



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

July 1, 2014

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> 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 Section 47 64.604(c)(ii), 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, 2013, and ending on May 31, 2014.

Enclosed please find the 2013 Washington Relay Annual Log Summary of Consumer Complaints received by ODHH ending May 31, 2014.

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  
 July 1, 2014

Attachment #1

Acronym Log	
RO	Relay Operator
CA	Captioning Assistant
CSR	Customer Service Representative
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	8/19/2013	VCO Customer reports that 2 calls were placed through relay services and connected separately to two different RO's 3 minutes apart, both calls were dropped. Customer finds this odd because the third call was very smooth. Supervisors advised customer that we would check out this report. Customer requests follow-up.  Ticket # K6460589722	8/20/2013	CSR informed Customer informed of the highly unusual issue of keyboard locking up at the RO workstation and was immediately reported to tech and both workstations were shut down. CSR apologized to customer for the inconvenience that occurred.
2	2/20/2014	Customer stated he was very dissatisfied with how the agent handled his call. Customer stated that the RO did not keep him informed of the process of his call and there was 2 to 3 minutes where he didn't know what was going on after the dial out. Customer asked agent to redial and there was another long delay. Out of frustration the customer said "damn" and then the RO replied "do not swear at me or I will end the call." The customer stated the word was not intended for the RO and upon receiving that remark from the RO he hung up.  Ticket #K6463034093	2/25/2014	This RO had called for assistance and the Supervisor was observing call. There was some confusion and/or non-responsiveness on the outbound line but the RO did keep the customer informed to the best of her abilities by typing what she was hearing. The Supervisor was also there and observed that the RO did say "do not cuss at the operator but I would be happy to redial for you."  Supervisor coached RO to not type to the customer "do not cuss at the RO" but rather inform that customer that "the call will be disconnected if profanity towards the RO continues". RO was also coached to keep customer informed during the call process.  No follow up requested.