



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
OFFICE OF THE DEAF AND HARD OF HEARING

July 1, 2013

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-A325
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 03-123.

Dear Ms. Dortch:

Pursuant to 47 C.F.R. § 64.604(c)(1), the Office of the Deaf and Hard of Hearing (ODHH) respectfully submits Washington's Telecommunication Relay Services (TRS) Annual Consumer Log Summary for the 12-month period commencing on June 1, 2012, and ending on May 31, 2013.

Enclosed please find the 2013 Washington Relay Annual Log Summary of Consumer Complaints received by ODHH ending May 31, 2013.
If you have questions regarding this report, please contact me at your convenience.

Sincerely yours,

Steven Peck
Washington State Relay Administrator

Enclosure:

Attachment #1 - Annual Log Summary of Consumer Complaints

CC:

Eric Raff, Office of the Deaf and Hard of Hearing
John Moore, Sprint Relay
Jing Liu, Washington Utilities and Transportation Commission



**WASHINGTON
RELAY**

Annual Log Summary of Consumer Complaints

State of Washington
 Department of Social and Health Services
 Office of the Deaf and Hard of Hearing
 Washington Telecommunication Relay Services
 Sprint Relay
 Annual Log Summary of Consumer Complaints
 CG Docket 03-123
 June 30, 2013

Attachment #1

Acronym Log	
RO	Relay Operator
CA	Captioning Assistant
CS	Customer Service
RPM	Relay Program Manager
TT	Trouble Ticket
ODHH	Office of the Deaf and Hard of Hearing

	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	09/30/2012	A customer complained that the "RO was just so rude. The RO had an attitude towards me." No customer follow up requested.	09/30/2012	A supervisor placed a follow up call to the customer and apologized for the inconvenience. The RO ID provided did not populate a current employee.
2	12/10/2012	A voice customer asked the RO to repeat message because he did not understand RO. He said the RO told him it was not her job to repeat and when asked again, RO had same answer. The voice caller said it took a lot of extra time on a technicality and made it a difficult call. No customer follow up has been requested.	12/10/2012	A CSR met with the RO and explained proper protocol regarding repeating messages.
3	12/14/2012	A WA voice party complained that the RO did not repeat information given during call and customer was calling to pharmacy. Caller stated that RO was rude and talking too fast when listing off a list of prescriptions. When asked to repeat the message, the RO argued and was typing back to caller. The voice party did not request follow up.	12/14/2012	The CSR apologized for the issue and explained to voice party about RO's role in the call. The RO was coached by a supervisor on being polite and professional when redirecting a caller. The RO was also coached to talk slowly and clearly when reading off important call material. A follow up call to the voice party was attempted by a supervisor but the number was disconnected.
4	4/8/2013	VCO customer reported that the relay RO did not follow his instructions to disable turbo code or call a number on his frequently dialed call list. The RO kept asking for a number to dial. The customer would like a follow-up email regarding this complaint.	4/8/2013	The RO realized he wasn't able to follow the customer's complete request and requested supervisor assistance, but the caller had hung up. The RO was coached on how to utilize the frequently dialed list for customers. Follow-up sent via email per request.



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5	5/29//2013	The RO informed me that she had disabled the turbo code and informed me "one moment please" and that all circuits were busy. The RO then hung up on me." The customer would like a follow-up email.	5/29/2013	The RO does not recall circumstances of this nature. The RO was reminded to report any technical difficulties that may result in disconnections. The RO was also reminded of the consequences if disconnecting a call. A follow-up was sent to the customer.
6	5/29/2013	VCO customer stated that RO disconnected the call. Customer would like a follow-up email.	5/30/2013	Apologized to the customer for the inconvenience and noted that an email follow-up would be sent. Spoke to the RO in regards to this concern and coached RO on the repercussions of disconnecting calls. Email follow-up was submitted to customer.