

FILE

Ohio

**Public Utilities
Commission**

John Kasich, Governor
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08-439-TP-COI

Commissioners
Steven D. Lesser
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(6)

June 26, 2013

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PUCO

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-A325
Washington, D.C. 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:

As required by CG Docket No. 03-123, please find enclosed the Annual Complaint Log and Summary Report for the State of Ohio's Telecommunications Relay Service from June 1, 2012 through May 31, 2013.

The Service Monitoring and Enforcement Department of the Public Utilities Commission of Ohio (PUCO) did not receive any complaints regarding the quality of service of the Ohio Relay during that timeframe.

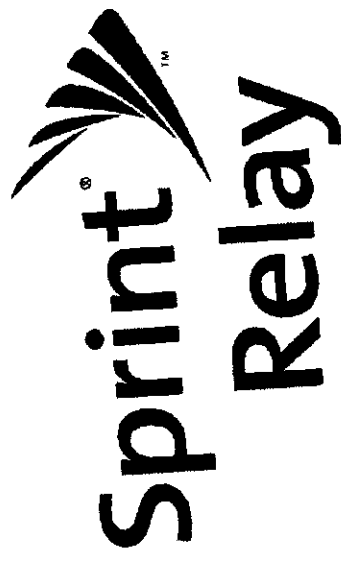
If you have any questions or need any further information, please contact me at (614) 466-4054 (Voice) or by e-mail at Beth.Blackmer@puc.state.oh.us.

Sincerely,

Elizabeth L. Blackmer

Elizabeth L. Blackmer
Public Utilities Administrator
Service Monitoring and Enforcement Department

Enclosure
cc: PUCO Docketing Division



Ohio FCC Complaint Log 2012-2013

Complaint Tracking for OH (June 2012 - May 2013). Total Customer Contacts: 20

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/05/12	Customer reported having difficulty placing a call to a CapTel user.	06/07/12	The Customer Service Representative investigated and identified that the call was routing through an incompatible Voice Over Internet Protocol network. Technical support made an adjustment to change the routing for this customer. Customer confirmed this remedied the circumstance.
2	06/13/12	Customer stated that the Communications Assistant did not redial as requested.	06/13/12	The Supervisor met with the Communications Assistant and the Communications Assistant was coached to always keep the customer informed.
3	07/27/12	Customer stated that he or she placed a call to a voice line and reached a voice mail recording machine. The customer had notes that said to always leave a message the first time and don't type the words "answering machine". The Communications Assistant instead typed out the entire answering machine message leaving the customer unable to leave a message. The customer then asked the operator for the Communications Assistant's ID. The Communications Assistant's ID was given. However, at the beginning of the call, the Communications Assistant indicated that his or her ID was different that what was given. The Customer felt that the Communications Assistant was not being truthful. The Communications Assistant apologized to the customer. No follow up requested.	07/27/12	The Communication Assistant's ID number (and the second ID number) is currently unassigned. The customer did not want follow up, therefore further investigation is not possible.
4	07/28/12	A Text Telephone user called in and reached a Communications Assistant. The only text sent was the beginning macro with the Communications Assistant's ID number. The Communications Assistant disconnected the caller without placing a call. The Customer Service Representative apologized and took the Communications Assistant's information for follow up. Follow up requested via email.	07/28/12	No Communications Assistant assigned this number. Unable to further investigate. Emailed customer that there is no Communications Assistant with this ID number.

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5	08/09/12	An Ohio voice caller complained that she should not have to hold when calling to this relay service. "This has to be corrected now." The Communications Assistant apologized and explained that when call volumes are extremely high, a person may have to hold a short time to be able to speak with customer service. The Communications Assistant provided a contact number for equipment resource and CapTel customer service. The Communications Assistant explained that he or she will be sure to inform the Relay Program Manager. Call contact requested.	08/09/12	The customer service Supervisor called the customer and left a voicemail. The Communications Assistant apologized for hold time and explained that although we have a limited staff, our reports did not show any unusually long hold times as described. The Customer Service Supervisor left a contact number and asked the customer to return a call if she wanted to discuss this further.
6	09/04/12	The Communications Assistant kept typing and didn't respond when the caller instructed the Communications Assistant to hang up.	09/04/12	The Communications Assistant was typing information to the Voice Carry Over user and the caller was trying to talk while the information was being transmitted. The Communications Assistant was relaying background noises and keeping the caller informed. The caller stated that the Communications Assistant was being too wordy so early in the morning. No notes were provided to indicate not to relay certain information. A Supervisor was notified and encountered the same issue when trying to communicate with the caller.
7	09/10/12	The Communications Assistant did not follow the customer's database notes that said that the customer wished to leave message the first time. The Communications Assistant typed out the answering machine message, which caused the customer to have to redial. The Communications Assistant apologized to the customer and told them that the Communications Assistant would be coached to read the customer's notes first. No follow up necessary.	09/10/12	Supervisor met with the Communications Assistant. The Communications Assistant indicated that he or she had seen the notes but out of instinct, typed out the answering machine message. The Communications Assistant does know to follow the customer's notes first and this was stressed as important. Closing the contact since a resolution has been completed.
8	09/10/12	A Text Telephone user stated that the Communications Assistant disconnected an important call in the middle of the conversation.	09/10/12	The Supervisor met with Communications Assistant. The Communications Assistant believes that the wrong information was sent but did not realize it, nor correct it. The Communications Assistant was coached to make sure to indicate to caller if a mistake was made.
9	09/14/12	A Voice Carry Over user requested to retrieve messages from the answering machine. While the Communications Assistant was typing the messages, the Voice Carry Over user was trying to tell the Communications Assistant that the messages were garbling and that he was unable to read them. The Communications Assistant never responded.	09/14/12	Supervisor met with Communications Assistant. The Communications Assistant was not aware that the Voice Carry Over user was not receiving the complete message. The Communications Assistant was coached to be aware of when Voice Carry Over is trying to communicate.

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10	09/17/12	Customer called the library, got through, and then the Communications Assistant stopped processing the call.	09/17/12	The Supervisor met with the Communications Assistant. The Communications Assistant said that the outbound had hung up and was waiting for a response, and does not remember anything else about the call. The Supervisor coached the Communications Assistant on call processing and to request assistance if necessary.
11	10/13/12	A customer stated that she cannot make an outgoing call on the CapTel phone.	10/13/12	The Customer Service Representative advised the customer to contact his or her telephone service provider to ensure that he or she has a functional phone line. This resolved the customer's experience.
12	10/18/12	Customer stated that the Communications Assistant had enough information to be able to understand where the message is going. However, the Communications Assistant asked the customer for the same words over and over even though the customer already told them to the Communications Assistant. The Supervisor offered for the message to be saved and for the customer to call back and get another Communications Assistant. Follow up requested via email.	10/18/12	The Communications Assistant had followed procedure by asking the Speech to Speech user to repeat as necessary. Follow up was sent via email as requested.
13	11/02/12	Customer complained that the Communications Assistant is very "militant" and would not follow the customer's request to have a friend speak on the call to clarify words such as credit card numbers, et cetera. to help speed up the call. Customer Service apologized and explained that as long as the customer is in control of the call, the person can speak for him for clarity. Customer did not request follow up.	11/02/12	The Communications Assistant followed procedure and the customer's request for repeating as needed. The customer never addressed the Communications Assistant directly, but only spoke to the called party and the friend in the background.
14	11/03/12	Customer was frustrated because the Communications Assistant wasn't pronouncing a word correctly. An Assistant Supervisor apologized and helped clear up the issue and the call continued. No follow up requested.	11/03/12	The Communications Assistant had the correct word but wasn't pronouncing it correctly so that Speech to Speech customer could understand it.
15	11/26/12	A Speech to Speech caller reported that the Supervisor was rude when the customer commented that he wanted control of the call. The Customer received the Supervisor's name, but did not have her ID number. The Customer also commented that some Communications Assistants need more training because they caused him frustration. Customer Service assured the caller that we would do what we could do to help. The Communications Assistant apologized for the inconvenience. No follow up requested.	11/26/12	The Supervisor got on the line to assist the Communications Assistant in explaining call procedures, then the caller hung up.

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16	12/13/12	The Communications Assistant did not announce relay to the caller to party. It took about 30 seconds or so for the Communications Assistant to respond when doing the call. Supervisor thanked the caller for his or her feedback and attempted to apologize when the caller hung up. No follow up requested.	12/13/12	The Supervisor met with the Communications Assistant. The Communications Assistant doesn't quite remember this call but does remember a call in which she asked Speech to Speech to hold while entering information. The Supervisor coached the Communications Assistant to stay focused and to answer the caller when they are speaking.
17	12/17/12	The Communications Assistant did not follow the customer's notes. The notes said that the customer wanted to leave a message the first time and to only type on an answering machine. The Communications Assistant typed out the answering machine message. The Supervisor apologized to the customer and said that he or she would follow up with the Communications Assistant. The customer continued to talk and then ended up hanging up in mid sentence and said they were going to call customer service. The customer was angry.	12/17/12	The customer made the complaint on the spot, therefore, after the call was done, I went over the importance of following customer notes with the Communications Assistant and made sure that the Communications Assistant did understand this particular customer's notes. I also gave the Communications Assistant a helpful hint for the agent to send (one moment please, reading customer notes) before dialing out when there are a lot of notes.
18	12/18/12	The Communications Assistant waited too long to begin relaying the typed text telephone message which, at times, made the voice caller think that the line was disconnected. Also, the Communications Assistant was not able to keep up with the voice person as the voice person is very familiar with relay and speaks slowly so that everything is typed. The Supervisor informed the caller that everything was being documented and will be forwarded to the agent's immediate Supervisor. Follow up requested via phone call.	12/18/12	The Supervisor met with the Communications Assistant to coach on proper pacing and the importance of keeping the voice caller informed of the call process. Multiple attempts were made to follow up with the customer via a phone call as per requested. A message was left with Supervisor's contact information.
19	04/05/13	Customer's son reported connection issues with some incoming captioned calls.	04/24/13	The Customer Service Representative worked extensively with the customer to explore and confirm their set up. Technical support changed the routing of long distance calls to transmit over a different carrier's network, which the customer's son confirmed resolved the customer's experience.
20	04/17/13	The Communications Assistant would not allow inmates to make toll free calls. The notes stated to collect on long distance calls only. The Supervisor thanked the caller for letting us know. No follow up requested.	04/17/13	The Supervisor met with the Communications Assistant and the Communications Assistant was coached on proper procedure and clarification of notes.