

FILE
Ohio

**Public Utilities
Commission**

John Kasich, Governor
Todd A. Snitchler, Chairman

08-439-TP-COI
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PUCO

June 29, 2011

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
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 original and four copies of the Annual Complaint Log and Summary Report for the State of Ohio's Telecommunications Relay Service from June 1, 2010 through May 31, 2011.

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

Enclosures

cc: Mark Stone, FCC, Consumer & Governmental Affairs Bureau
PUCO Docketing Division

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician ak Date Processed 7/6/2011



Ohio
FCC Complaint Log
2010 - 2011

Complaint Tracking for OH (06/01/2010-05/31/2011). Total Customer Contacts: 45

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/02/10	A Customer complained that after waiting 20 minutes to speak to someone at a phone company they were disconnected.	06/02/10	The representative at the phone company accidentally hung up on the customer instead of putting relay on hold. The Team Leader left a message on the customers answering machine to make her aware.
2	06/12/10	The Voice Carry Over user requested customer service after making a call with an agent. Once the Voice Carry Over user requested customer service the agent responded by stating "Why? Did I do something wrong?" The Voice Carry Over user stated that "it was a surprise" because she wanted to commend this agent. However, the Voice Carry Over user felt that the agent was out of line and that the agent by needing to know the reason the customer wanted to speak to customer service. The Voice Carry Over user just wants to make sure this doesn't happen again. The customer service representative apologized to the customer for the agents actions and stated that this information would be passed along to the appropriate individuals. There was no follow up was requested.	06/12/10	The Team Leader met with the agent. The agent was coached on providing professional service at all times. The agent understands that the comment was uncalled for.
3	06/21/10	A customer's daughter reported that the customer was experiencing occasional disconnections from calls but is otherwise satisfied with the service.	06/21/10	A Customer Service Representative sent the customer information explaining the difference between a CapTel and a traditional phone. The representative explained to the customer why disconnecting and reconnecting might be occurring and sent an email with tips to reduce this from happening.
4	06/30/10	A customer expressed that she very distinctly gave the number to dial but the operator could not understand her and kept dialing the wrong number. A Customer Service Representative apologized for the problem and assured that a complaint would be sent in as stated. It was suggested in the future that she ask for a supervisor to assist on the call.	06/30/10	The agent stated that she had a difficult time differentiate the two numbers given by the caller and requested the caller to repeat two or three times before the caller disconnected. The agent was given several options what she could do to verify the number.

5	07/08/10	A customer reported distorted captions with insertions of (speaker unclear).	07/30/10	A Customer Service Representative found multiple trouble tickets regarding difficulties with the voice recognition during customer's calls. There was mention of static at one point of the discussion and question whether this is resulting in difficulties for the captionist. The Customer Service Representative shared these observations with the customer and spoke to her telephone service provider on her behalf. The Customer Service Representative also explained when a captionist inserts (speaker unclear) it is because they were unable to discern what was said and cannot ask the speaker for clarification. It was noted that the customer can ask for clarification on what was missed as a hearing person would when desired.
6	07/19/10	An Voice Carry Over customer has been unable to reach a toll free 888 number when calling through relay. She stated that she would reach a fast busy signal or a recording that all circuits are busy and to try the call again later.	07/19/10	A technician tested it to find it was working and called the customer. The customer was thankful for the follow-up.
7	08/29/10	A customer was upset that a Communication Assistant did not talk to him during a call. The customer's son would not answer the question he asked and he wanted the Communication Assistant to help him get his son's attention. The supervisor let the customer know that the Communication Assistant is not to be involved in the conversation. The Communication Assistant did have the assist flag up at time of call.	08/29/10	The Team Leader met with the Communication Assistant who confirmed that the customer was upset with Ohio Relay Service and the son for not answering his question.
8	10/25/10	A customer reported inability to make captioned calls with a busy signal.	10/25/10	A temporary interruption in one of the telephone carrier's networks caused this CapTel user to experience an inability to connect to their party. The issue was resolved by the carrier. A Customer Service Representative confirmed that the customer is now able to place their call successfully.
9	10/29/10	A customer reported the need to wait for an operator when attempting to make a captioned call.	10/29/10	A Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to waiting captionist. An equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.

10	11/05/10	The customer found the Caption Assistant to be incompetent and stated that they did not help.	11/05/10	The Communication Assistant was told to ask the outbound caller three questions. When the Communication Assistant asked if the inbound caller wanted to have everything said prior to the questions repeated or only the questions, the customer stated, 'just ask.' The Caption Assistant asked the three questions. The inbound caller did not respond well to the answers to the questions asked. The outbound voices both appeared to understand the questions at hand. The Caption Assistant was coached to get assistance from a supervisor when customer is unhappy. The supervisor sent a follow-up letter to the customer.
11	12/20/10	The customer reported that there was a 'Dialing the Captioning Service' message on their screen.	12/21/10	A Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in the queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed that the customer is now able to make their captioned call successfully without delay.
12	12/20/10	Technical - General	12/21/10	The customer reported seeing the message 'caption line is ringing' on their CapTel phone and they were unable to get captions. A Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in the queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
13	12/21/10	A customer called saying that they were unable to make outgoing captioned calls a day before but now is able to make calls.	12/21/10	A Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center yesterday causing calls to be placed in a queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
14	12/21/10	A customer complained that they were unable to make outgoing calls.	12/21/10	A Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center yesterday causing calls to be placed in a queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.

15	12/21/10	A customer complained that they were unable to make outgoing calls.	12/21/10	A Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center yesterday causing calls to be placed in a queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully.
16	12/21/10	A customer's son reported the need to wait for an operator when attempting to make a captioned call.	12/21/10	A Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center yesterday causing calls to be placed in a queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully.
17	12/21/10	A customer's daughter reported that the customer was unable to connect with captions.	12/21/10	A Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center yesterday causing calls to be placed in a queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully.
18	12/29/10	An Ohio Voice Carry Over customer stated that the agent did not follow her database instructions to allow her to leave an answering machine message the first time. There was no follow-up requested.	01/08/11	The agent was coached on the importance of following customers' instructions and to promptly respond to the customer. The agent understands.
19	01/12/11	An Ohio Voice Carry Over customer stated that the agent did not follow her database instructions to allow her to leave an answering machine message the first time. There was no follow-up requested.	01/12/11	The operator says she dialed the number and reached a business recording and thought perhaps the customer had reached a wrong number. The operator was coached to follow the customers' instructions.
20	01/19/11	A customer did not receive messages from the Caption Assistant saying the message was garbled. It was too garbled for the Caption Assistant to process the call. A trouble ticket was made.	01/19/11	A Sprint technician met with the supervisor. He looked into the issue and recommended that the customer get a new phone to clear the garble issues he is experiencing.

21	02/02/11	Customer reported seeing "Captioning Service is Ringing" when trying to place calls.	02/02/11	A Customer Service Representative advised the customer that staffing was affected by blizzard conditions. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for that day due to delayed answering time.
22	02/02/11	Customer reported seeing "Captioning Service is Ringing" when trying to place calls.	02/02/11	A Customer Service Representative advised the customer that staffing was affected by blizzard conditions. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for that day due to delayed answering time.
23	02/02/11	Customer reported seeing "Captioning Service is Ringing" when trying to place calls due to delayed answering time.	02/03/11	A Customer Service Representative advised the customer that staffing was affected by blizzard conditions. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for that day due to delayed answering time.
24	02/02/11	A customer's daughter said that the captions would not connect.	02/02/11	A Customer Service Representative advised the customer that staffing was affected by blizzard conditions. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for that day due to delayed answering time.

25	02/02/11	A CapTel user's son reported that his mother was not able to see captions.	02/02/11	A Customer Service Representative advised the customer that staffing was affected by blizzard conditions. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for that day due to delayed answering time.
26	02/02/11	Customer reported seeing 'Captioning Service is Ringing' when trying to place calls.	02/02/11	A Customer Service Representative advised the customer that staffing was affected by blizzard conditions. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for that day due to delayed answering time.
27	02/02/11	Customer reported a longer than normal wait for a captionist.	02/02/11	A Customer Service Representative advised the customer that staffing was affected by blizzard conditions. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for that day due to delayed answering time.
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29	02/02/11	A customer reported seeing Waiting for CapTel Operator.	02/02/11	A Customer Service Representative advised the customer that staffing was affected by blizzard conditions. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for that day due to delayed answering time.
30	02/02/11	A customer's husband called on his cell phone reporting that customer could not place outbound calls.	02/02/11	A Customer Service Representative advised the customer that staffing was affected by blizzard conditions. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for that day due to delayed answering time.
31	02/02/11	A customer reported that she's been having a hard time connecting with captions on her calls.	02/02/11	A Customer Service Representative advised the customer that staffing was affected by blizzard conditions. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for that day due to delayed answering time.
32	02/02/11	A customer reported seeing "Captioning Service is Ringing" when trying to place calls.	02/02/11	A Customer Service Representative advised the customer that staffing was affected by blizzard conditions. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for that day due to delayed answering time.

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34	02/02/11	Service - General	02/02/11	Customer reported experiencing 'Captioning Service is Ringing' when trying to place calls. A Customer Service Representative advised the customer that staffing was affected by blizzard conditions. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for that day due to delayed answering time.
35	02/02/11	A customer reported they experienced 'Waiting for Captions' when attempting to place a CapTel call.	02/02/11	A Customer Service Representative advised the customer that staffing was affected by blizzard conditions. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for that day due to delayed answering time.

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37	02/02/11	A customer inquired if the weather is causing problems with her phone because she keeps seeing the message 'Captioning Number is Ringing'.	02/02/11	A Customer Service Representative advised the customer that staffing was affected by blizzard conditions. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for that day due to delayed answering time.
38	02/02/11	A customer reported issues connecting to captions.	02/03/11	A Customer Service Representative advised the customer that staffing was affected by blizzard conditions. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for that day due to delayed answering time.
39	02/03/11	A customer reported seeing Waiting for CapTel Operator when trying to place calls.	02/03/11	A Customer Service Representative advised the customer that staffing was affected by blizzard conditions. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for that day due to delayed answering time.

40	03/30/11	A Voice Carry Over caller reported that the Communication Assistant did not follow directions to make a Voice Carry Over to TTY call and told her she did not know how to do that. A Customer Service Representative apologized for the inconvenience and told the caller that the report would be sent to the call center supervisor.	03/30/11	The agent said she told the caller that she had not processed a Voice Carry Over to TTY call in a long time but but was willing to do it. She said she offered twice to process the call but the customer requested a different agent. The agent immediately notified the supervisor and the supervisor got another agent to process the call. The agent is aware of the importance of following directions. She said she was being honest when answering the customer's question but also made it clear that she could process the call.
41	03/30/11	A Voice Carry Over caller reported that the supervisor did not know how to process a Voice Carry Over to TTY call when she requested to be able to call to a Sprint Program manager who uses TTY. A Customer Service Representative apologized for the inconvenience and told her the report would be sent to the call center.	03/30/11	A supervisor met with the operator regarding the Voice Carry Over to TTY call. The operator stated it was a Voice Carry Over to Video Relay Service call and informed the customer that they could not do State Relay to Video Relay calls. Then was asked to call the TTY line and the call would not go through. The supervisor was advised to get a trouble ticket.
42	04/14/11	A customer stated that they were unable to dial a regional 800 number.	04/14/11	Technical Support made adjustments so that the CapTel user could successfully make captioned calls to regional 800 numbers.
43	04/15/11	A customer reported that he sometimes sees the wrong words captioned during a call.	04/15/11	The Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. The Customer Service Representative suggested that the customer document the date, time and Communication Assistant identification number for any future calls.
44	05/23/11	A voice caller stated that a Communication Assistant was disrespectful and used profanity. The supervisor documenting the complaint apologized and said it would be looked. The customer wanted follow-up contact via postal mail.	05/23/11	After receiving notification of this concern, an attempt was made to identify the employee by researching the agent number. Unfortunately, the operator number named in this complaint is not assigned to any employee. Regrettably, it is not possible to discuss this matter with the agent. A follow up letter has been mailed to the customer.

45	05/25/11	A customer reported that a Communication Assistant hung up on them.	05/25/11	A supervisor met with the agent. The Communication Assistant keeps track of any call issues and has nothing from yesterday. However, she does have calls where she finds no response does end the call.
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