



Oregon

John A. Kitzhaber, MD, Governor

Public Utility Commission
Residential Service Protection Fund
Telephone Assistance Programs
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June 25, 2014

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 No. 03-123

Dear Ms. Dortch,

The State of Oregon has enclosed materials to address the Federal Communications Commission (FCC) mandate that an annual log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services be filed with the FCC.

- Enclosed is the annual Complaint Log, which includes complaints received between June 1, 2013 and May 31, 2014 with the date of complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.

If you have any questions or concerns, please contact me at 503-373-1400 or via e-mail at jon.cray@state.or.us.

Respectfully,

Jon Cray, Program Manager
Residential Service Protection Fund

Cc: Michael Dougherty, Public Utility Commission Chief Operating Offer
David Poston, Public Utility Commission Central Services Division Administrator
Cindy Campbell, Sprint Nextel Relay Program Manager

Enc: Complaint Log



Complaint Tracking for OR (06/01/2013-05/31/2014). Total Customer Contacts: 8

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/16/13	Customer complained that Relay Operator dialed the wrong number and that after providing the correct number, the Relay Operator told them that they interrupted her.	06/20/13	Supervisor coached Relay Operator on dialing the correct number and allowing the customer call control.
2	10/03/13	Due to a lack of a response from the other party, customer asked the Relay Operator if what they stated was typed. The Relay Operator explained and repeated several times that they are not part of the call and that they are typing everything that is said. Customer complained that Relay Operator disconnected the call after requesting a supervisor.	10/03/13	Supervisor advised Relay Operator that terminating calls is grounds for termination and coached Relay Operator on alternative ways to redirect caller.
3	10/10/13	Customer complained that Relay Operator did not follow instructions to leave a message after the first outbound call.	10/10/13	Supervisor coached Relay Operator on following customer instructions.
4	12/02/13	Customer complained that Relay Operator was rude after having received several calls from other cordial Relay Operators.	12/02/13	Supervisor coached Relay Operator on projecting a positive and professional demeanor.
5	12/23/13	Customer complained Relay Operator was engaging in a personal conversation with the other party.	12/23/13	Relay Operator typed everything that was said. Supervisor coached Relay Operator to redirect the other party throughout the call, when appropriate and necessary, if they attempt to engage in personal conversations.
6	04/11/14	Customer described a poor experience in which a Relay Operator talked over her.	04/22/14	Unable to provide coaching or feedback due to lack of Relay Operator ID number.
7	04/21/14	Customer complained that Relay Operator did not follow the "announcement of call" instructions in their personal profile.	04/21/14	Relay Operator made "announcement of call" notes in customer's personal profile more prominent. Supervisor coached Relay Operator on adhering to customer's directions in their personal profile.
8	04/24/14	Customer complained that Relay Operator did not announce the call correctly.	05/02/14	Supervisor coached Relay Operator on following customer instructions.