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PUCO

June 29, 2015

08-439-TP-CO1

93-4000-TP-FAD

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, 2014 through May 31, 2015.

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.

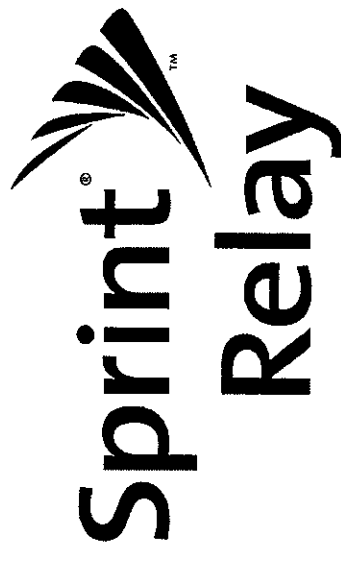
If you have any questions or need any further information, please contact me at (614) 466-4054 (Voice) or by e-mail at Beth.Blackmer@puc.state.oh.us.

Sincerely,

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

Enclosure
cc: 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 Am Date Processed 6/30/15



Ohio FCC Complaint Log 2014-2015

Complaint Tracking for Ohio (06/01/2014-05/31/2015). Total Customer Contacts: 17

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/29/14	Customer shared feedback regarding accuracy of captions.	07/29/14	Customer Service Representative apologized to customer for the incidence. Customer did not have any call detail for further investigation. Customer Service Representative noted if customer can provide the date and time of a call in the future. We can take very specific follow up with the Communication Assistant that captioned the call. Customer Service Representative noted that names should be spelled for confirmation since the Communication Assistant is not able to participate in the call and ask for confirmation. Customer understood. Changed to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.
2	09/08/14	The Communication Assistant hung up on the customer after telling them to hold on. The Communication Assistant never came back on the line then hung up on the Voice Carry Over user. The Assistant Supervisor apologized for the mishap and will forward to the appropriate supervisor. Follow up requested.	09/10/14	The Communication Assistant remembers hitting the wrong key when processing the call. Supervisor coached the Communication Assistant to be careful of what keys are pressed and when. After multiple attempts were made to follow up with the customer, a message was left on the answering machine.
3	09/11/14	Customer reported seeing the message account login failed on the CapTel 840 when trying to make a call on 9/10/14.	09/11/14	Customer Service Representative advised customer that we experienced a brief technical difficulty that is now resolved. Customer confirmed that she is able to make captioned calls successfully since the technical issue was resolved. Customer Service Representative assured the customer that the error code she saw is fully resolved.
4	10/20/14	The Voice Carry Over (VCO) customer was asking the Communication Assistant to repeat since the message was unreadable. The Communication Assistant never responded to the VCO customer. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	10/20/14	The Communication Assistant does not recall this event, however, the Supervisor did coach the Communication Assistant to always remain focus on every call.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5	10/20/14	A Voice caller actually called the relay as a wrong number and asked the Communication Assistant why the relay number would be listed and the Communication Assistant replied "because deaf and blind people have a life too" The Voice caller felt this was so rude and wanted to alien a Supervisor. The Assistant Supervisor handling the concern apologized for the rudeness. Follow up is requested to be sent via email.	10/20/14	The Voice customer at first did not have an Communication Assistant number. The customer dialed back to Relay until they got the Communication Assistant they felt had made the rude comment. The Communication Assistant remembers when the caller called back and knows she did not say that comment.
6	11/24/14	Communication Assistant played message out on voice-mail even though notes say "WILL LEAVE MSG FIRST TIME TYPE ONLY (ANS MACH)". Customer was unable to leave message. Asked the Communication Assistant to get the Supervisor and Communication Assistant insisted she didn't need to speak to a Supervisor. Was finally transferred to Customer Service. Does not need to be called back. Customer Service Response: apologized for the Communication Assistant not following customer's notes or getting a Supervisor on the line, and advised this complaint will be filed.	11/24/14	Supervisor coached the Communication Assistant in the importance of following the instructions outlined in customer's note. Communication Assistant also insisted that he informed the caller that he contact the Supervisor for her and the customer said she will hold. Supervisor arrived at position and the customer hung up. Supervisor called the number and received a busy signal. The Supervisor tried calling again but received no answer. The was call placed on 11/24/2014 at approximately 1:20pm.
7	11/25/14	The caller reported that the Communication Assistant did not follow the notes and typed out the answering machine message. When a Supervisor was requested, the Communication Assistant transferred to Customer Service instead and did not get a Supervisor. Customer Service response: The representative apologized for the inconvenience and informed the caller the report would be sent to the Call Center Supervisor. No follow up requested.	11/25/14	Supervisor coached Communication Assistant on the importance of following the instructions outlined in customer notes and to gain a customer's permission prior to the transfer to customer service
8	12/02/14	The Communication Assistant made one call and the customer was wanting to place a second call when the Communication Assistant disconnected. The customer was very upset because it had taken so long to connect to the Communication Assistant due to the high call volume. Assistant Supervisor apologized for the inconvenience. Follow up requested via phone call.	12/02/14	The Communication Assistant doesn't remember the call but was coached on the correct disconnect procedures when there is no response from the customer. Communication Assistant left a message on the answering machine apologizing for the inconvenience.

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9	12/09/14	Customer stated she called Ohio Relay and asked the Communication Assistant to dial the phone number she gave her. She stated the Communication Assistant didn't respond or dial out. The customer stated she asked the Communication Assistant again to please dial the number. The Communication Assistant just kept sending the Ohio Relay greeting over and over and never dialed the number. Customer finally hung up. Does not need a call back. Customer Service Response: I apologized to the customer and stated I would let the Communication Assistant's Supervisor know.	12/09/14	The Supervisor coached the Communication Assistant on the importance of proper procedures.
10	12/17/14	Customer reported captions lag too far behind the spoken words.	12/30/14	Customer Service Representative apologized for incidence and thanked customer for the feedback. The information has been shared with appropriate captioning service staff for follow up. As a result of the customer's concern, the primary supervisor increased monitoring frequency for the Communication Assistant. The primary supervisor provided prompt coaching to assist with improvement in the daily captioning practices of this Communication Assistant.
11	12/21/14	Customer called to register their cell number in order to call to a CapTel user and Customer Service Representative found the system was not allowing the registration entry.	12/22/14	After further investigation, the Customer Service Representative determined the caller's phone number area code/dialing prefix combination was not being recognized in the system as a valid number. Tech support added a new area code/prefix combination to the system database allowing successful registration of the phone number.
12	12/23/14	Customer's daughter reported incorrect captions on her mother's CapTel 840.	12/23/14	Customer's daughter shared an example of a word error in captions shared by her mother on a call although the daughter did not remember the date, time, or details of the call nor felt the incident merited further investigation. Daughter believes this has to do with audio problems and static on the line in which customer service is helping the customer address. Customer Service Representative thanked the customer's daughter for the opportunity to address the audio/ static issues shared and for sharing this experience.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
13	01/21/15	The Caller said the Communication Assistant did not know how to type. I apologized to caller and sent complaint. Follow up is not required on this issue.	01/21/15	Supervisor coached the Communication Assistant to use the backspace key to correct mistake and, if necessary, ask the voice caller to repeat.
14	02/18/15	TTY user says the Communication Assistants both disconnected the call when attempting to reach a recorded message. Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	02/18/15	Upon receiving the complaint, the Supervisor initiated an internal investigation and the Communication Assistants did not disconnect the call, however, a trouble ticket was created for the out dial issue.
15	03/19/15	Speech to Speech customer is angry that the Communication Assistants do not know the phonetic alphabet A Alpha, B Beta, etc. Would like the Communication Assistants to have the phonetic alphabet list on their terminals. Also, customer prefers male Communication Assistants and had asked if one was is available and the Communication Assistant would not tell him when one will be available. They make him call back repeatedly. Customer wants to be able to hold for a male Communication Assistant when one is available. Customer Service Response: Apologized for inconvenience, advised I would forward his suggestion on about both issues.	03/19/15	Supervisor coached the Speech to Speech Communication Assistants on using the phonetic alphabet. Follow up letter sent via email as per request.
16	03/20/15	Customer reported captions lag too far behind spoken word.	03/30/15	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with the Call Center management for follow up with the Communication Assistant by the Communication Assistant's supervisor. Communication Assistant's supervisor increased the monitoring frequency for the Communication Assistant to ensure consistent quality performance.
17	04/22/15	The caller reported that the Communication Assistant would not provide their ID when asked. Also, the Communication Assistant keep asking if she can hear and get frustrated or laugh at her and this insulted her. Customer Service Response: Apologized to the customer and told her the report would be sent to the Supervisor. Follow up requested.	04/22/15	Unable to further investigate without the Communication Assistant's ID. Multiple attempts were made to follow up with the customer as per the request. The numbers provided by the customer were disconnected and the other received a recording stating the answering machine was full and unable to leave a message.