State of California - Deaf & Disabled Telecommunications Program (DDTP) 2010 2011 FCC Complaint Log TRS & STS Complaints

Date of Incident	Description	Date of Resolution	Description of Resolution
06/02/10	Customer's care provider called. Garbling. When he asked to make a complaint, he was not treated with respect.	06/04/10	Called care provider, who did not know any details. I offered to call customer to find out which relay provider used, care provider said she would give the customer my contact informaiotn, he did not call or email me back.
06/02/10	On one call customer talked with 3 different CAs & 1 supervisor - all had deep southern accents.	06/03/10	Customer was emailed copy of STS RFP requirements & explanation that call centers are not required to be in California
06/03/10	New relay providers did not follow STS call procedures or use correct greetings.	06/03/10	Emailed customer on 6/3 & explained about new relay providers. Offered to contact providers with specific information. Customer declined. Also told customer that his calls would be easier if he had a profile. I met with him to go over the profile options.
06/07/10	Calls she made to her sister were free before, now there is a long distance charge	06/11/10	Explained that previous relay providers had offered free calls within California. The new providers are not offering this.
06/28/10	Customer calls 711 and when he gets AT&T, the up-front automation (UFA) takes too long before a call is placed.	06/28/10	Called customer & explained that after Aug. 1st he can make a 711-Choice so that all his calls go through Hamilton, which does not have UFA. Suggested he could put Hamilton's number in speed dial.
07/09/10	Doesn't like UFA, new provider's did not use her profiled information	07/11/10	Explained that providers are new and still learning. Also told her that new providers did not have the previous providers' profile information yet.
07/15/10	Wanted to know how to have all his calls go to a particular relay provider	07/15/10	Explained 711-Choice and Profiles to customer.
07/28/10	Keeps dialing relay number and no one answers. Takes 20 - 40 times to get a CA.	08/03/10	Contacted relay provider and found out they had staffing issues the week customer made those calls. Wrote customer and asked her to let us know if she continued having problem.
08/10/10	Tried to make TTY to STS call. Did not receive proper greeting & was not transferred to STS.	08/10/10	Hamilton contacted
09/03/10	Customer has to input phone # several times, long wait after giving phone #, both TTY user and voice person called said the CA was rude.	09/03/10	Unable to respond to customer - no contact information
09/20/10	HCO caller stated that CA did not follow instruction in her profile.	09/21/10	Contacted relay provider who coached CA. Contacted customer to let her know what had occurred.
11/05/10	Keeps getting garbling on her VCO phone	11/08/10	Suggested customer turn off Turbo-Code. Customer replied it worked.
11/19/10	Tried to make TTY calls from a pay phone and neither relay provider would let him unless he used an AT&T calling card.	11/22/10	Called customer and found out that he was trying to make long distance calls and the relay operators said he had to pay at the phone, call collect or use a calling card. I explained that the same thing would have happened if he had not been using a TTY.

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12/16/10	Customer is getting garbling. She had previously turned off		Customer was referred to Field Advisor to schedule appt. for her to have home visit to see if
	Turbo-Code and garbling stopped, but now it was started again.		problem with the phone. Customer said she is going out of state for a month or so, will let Field Advisor know when she is back and ready for a visit.
12/28/10	Person who called's mother complained that 711 would not		Called back the person making the complaint. His mother has an amplified phone, but does not
	look up phone number and dial them for her.		use relay. I explained the difference.
03/11/11	ADA Compliance person for casino said that person		Called customer on 3/11 and asked for any identifying information they had. CAs had said ID #
	attempted to schedule a banquet through STS relay. There		too quickly for customer to get & she did not hear name of provider. She said she would check
	were 3 calls. On first two calls the CA said the STS user		with the person who had received the call and let me know if there were any other details so I
	hung up, but STS user called back & asked why non-STS		could identify the provider. On 3/18, I left a message on answering machine asking for call back
	user hung up.		to let me know if there was further information. Call was not returned.