



July 1, 2014

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

Please find attached, the Complaint Tracking Report for Oklahoma in response to the above reference docket. This report is for the time frame from June 1, 2013 through May 31, 2014. There are a total of 9 customer contacts reported.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is considered proprietary and confidential by Sprint, the relay service provider for Oklahoma. It is my understanding that Sprint will provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential.

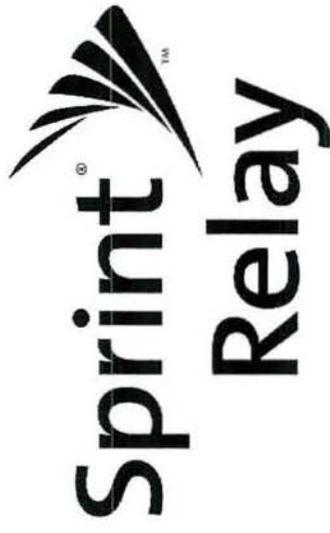
If you have questions or would like to discuss the attached report, please contact me.

Sincerely,

A handwritten signature in blue ink that reads 'Bob Stafford'.

Bob Stafford
Executive Vice President

Attachment



Oklahoma FCC Complaint Log

2013 - 2014

Complaint Tracking for OK (06/01/2013-05/31/2014). Total Customer Contacts: 9

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/29/13	Communication Assistant was instructed to call "time and temperature" and the call was disconnected, caller feels it was on purpose and not a technical problem. Supervisor apologized for the inconvenience. No follow up requested.	06/29/13	Communication Assistant was coached by a supervisor on this issue. Communication Assistant does not recall processing this type of call. Communication Assistant was coached on disconnecting callers and recording procedure.
2	08/02/13	Customer complained that the Communication Assistant was not listening at the end of an answering machine retrieval. When the customer had asked the Communication Assistant to make another call the Communication Assistant did not respond. Supervisor apologized for the inconvenience.	08/02/13	Communication Assistant did request supervisor assistance while waiting for the caller to respond and may have inadvertently switched to the wrong line and was unable to hear the callers response. Communication Assistant was coached on correct procedure.
3	08/02/13	Customer asked to redial a number, got no response from the Communication Assistant, and finally hung up. Communication Assistant did not redial or respond back to the customer. Supervisor apologized for the inconvenience. No follow up request.	08/02/13	Communication Assistant identification provided by the customer is currently not assigned; unable to conduct a follow up.
4	10/04/13	After relaying a message during an answering machine retrieval, the customer had informed the Communication Assistant that the message was too garbled for it to be repeated, and the Communication Assistant just disconnected. Supervisor apologized for the inconvenience. No follow up requested.	10/08/13	Supervisor met with Communication Assistant. Communication Assistant does not remember the call and strongly believes that she did not hang up on customer.
5	01/31/14	Customer declared that the Communication Assistant's typing was very bad and was unable to read. Supervisor apologized for the inconvenience. No follow up requested.	01/31/14	Communication Assistant was coached to be mindful of typing and to make corrections as necessary.
6	03/27/14	The VCO customer, from previous experience, recognized that the correct phrase for the start of an answering machine retrieval was not used that the Communication Assistant typed their own phrasing. The customer did say this to the Communication Assistant and the Communication Assistant did not respond. The customer did then hang up and called back to the Relay to speak to a supervisor. Supervisor taking the complaint apologized for the inconvenience. No follow up requested.	03/27/14	Communication Assistant stated that at the time he couldn't remember the macro for the answering machine phrase. Rather taking the time to check out the macro, the Communication Assistant decided to type out the phrase. Communication Assistant was coached the importance of ensuring the typed phrase is consistent with the macro.
7	04/08/14	After dialing the requested number the phone rang over 10 times and the VCO customer was asking the Communication Assistant if they were there and the Communication Assistant never responded. Supervisor apologized for the inconvenience. No follow up requested.	04/08/14	Our logs indicates that this Communication Assistant did not work at the time of the alleged incident. Unable to conduct a follow up on this matter.
8	04/23/14	Communication Assistant repeatedly asked if the caller got a message typed via answering machine retrieval and the Communication Assistant did not respond to caller's "Thank you" - when Communication Assistant would not reply or disconnect, customer requested supervisor and says Communication Assistant did not comply with request. The caller called back to request a supervisor to file complaint. Supervisor apologized for the inconvenience. No follow up requested.	04/23/14	Communication Assistant typed to caller several times to confirm the message was received and was unable to hear any response. Communication Assistant was coached to make sure to be in "live mode" when finished relaying a recorded message.
9	05/27/14	Customer complained that the Communication Assistant did not close the call, would like Communication Assistant to be notified, they never said caller's party hung up, and did not say goodbye. Caller was uncertain if she had been hung-up-on by Relay. Supervisor apologized for the inconvenience. No follow up requested.	05/27/14	Communication Assistant was following close-of-call procedure and in doing so accidentally disconnected the inbound caller. Coached the Communication Assistant when the mistake is realized to alert a supervisor for documentation.