990, ch 373, § 1; 1997, ch 267, § 4.

Amendments.

The 1997 amendment deleted "a special fund called" following "state treasury"; inserted "and the telecommunication fund for other disabilities" following "for the deaf"; inserted "and disbursement" following "for the deposit"; and substituted "§ 49-31-51" for "for the deposit and disbursement of the telecommunication access for the deaf access fee."

§ 49-31-51. Access fee imposed on local exchange service lines, cellular telephones and radio pager devices - Report of fee on monthly bills - Report on and remission of fees - Disposition of funds collected.

There is hereby imposed an access fee of fifteen cents per local exchange service line per month, fifteen cents per cellular telephone per month in accordance with the provisions provided in subdivision 34-45-1 (7), and fifteen cents per radio pager device per month to pay for the program established in § 49-31-47. The access fee shall be paid by each local exchange subscriber to a local exchange service, or by each cellular telephone or radio pager service subscriber to the service provider, unless the subscriber is otherwise exempt from taxation. The access fee shall be reported as a separate line or service and collected on the regular monthly bill by each local exchange telecommunications company or other service provider operating in this state. On or before the last day of the month following each two-month period, every telecommunications company providing local exchange service or other service provided specified in this section shall remit to the Department of Revenue on forms

furnished by the department the amount of the access fee collected for that two-month period. The secretary of revenue may grant an extension of not more than five days for filing a remittance. The Department of Revenue shall deposit ninety percent of the money received under §§ 49-31-47 to 49-31-56, inclusive, into the telecommunication fund for the deaf and ten percent in the telecommunication fund for other disabilities.

Source: SL 1989, ch 401, § 4; 1991, ch 385; 1997, ch 267, § 5; 2002, ch 61, § 4.

Commission Note.

Session Laws 2002, ch 61, § 6 provides, "The provisions of §§ 10-45-6.1, 10-45-6.2, 10-46-69, 34-45-1 (7) and 49-31-51 apply to any customer bill issued on or after August 1, 2002."

Amendments.

The 1997 amendment, in the first sentence, inserted "fifteen cents per cellular telephone per month, and fifteen cents per radio pager device per month" following "line per month"; in the second sentence, inserted "or by each cellular telephone or radio pager service subscriber to the service provider" following "exchange service"; in the third sentence, inserted "or service" following "a separate line," and inserted "or other service provider" following "company"; in the fourth sentence, inserted "or other service provided specified in this section" following "exchange service"; in the last sentence, inserted "ninety percent of" following "shall deposit"; added "and ten percent in the telecommunication fund for other disabilities"; and made a change in phrasology.

The 2002 amendment, in the first sentence, inserted "in accordance with the provisions provided in subdivision 34-45-1 (7)."

§ 49-31-51.1. Promulgation of rules to administer access fee.

The secretary of revenue may promulgate rules, pursuant to chapter 1-26, to administer the fee imposed pursuant to § 49-31-51. The rules may include:

- (1) The filing of returns and payment of the fee;
- (2) Determining the application of the fee;
- (3) Record-keeping requirements; and
- (4) Determining auditing methods.

Source: SL 2000, ch 68, § 2.

Commission Note.

A reference to "§ 49-31-51" has been substituted for "§ 49-39-51" to reflect the intent of the Legislature.

§ 49-31-52. Liability for uncollected fees.

No local exchange telecommunications company has any obligation to take any legal action to enforce the collection of any charge imposed pursuant to §§ 49-31-47 to 49-31-56, inclusive. The local exchange company is not liable for such uncollected amounts.

Source: SL 1989, ch 401, § 4A.

§ 49-31-53. Annual review of access fee - Report to legislature.

The access fee imposed in § 49-31-51 is subject to annual review by the Department of Human Services. Each year the department shall report to the legislature and recommend whether the access fee should be increased or decreased in order that the money raised by the access fee pays for the costs of the program.

Source: SL 1989, ch 401, § 5.

§ 49-31-54. Administrative cost for collection of fee.

The local exchange telecommunications company may deduct and retain one hundred dollars or one percent of the collected amount, whichever is greater, as the cost of administration for collecting the charge.

Source: SL 1989, ch 401, § 5A.

§ 49-31-55. Sources of funds in addition to access fees.

The secretary of the Department of Human Services may accept and expend for the purpose of §§ 49-31-47 to 49-31-56, inclusive, in addition to the amount in § 49-31-47, any funds obtained from federal sources, gifts, contributions or any other source if such acceptance and expenditure is approved in accordance with § 4-8B-10.

Source: SL 1989, ch 401, § 7.

§ 49-31-56. Method of payment of expenditures.

Expenditures authorized by §§ 49-31-47 to 49-31-56, inclusive, shall be paid on warrants drawn by the state auditor on vouchers approved by the secretary of the department of human services. Expenditure for services for individuals who have deafness, deaf blindness, hearing impairments, and speech impediments and expenditures for the dual party relay service shall be paid from the telecommunication fund for the deaf. Expenditure for services for individuals with all other disabilities shall be paid from the telecommunication fund for other disabilities.

Source: SL 1989, ch 401, § 8; 1997, ch 267, § 6.

Amendments.

The 1997 amendment added the last two sentences.

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DEPARTMENT OF HUMAN SERVICES

DIVISION OF REHABILITATION SERVICES

Hillsview Properties Plaza, East Highway 34

c/o 500 East Capitol

Pierre, South Dakota 57501-5070

Phone: (605) 773-3195

FAX: (605) 773-5483 TTY: (605) 773-4547

www.state.sd.us/state/dhs

June 21, 2012

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

RE: CG Docket 03-123

As required by FCC, South Dakota is submitting their annual consumer complaint log summary for the 12-month period ending May 31, 2012. South Dakota has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services. South Dakota is filing its Complaint and Summary log along with a report that indicates the number of complaints received for South Dakota. Included are the following reports:

- A summary with the total number of complaints received between June 1, 2011 and May 31, 2012.
- Annual Complaint Log which includes complaints received between June 1, 2011 and May 31, 2012 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

This log contains a summary of the total number of complaints received for this twelve-month period. South Dakota is confident that CSD's / Sprints records and systems will support any additional requirements, should the FCC order them.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. Per South Dakota's provider, CSD/Sprint, the provision of call volume data will be voluntary; therefore providers are not required to provide the number of relay calls with their reports. Accepting that this information is accurate, South Dakota considers this report to be in compliance with the rules and is submitting this log without this interstate relay call information.

South Dakota's provider, CSD/Sprint, agrees to provide information to the FCC concerning the number of call. However, Sprint will do so under seal since call volume information is proprietary and confidential.

Appendix L

19	11/27/11	A customer stated that the Communication Assistant did not follow instructions from the caller. The customer stated that they did not ask for the turbo to be turned off, however the Communication Assistant typed that she turned off turbo. While the Communication Assistant was typing the caller put in a row of x's and the Communication Assistant did not respond. Customer Service apologized to the customer for the inconvenience and thanked them for the feedback. No follow up was required. Caller requested a new Communication Assistant and one was provided.	11/27/11	In following up with the Communication Assistant, they stated that he text was transmitting and when she noticed the X's coming across the screen she canceled the transmission so that the caller could talk. The Communication Assistant was coached on following a customer's instructions and maintaining focus on a call so there is no delay in responding to a customer's requests.
20	12/13/11	A customer complained that the Communication Assistant did not repeat her gender when requested and did not follow the customer's database notes by listening to her instructions first. Customer Service apologized to the customer and thanked them for the feedback. A new Communication Assistant was requested by the customer. No follow up was required.	12/13/11	The Communication Assistant was coached on following all customer requests and database instructions. The supervisor is confident that the Communication Assistant will process this call in a more professional manner in the future.
21	12/13/11	A customer stated that the Communication Assistant did not type out the answering machine messages, and simply wrote (ANS MACH HUNG UP). Customer Service thanked the caller for the feedback and apologized for the inconvenience.	12/13/11	Supervisor reviewed proper answering machine procedures with the Communication Assistant.
22	12/29/11	Caller asked why 910 was on the screen before giving a number and asked if supervisor could see it on the screen. The 910 was observed on the screen. Apologized for the inconvenience, customer hung up. No follow up required.	01/03/12	In following up with the Communication Assistant, it was determined that the wrong area code was verified. The Communication Assistant was coached on focus and following instructions.
23	01/08/12	A customer stated that the Communication Assistant disconnected the line while the customer was connected to a male voice person. The customer said that the Communication Assistant would not answer the customer's questions when the customer asked them in parentheses. The customer also said that the Communication Assistant did not keep them informed. Customer Service thanked the caller for the feedback and apologized for the inconvenience. The customer was informed that a Supervisor will follow up with the Communication Assistant. The customer requested a follow up by email.	01/08/12	The Supervisor followed up with the Communication Assistant and reviewed proper procedures. The Supervisor is confident that the Communication Assistant will act in a more professional manner in the future. A follow up email was sent to the customer.
24	02/22/12	A VCO customer was upset because a Communication Assistant was doing an Answering Machine Retrieval for them but the Communication Assistant could not understand the entire message and did not get it all typed out. When the VCO user asked the Communication Assistant to try doing the Answering Machine Retrieval again, the Communication Assistant told them they could not do the Answering Machine Retrieval again and they would need to hang up and call back into Relay if they wanted to try again. Customer Service apologized to the customer for the inconvenience, and assured them that the Communication Assistant's supervisor would be notified and coached on proper call procedure. The customer did not request a follow up.	02/22/12	The Supervisor met with this Communication Assistant and reviewed correct call processing for doing Answering Machine Retrievals. The Communication Assistant has been coached and understands the steps for doing an Answering Machine Retrieval.
25	03/16/12	A TTY customer called in and indicated that a Communication Assistant disconnected them during a call. The customer stated that they had provided information and a pin number to enter and to not type the answering machine. The customer stated that the Communication Assistant continued to say they did not understand and continued repeating when the customer asked if the Communication Assistant understood. The TTY user also stated that the Communication Assistant kept repeating and then hung up. Customer Service apologized that this had happened and notified the customer that a follow up would be conducted. The customer indicated that they wanted a follow up email.	03/16/12	The Communication Assistant stated that the customer came across garbled, so the Communication Assistant disabled the turbo code and sent a message saying that the macros were garbled. The typing still came across as garbles. The Communication Assistant repeated this two more times and typed to the caller that it may be a problem with their machine, however the messages were still garbled. After further messages, the customer disconnected. A follow up has been made to the customer to notify them of this situation.
26	04/20/12	A customer stated that the Communication Assistant was reading notes instead of listening to the customer. The customer was upset because the Communication Assistant asked for number to dial when the customer asked to verify the agent ID number. Customer Service apologized to the customer. The customer requested that another Communication Assistant process the call. No follow up was requested.	04/20/12	A Supervisor followed up with the Communication Assistant to review proper procedures. The Supervisor discussed the importance of focus and following all instructions from the customer. The Communication Assistant is aware that he must always provide his ID number whenever asked to do so.
27	04/20/12	A customer asked a Communication Assistant not to explain relay to the outbound party however the Communication Assistant still asked the outbound party if they were familiar with relay. Customer Service thanked the caller for the feedback and apologized for the inconvenience. No follow up was requested.	04/20/12	A Supervisor met with the Communication Assistant to review proper procedures for "do not explain" requests. The Communication Assistant is now aware that he should not check for familiarity when requested by the customer not to explain.

28	04/30/12	A customer stated that the Communication Assistant did not follow their notes. The customer requested that the Communication Assistant simply type (ANS MACH) GA so that they could start typing their message. However, the Communication Assistant typed the full Answering Machine message. Customer Service apologized to the customer and informed them that a Supervisor would follow up with the customer. The customer did not request a follow up.	04/30/12	A Supervisor spoke with the Communication Assistant immediately. The Communication Assistant apologized for starting to type out the answering machine message and is aware of proper procedures. The Supervisor coached the Communication Assistant on the importance of focusing on all calls at all times.
29	05/30/12	A Customer's friend reported that the customer recently moved and that their CapTel was not providing a dial tone at the new residence.	05/30/12	A Customer Service Representative advised contacting the telephone provider to ensure that the customer's service has been activated at the new location. The Customer Service Representative confirmed that the CapTel is working correctly now that the phone line has been activated.
30	05/30/12	A customer stated that the Communication Assistant wasted the customer's time, as they dialed, typed the greeting and then typed "One Moment Please" after which the line disconnected. Customer Service thanked the customer for the feedback and informed them that these concerns would be forwarded to the Supervisor for follow up. The customer requested follow up via email.	05/30/12	A Supervisor met with the Communication Assistant who explained that this call was a Voice Inbound. The voice line stated that they had to disconnect as their phone was dying, and disconnected. Within 60 seconds the outbound line automatically disconnected. The Communication Assistant did not have any control over the line disconnecting as it was automatic. Per the customer's request, a follow up email was sent.

South Dakota Relay Service - June 1, 2010 through May 31st, 2011

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1. Total Number of TRS/CapTel complaints: 30





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DEPARTMENT OF HUMAN SERVICES

DIVISION OF REHABILITATION SERVICES

Hillsview Properties Plaza, East Highway 34

c/o 500 East Capitol

Pierre, South Dakota 57501-5070

Phone: (605) 773-3195

FAX: (605) 773-5483 TTY: (605) 773-4547

www.state.sd.us/state/dhs

June 21, 2011

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

RE: CG Docket 03-123

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In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. Per South Dakota's provider, CSD/Sprint, the provision of call volume data will be voluntary; therefore providers are not required to provide the number of relay calls with their reports. Accepting that this information is accurate, South Dakota considers this report to be in compliance with the rules and is submitting this log without this interstate relay call information.

South Dakota's provider, CSD/Sprint, agrees to provide information to the FCC concerning the number of call. However, Sprint will do so under seal since call volume information is proprietary and confidential.

Appendix L

If you have any questions pertaining to this consumer complaint log please contact Janet Ball at (605) 773-4547.

Sincerely,

Grady Kickul
Division Director/DRS
Department of Human Services

Attachments

- 1) Total Number of Complaints
- 2) Log Sheet

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**South Dakota
FCC 2010 - 2011
Complaint Log**

Complaint Tracking for SD (06/01/2010-05/31/2011). Total Customer Contacts: 37

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/14/10	After giving my closing greeting, I decided I wanted to place another call but the Communication Assistant did not respond I find this very rude and I hung up! The Communication Assistant apologized for inconvenience and then thanked them for the feedback.	06/21/10	Communication Assistant didn't remember this call, specifically That Communication Assistant was coached on staying focused during the call, until the inbound has disconnected, and always being sure to ask customers to repeat their message, if Communication Assistant doesn't understand due to garbling, even at the end of the call
2	06/18/10	The Communication Assistant did not respond when asked to verify their Communication Assistant number They "dragged their feet" and I just hung up because I shouldn't need to wait The Communication Assistant apologized to customer and thanked them for their feedback	06/21/10	Communication Assistant said they were reading the customer's notes, however, Communication Assistant was coached on responding immediately to customers and keeping them informed at all times
3	06/19/10	Communication Assistant dragged their feet, took "50 hours" to respond when asked to verify Communication Assistant number Communication Assistant apologized to the customer, will follow up with Communication Assistant	06/21/10	The manager met with the Communication Assistant and they stated they were reading the customer's notes. The supervisor coached the Communication Assistant on responding immediately, to the customer, and keeping them informed as to what they are doing
4	06/21/10	This Communication Assistant typed, "One moment please, ma'am, reading customer notes" Customer stated "this Communication Assistant is lazy, I said my requests, she shouldn't have to read them" Apologized for inconvenience and explained that all relay operators are instructed to read customer notes and keep the customer informed	06/22/10	Communication Assistant was following relay procedure, by reading the notes, to ensure all customer requests were followed and kept customer informed by letting customer know what Communication Assistant was doing
5	06/30/10	Communication Assistant did not inform customer that outbound was on the line and the outbound eventually hung up The Communication Assistant did not inform the customer that the outbound had disconnected The Communication Assistant did not pay attention to the customer Relay Communication Assistant apologized for any inconvenience and informed the customer that the information would be forwarded to the appropriate person	06/30/10	We do not have an Communication Assistant with the ID number listed in the complaint We tried to look up several variations of the ID number thinking numbers had possibly been transposed but couldn't match it to a particular Communication Assistant. We are unable to do follow up due to lack of information on the Communication Assistant.
6	08/07/10	Customer was upset that notes on the screen were not followed, specifically the note that instructs communications assistant to leave voice message, if answering machine is reached the first time Apologized to customer and informed that this would be forwarded to proper call center. No follow up requested	08/09/10	Met with Communications Assistant. Communications Assistant did read the notes and it was just a matter of instinct that they began typing the recording/answering machine. Communications Assistant said they apologized to the customer
7	08/22/10	Customer complained that the Communication Assistant didn't type "ANSWERING MACHINE PLAYING" before typing out the recording. Garbling issues made it difficult to read what was being said between the Communication Assistant and the customer Informed customer of correct policy for typing out "answering machine playing" and got a new Communication Assistant per customer request	08/24/10	Informed customer that it is not our policy to first send "answering machine playing", before typing out a recorded message, but if customer would like to see that done, customer is welcome to instruct the Communication Assistant to do so before placing her call
8	08/22/10	Communication Assistant did not follow request, by not typing and informing the caller, that the turbo code is off, the microphone was muted, the wpm were set at 45 and, when verifying the number to the caller, the Communication Assistant did not separate the numbers Thanked the customer for the feedback and found another Communication Assistant to continue the call as requested by the customer	08/24/10	Communication Assistant was coached on the importance of following all customer instructions
9	09/15/10	This Communication Assistant did not let me know there was a change of Communication Assistants Thanked the customer for the feedback.	09/19/10	In following up with the Communication Assistant, the Communication Assistant said they did inform the customer of the Communication Assistant change Due to extenuating circumstances on this call, she was able to remember this in particular. The Communication Assistant was coached on the importance of always following customer notes and instructions on every call
10	09/15/10	Accuracy of captions	09/15/10	Customer reported an offensive and wrong word being captioned on a recent call Customer provided the date and time of the call as well as the Communications Assistant number, with specific words that were not captioned correctly Customer Service Representative thanked customer for the information and apologized for the experience Advised customer that this detail would be investigated by the Captioning Center Supervisor Call detail was sent to the Captioning Center Management to review with the individual Communications Assistant
11	10/29/10	Unable to make captioned calls	10/29/10	Customer's daughter reported the need to "wait for an operator" when attempting to make a captioned call Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, that caused calls not to ring through to waiting captionist An equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay
12	11/02/10	Accuracy of captions	11/02/10	Customer's daughter reported that there are frequent errors, in the captions, that appear on her mother's CapTel screen Customer Service Representative explained how captions are produced, by captionists, and recommended that CapTel user record date time and Communications Assistant number, so Customer Service Representative can take specific notes and follow up with the Communications Assistant and the Communications Assistant's supervisor
13	11/03/10	Communication Assistant did not "sign off" and, therefore, the inbound caller was not sure if the outbound caller was still connected This call took place today, 11/3/2010, at approximately 8 45AM CT. Communication Assistant apologized for the inconvenience and the customer did not request a follow up.	11/03/10	In following up, the Communication Assistant did not remember the call! The supervisor coached the Communication Assistant, on the proper way to close a call, so that the customer is kept informed, of the progress, of their calls
14	12/13/10	Customer called and stated that Communication Assistant didn't respond to greeting or requests for customer service or a supervisor. Communication Assistant did type, after a long pause, that there was a technical issue, apologized, and to please call back Customer didn't understand why it took so long for the Communication Assistant to respond Apologized and offered follow up with the customer. The customer would like a follow up letter	12/18/10	In following up with the Communication Assistant and supervisor on duty at the time of this call, they were able to confirm that there was a technical issue that didn't allow them to hear the Voice Carry-Over customer speaking The Voice Carry-Over customer hung up and dialed back, into relay, reaching the same supervisor who had just observed the call with technical issues. The supervisor apologized, again, for the inconvenience and the Communication Assistant was able to place calls for this customer at that time. A follow up letter has been mailed to the customer on 12/27/2010
15	12/18/10	Said Communication Assistant hung up or transferred without knowledge Very upset about being transferred or hung up on. Apologized for inconvenience and told customer would pass along to Communication Assistant's supervisor Thanked customer for feedback and offered follow up The customer does not want a follow up	12/18/10	Communication Assistant stated that they honored customer's request for a supervisor, but the supervisor was occupied at the moment The assistant supervisor instructed the Communication Assistant to transfer to customer service, which the Communication Assistant did Communication Assistant was following assistant supervisor's instruction, however, the Communication Assistant was provided feedback what to do in this circumstance if it was to occurred again.

16	12/21/10	Technical - General	12/21/10	Customer stated, yesterday, she was not able to make or receive captioned calls. Customer Service Representative apologized 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. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
17	01/20/11	Customer is upset and felt that the Communication Assistant did not follow instructions, such as, verifying all numbers before out dial. Thanked the customer for the feedback and apologized for the inconvenience.	01/25/11	In following up with the Communication Assistant, they verified the number, but it wasn't in the specific order that the caller gave, at the beginning of the call. He had a difficult time understanding the caller's instructions, as the caller gave them too quickly. Supervisor instructed Communication Assistant to always confirm any caller's instructions if he is unsure of what was said.
18	02/03/11	Service - General	02/03/11	Customer reported that he cannot receive calls with captions, but they go through without captions. Customer Service Representative advised customer that on 2/2/2011, CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
19	02/11/11	Customer called in and asked Communication Assistant to repeat his Communication Assistant number. The Communication Assistant repeated the relay announcement, stating the relay name, his Communication Assistant number and asked for what number to call. Customer says they did not have a chance to speak the number to the Communication Assistant and the Communication Assistant sent the same information again and then typed "Due to no response, I will now be hanging up have a nice day". Apologized for the inconvenience and thanked the customer for the feedback.	02/17/11	In following up with the Communication Assistant, supervisor coached on appropriate disconnect procedures. The Communication Assistant is now aware of appropriate procedure and will handle all calls in a more professional manner. A follow up was not requested by the customer.
20	02/15/11	Communication Assistant did not type "microphone muted" as caller had instructed. Supervisor did observe that "microphone muted" was on the screen, after the "calling to number" was verified. Communication Assistant did not let the caller interrupt with X's when the Communication Assistant was typing. Customer asked supervisor if her X's were on the screen. The supervisor was not able to see any X's sent by the inbound transmitted on the screen. Apologized for the inconvenience. A follow up was requested by the customer.	02/17/11	Supervisor on the floor verified that Communication Assistant typed "mic muted" by observing it on the Communication Assistant's screen. Supervisor did not see any X's. A follow up letter was sent to the customer on 2/24/2011.
21	02/24/11	Communication Assistant sent ringing and then typed "Go Ahead". The customer didn't know someone had answered. Then the Communication Assistant sent a message stating that the person hung up; customer wasn't able to speak to outbound. Apologized for the inconvenience and the customer would like a follow up letter sent.	02/24/11	In following up with the Communication Assistant, the customer's instructions were to only send the "Go Ahead" when a person answered the phone. The transmission speed on this call was slower, so once the line was answered and the "Go Ahead" was sent it appeared to have only said "RINGING Go Ahead". While the Communication Assistant was following customer instructions, a better typing style would have prevented any confusion. The Communication Assistant was instructed to use ellipsis and extra spacing between the macro transmission and the "Go Ahead", as to avoid any confusion in the future and to help facilitate the call more smoothly. A follow up letter was sent to the customer on 2/24/2011.
22	02/24/11	Customer stated "This Communication Assistant was awful and unprofessional". While the TTY customer was typing, the Communication Assistant told the voice person "These things take forever". The TTY customer typed "I DON'T KNOW" and the Communication Assistant mocked the TTY user when voicing it. Really awful inflection and was, overall, a terrible call.	02/24/11	Supervisor for this Communication Assistant received complaint today for follow-up. Supervisor met with the Communication Assistant. Supervisor stressed that the voice tone needs to be consistent with the content of call. Comments in general, and especially rude comments, cannot be made. Supervisor told Communications Assistant that another rudeness complaint can lead to further corrective action, up to, and including termination.
23	02/28/11	Voice Carry-Over user called into relay and asked the Communication Assistant to repeat their ID number. There was a long pause, no response and then the Voice Carry-Over user hung up. Apologized for the inconvenience and thanked for the feedback. The customer did not request a follow up.	02/28/11	Supervisor followed up with the Communication Assistant. The Communication Assistant was instructed on how to provide Communication Assistant ID anytime you are asked by a customer. The Communication Assistant acknowledges how to handle this request in the future.
24	02/28/11	Customer was upset that the operator did not send "answering machine hung up" and "go ahead" fast enough, after her message was left. Apologized for the inconvenience and thanked for the feedback. The customer did not request a follow up.	02/28/11	The Communication Assistant was coached on proper call procedure. The Communication Assistant is now aware of how to better handle this type of call.
25	03/06/11	Customer was upset and felt the Communication Assistant didn't follow instructions. When asking for a supervisor, the Communication Assistant hung up on the customer. When customer dialed back in, the same Communication Assistant hung up on the customer. In speaking with the supervisor, customer realizes that the Communication Assistant did follow instructions, but should not have hung up on her twice. Thanked the caller for the information and informed them to discuss proper procedures with the Communication Assistant. The customer did not request a follow up.	03/09/11	In following up with the Communication Assistant, the Communication Assistant recalls calling for a supervisor, at the start of the phone call for assistance, but not by the request of the customer. The Communication Assistant does not recall the customer requesting a supervisor or calling in a second time. The Communication Assistant does remember that the customer hung up before placing a phone call. Supervisor reviewed proper procedures and reviewed disconnection in any case as an immediate termination offense.
26	04/05/11	Customer stated that the Communication Assistant did not follow the customer's instruction, according to the customer note. Apologized for the inconvenience and offered a suggestion to make a slight modification to the instruction. The customer declined instructions and the customer did not request a follow up.	04/05/11	The Communication Assistant stated that the caller, immediately, asked for the supervisor. Customer did not provide a number to call. Communication Assistant followed proper protocol and the instruction in the customer note was somewhat cluttered and confusing to the Communication Assistant.
27	04/12/11	Customer upset that the Communication Assistant typed "VOICE or T", after switching Communication Assistants. The Communication Assistant did not respond to the inbound questions or requests for a supervisor, which were both spoken and typed, and then the Communication Assistant disconnected the caller. Apologized for the inconvenience and thanked the customer for the feedback. The customer did not request a follow up.	04/12/11	In following up on this complaint, the Communication Assistant stated "in the complaint" was not working at the time of this call. Unfortunately, the supervisor is unable to follow up with the Communication Assistant, that did hang up on this customer.
28	04/16/11	Operator did not verify my number like my notes say. Communication Assistant didn't type out the number and area code. I'm sick and tired of these operators ways. I don't want to use the relay service anymore. Communication Assistant In Charge checked screen and confirmed that Communication Assistant did not follow customer notes. Communication Assistant and Communication Assistant In Charge apologized several times. The customer did not request a follow up.	04/16/11	Coached the Communication Assistant on the importance of following customer notes. Communication Assistant stated that they understood the importance of following customer notes.
29	04/18/11	Complaining about this Communication Assistant and his supervisor for garbling. Wants them fired. Complains of consistent garbling system-wide. Customer states the print-outs prove it is clear on his end. Customer does not understand why his call went to an Ohio center and thinks he is being tricked. Requests all Communication Assistants to identify what center they are located at the beginning of all calls. Requests follow-up and 'immediate action' be taken against Communication Assistant and his supervisor. Never wants either to handle his calls again. All male operators are (used inappropriate word) a****s. Customer would like follow-up contact via phone.	04/18/11	While the Communication Assistant does not recall circumstances of this nature, the Communication Assistant was reminded to report any technical difficulty that the customer may have discussed. The assistant supervisor, at the time, does not recall this circumstance as well. Garbling attributed to technical issue because the customer indicates it was system-wide. Attempted to follow up via phone, on the following day 4/20/2011 at 8:25pm and there not an answer. Tried again at 6/20/2011 at 8:50pm and there was no answer 6/21/2011 at 7:10pm. Reached a TTY recording to use text or dial/redial, but no answering machine and no answer on 6/21/2011 at 8:17pm. Unable to obtain further information in order to put trouble ticket into the system, for troubleshooting.

30	04/18/11	At 7:09pm CST, customer asked operator to repeat their Communication Assistant number. The Communication Assistant did not respond, customer asked for a supervisor, wanted another operator, operator hung up on inbound. Customer tried typing her requests to the operator but the operator hung up. Apologized for the inconvenience. Thanked the customer for the feedback and offered a follow up. The customer did not request a follow up.	04/18/11	In following up with the Communication Assistant, the severity of disconnecting callers was discussed and the Communication Assistant was coached on proper procedure in terms of following customers instructions and upon request, always giving the customer your Communication Assistant number.
31	04/27/11	Customer asked Communication Assistant to type Turbo code off, 45 wpm, and phone number with area code last. Communication Assistant did not do that and the customer stated they will not use this service again. The customer did not request a follow up.	04/27/11	Coached the Communication Assistant on the importance of following customers' instructions and to promptly respond to the customer. Communication Assistant understands importance of following customers' instructions.
32	04/30/11	Communication Assistant dialed out without verifying the number and also didn't verify other requests. Apologized for the inconvenience, and had another Communication Assistant take the call. The customer did not request a follow up.	04/30/11	The supervisor met with the Communication Assistant and reviewed proper procedure in following all customer instructions, as well as database notes. The Communication Assistant understands the importance of accommodating all customers requests and will act in a professional manner in the future.
33	05/09/11	The Communication Assistants did an Communication Assistant change and the inbound Voice Carry-Over user asked the new operator if the outbound party had hung up. The customer says that the operator did not respond and hung up. Customer stated they will take this to someone higher up than relay supervisors and friends say they hate relay service. Apologized to the customer for the inconvenience and said the Communication Assistant would be made aware. No follow up requested.	05/09/11	Following up with the supervisor who took the complaint. The supervisor tried, several times, to get clarification on why the Communication Assistant would have hung up. The Communication Assistant said the caller asked to be transferred to Relay Customer Service so they sent "One Moment Please" and transferred the caller to Customer service. In following up with the Communication Assistant, she recalls the customer requesting customer service after the out-bound caller had hung up. The Communication Assistant sent "ONE MOMENT PLEASE" and transferred to customer service. The supervisor on duty is able to verify this information.
34	05/12/11	A voice customer says she is unable to get through to a Voice Carry-Over number. Several operators have tried and could not get through. This did not happen before today. Apologized for any inconvenience during the call. The customer requested a follow up.	05/12/11	Technician looked into this and did not find any problems. Called the customer a few times and there was no answer nor an answering machine.
35	05/17/11	At 12:14pm CST, customer placed a call and asked the Communication Assistant for verification of her Communication Assistant number. The Communication Assistant did not respond and then disconnected the call when caller asked to speak to a supervisor. Apologized for the inconvenience, the Communication Assistant will be followed up with immediately. The customer did not request a follow up.	05/17/11	Supervisor met with the Communication Assistant and appropriate action was taken.
36	05/17/11	Customer read conversation, with the operator, to supervisor responding to the complaint. It was clear, as described to the supervisor, that the Communication Assistant was arguing with the customer. The operator also stated, to the customer, that she was reading customer notes while the customer was talking. The first note listed says "don't read customer notes first, listen to customer's instructions first". The customer asked the operator to type her requests in a specific way and the operator did not follow those instructions. Apologized for the inconvenience and thanked the customer for the feedback. No follow up was requested by the customer, and they switched to another Communication Assistant to continue with the calls.	05/17/11	After receiving notification of this concern, the supervisor discussed the incident with the operator and provided the appropriate coaching to the Communication Assistant. The supervisor is confident that the operator will communicate in a professional manner in the future.
37	05/24/11	The customer states that this Communication Assistant misspelled the customer's name and the person she was calling to. Customer stated that the Communication Assistant should have asked for the correct spelling. Thought that this Communication Assistant was unprofessional. Apologized for the inconvenience and assured the customer that a follow up with the Communication Assistant will be conducted. The customer requested a follow up via mail.	05/24/11	Unable to conduct a follow up meeting with the Communication Assistant. At this time Communication Assistant ID given has not been assigned. A letter was mailed, to the customer, explaining as such on Tuesday, 5/24/2011.

South Dakota Relay Service – June 1, 2010 through May 31st, 2011

Received & Inspected

NOV 10 2012

FCC Mail Room

1. Total Number of TRS/CapTel complaints: 37

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