WISCONSIN DEPARTMENT OF
ADMINISTRATION

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June 16, 2011

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

RE: TRS Consumer Complaint Log Summaries for June 1, 2010 through May 31, 2011

Dear Ms. Dortch,

The State of Wisconsin, Department of Administration respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service.

Sprint Relay, with corporate offices located at 2055 W. Iles Avenue, Suite D, Springfield, Il 62704 is under the contract with State of Wisconsin to provide Telecommunications Relay Service for the period June 1, 2010 to May 31, 2011. The enclosed Sprint's complaint log via Sprint reflects this date.

Per Sprint's response to FCC Public Notice where the FCC requests information concerning the total number of interstate relay calls by type; please see Sprint's cover letter for more information.

Sprint Relay track all complaints and all other customer service activity for the State of Wisconsin. The State of Wisconsin's complaint summary is associated with the following database categories:

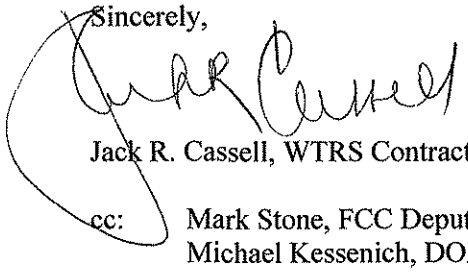
- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly
- Improper Use of Customer Data
- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call

- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breech
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- *CapTel* Complaints

Sprint Relay process any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. The complaints enclosed are resolved.

Please feel free to contact myself at 608-234-4781 or Emma Danielson with Sprint Relay at 217-953-0858 with any questions regarding the above.

Sincerely,



Jack R. Cassell, WTRS Contract Administrator

cc: Mark Stone, FCC Deputy Bureau Chief, Consumer & Governmental Affairs Bureau
Michael Kessenich, DOA/DET Telecommunications Section Chief

Sprint Relay

Wisconsin
FCC Complaint Log
2010 - 2011

Complaint Tracking for WI (06/01/2010-05/31/2011). Total Customer Contacts: 20

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/01/10	A Wisconsin TTY user called to complain that the Operator typed abbreviations, and therefore did not follow the notes in the customer database. The caller stated that this happened around 4:30pm CDT today. Customer Service apologized for the problem. The customer did not want follow up but claimed his attorney would be following up.	06/01/10	The Operator said she was confused because she saw the note but said the customer was using abbreviations so she assumed it was okay. She thought someone else in the household was using relay from that number and that the notes weren't for the current customer since they were using abbreviations. The Operator was told to always follow the customers notes and to clarify with the customer if she is confused. The Operator acknowledged that she understood and would do so in the future.
2	06/23/10	The TTY user stated that her son had called her over four times only to have to hang up on the Operator due to Operator's inexperience. She expressed that service has continued to get worse. There was no follow-up requested.	06/23/10	The Program Manager sent an email to the customer apologizing for her frustrations and explained that in order to follow-up with the Operator and take appropriate action the Operator's ID would be needed.
3	07/19/10	Wisconsin TTY user complains that the Operator continued to ignore his customer notes in regard to there being no abbreviations, and to use a large font size. Customer Service apologized and explained that Operators are trained to use abbreviations due to the speed of some hearing callers speech. The customer was referred to the TTY manufacturer for advice on adjusting the font size for his machine because relay can not adjust the size for him. There was no follow-up wanted.	07/19/10	The customer did not request any follow-up.
4	07/20/10	The customer sent an email to the Customer Service department July 19th, 2010 stating that "It is a constant battle trying to find an Operator capable of handling a call. This particular Operator couldn't type, couldn't spell, and took forever. It is very exasperating and I'm ready to contact the state department". Customer Service responded by thanking the customer for bringing this to our attention and that the report would be sent to the call center supervisor. The email was forwarded to the Wisconsin program manager who is also working with this customer.	07/20/10	The Operator expressed concerns about a possible technical issue, as the Operator was typing verbatim and accurately. She said the customer was instructing her to press her "enter" key three times, press her space bar and press "control U" all of which the Operator did and found no solution. The Operator was instructed to get a supervisor for assistance if something like this happens in the future. If this were to occur, the supervisor can try to resolve it at the time of occurrence and document information for a 'trouble ticket'. The Operator consistently passes quarterly typing tests with speed and accuracy. A follow up email was sent to the customer per her request.
5	07/21/10	The customer sent an email to the Program Manager and copied Wisconsin state expressing that the Operators were "inept", made constant requests for her son to repeat, and had a "bad attitude". Her son had to make repeated calls in to relay in order to get a Operator that could handle the call and when one Operator did a better job the call got dropped and he had to call back. The Program Manager sent a reply to the customer thanking her for calling this to her attention and told her the supervisors would meet with the Operators. The Program Manager told the customer that she will be in contact following the supervisor discussions.	07/21/10	The call was reviewed with both Operators. One Operator didn't remember the call specifically but felt she always tries to maintain a professional and pleasant attitude. The other Operator said she remembered a call where the outbound voice person sounded muffled and was difficult to hear. She said she apologized and turned up her headset volume but it was still difficult to hear him. She had to keep asking him to repeat so as to relay everything verbatim. She also felt she maintained a professional attitude, but the customer was frustrated and hung up. Both Operators apologized and were coached on appropriate voice tone and professionalism when pacing or asking to repeat information. An email was sent to the customer letting her know that the Operator were coached and they apologize for the inconvenience they may have caused.

6	07/25/10	An email was sent to the Team Leader stating that a Operator hung up on her while giving instructions for the call. The Team Leader apologized and told her that information would be forwarded to the appropriate person. There was not any follow-up requested.	07/26/10	The Team Leader met with the Operator who did not remember the call but was coached on asking for supervisor assistance if faced with a technical problem. The Operator was also coached on the consequences of disconnecting callers.
7	09/14/10	A customer stated that his Voice Cary Over branding was not working properly. He does show as being branded as Voice Carry Over but when the call came in, the system switched it to TTY and it took him 5 minutes to connect to the relay Operator. Customer Service Representative responded and apologized for the problem and assured that a 'trouble ticket' would be sent. There was no call back requested	09/14/10	The 'trouble ticket' number was created. The issue was resolved.
8	09/26/10	The customer stated that the Operator did not know how to make a Voice Carry Over to Voice Cary Over call. The Customer Service Operator apologized for the inconvenience and stated that this information would be sent onto the Operators supervisor. The customer requested a follow-up e mail.	09/26/10	The supervisor pulled Operator off the floor at time of call and went over the importance of knowing Voice Carry Over to Voice Carry Over procedures. Supervisor gave Operator time to study the procedure and will quiz the Operator on it later today. The supervisor reviewed Voice Carry Over to Voice Carry Over procedures with Operator. The supervisor sent follow-up e-mail to customer per their request.
9	09/26/10	The customer stated that the supervisor informed them that relay does not do Voice Carry Over to Voice Carry Over calls. The Customer Service Operator apologized to customer and informed them that relay does do Voice Carry Over to Voice Carry Over calls. The customer requested a follow-up e mail.	09/26/10	Supervisor met with the Operator about this and gave instructions on how to better handle situations like this. Supervisor sent e-mail follow-up to customer per their request.
10	09/26/10	The customer stated that the Operator did not know how to make a Voice Carry Over to Voice Cary Over call. The Customer Service Operator apologized for the inconvenience and stated that this information would be sent onto the Operators supervisor. The customer requested a follow-up e mail.	09/26/10	The supervisor met with the Operator and reviewed procedures. The Operator demonstrated her ability in doing Voice Carry Over to Voice Cary Over calls, and has had no problems with doing them. The supervisor sent a follow-up e-mail to customer per their request.
11	10/14/10	A Wisconsin voice customer says the Operator did not connect her voice to a TTY call correctly. A voice person answered the phone and the Operator sent TTY tones without announcing the call. The supervisor apologized for the inconvenience and no follow-up was requested.	10/14/10	The Operator did recall processing this call incorrectly. The Operator was coached on proper call processing and now shows knowledge on how to correctly process this type of call.
12	11/19/10	Customer complained that the Operator did not do a good job on an Answering Machine Retrieval. An apology was made for the inconvenience, and no follow-up was requested.	11/22/10	In following up with the Operator, she did remember this call. She admits that she did not get the entire message recorded and was unable to properly process the call. The supervisor went over the steps to this call type and coached the Operator to always call for a supervisor when in doubt on how to accurately process any calls. The Operator now demonstrates knowledge of the correct procedure.
13	11/23/10	The customer states that his call notes ask for absolutely no abbreviations and this Operator still abbreviated during the call. A Customer Service Representative responded and apologized for the problem and assured that a complaint would be sent in as stated. There was no call back requested.	11/23/10	This was discussed with the Operator and who stated that he did follow the customer's notes on not to use abbreviations. The Operator stated that he was using contraction (i.e. you re for you're and I m for I'm).

14	11/24/10	A Wisconsin Voice Carry Over customer says inbound callers are unable to hear her speaking. A Customer Service Representative apologized for the inconvenience.	11/24/10	Technician made 2 test calls with customer and he could hear her fine. He stated that it sounded like her printer was on in the background. No trouble was found.
15	11/29/10	A Wisconsin Voice Carry Over customer says she was unable to read the text on her call today. A Customer Service Representative apologized for the inconvenience. A 'trouble-ticket' was opened.	11/29/10	A call was placed to her hearing friend and she said she had not heard of any problems and all is working fine. The customer was thankful for the follow up.
16	01/24/11	A Speech to Speech customer reported that he couldn't reach an Operator.	01/24/11	The Supervisor was in the process of switching Operators in order to accommodate line shortage.
17	03/11/11	A customer stated an Operator would not give her the confirmation number she asked for. The customer had to demand for it before the Operator relayed the confirmation number. The customer also requested for a relay supervisor and she had to make three more requests before the Operator called for a supervisor.	03/11/11	The Operator was coached on call procedures and acknowledged the importance of submitting for a supervisor immediately when requested.
18	03/15/11	A customer reported that an Operator hung up on her after making the first call she needed.	03/17/11	The Operator did not remember this call, however the Operator was able to demonstrated familiarity of the disconnection procedure upon no response from the Inbound caller. The Operator was coached on the importance of not disconnecting calls.
19	05/13/11	A Voice Carry Over customer making a Voice Carry Over to Voice Carry Over call stated that the Operator typed to the wrong person during his call.	05/13/11	The Operator was attempting to use the help screen with the supervisor assistance, but the call did not go through to outbound Voice Carry Over. The Operator attempted to redial to the outbound Voice Carry Over while a supervisor watched. The issue could not be solved when the inbound Voice Carry Over hung up. The Communication Assistance's supervisor offered her some additional training Voice Carry Over calls.
20	05/25/11	A customer stated she called her sister and the Operator was rude when they are usually very nice and polite.	05/25/11	Followed up with the Operator. Operator said she tried to redirect the voice customer to speak to the caller and felt she used the appropriate phrase in a polite manner. Coached the Operator on the importance of having a polite helpful tone when using phrases to educate.