

00 Docket 98-67



DOCKET FILE COPY ORIGINAL

STATE OF CONNECTICUT

Commission on the Deaf and Hearing Impaired

1245 Farmington Avenue, West Hartford, CT 06107-2667

RECEIVED

JUL 13 2001

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

June 27, 2001

Federal Communications Commission
Consumer Information Bureau
Disability Rights Office 445 12th Street, SW
Washington, D.C. 20554

To whom it may concern:

Per your June Order of Reconsideration, I have enclosed documentation of all complaints which are relevant to Connecticut's TRS. There were no complaints received by the Department of Public Utility Control or the Commission on the Deaf and Hearing Impaired. The enclosed report is a reflection of complaints received by Sprint Relay Connecticut from June 2000- May 2001.

Sincerely,

Susan V. Pedersen

Susan V. Pedersen
Communications Officer

Enclosure
cc: Peter Pescosolido

No. of Copies rec'd 041
List A B C D E

Celebrating 25 years of service

(860) 566-7414 (Voice/TTY) (860) 561-0196 (Voice/TTY) (860) 561-0162 (FAX)

An Affirmative Action / Equal Opportunity Employer

1-800-708-6796

Attachment # 2

Summary Log for June 1, 2000 – May 31, 2001 Connecticut Relay

For the period of June 1, 2000 through May 31, 2001, Sprint processed more than 692,415 outbound calls on behalf of Connecticut Relay, receiving a total of fifty-seven (.008%) customer complaints. All fifty-seven complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these fifty-seven complaints were escalated for action to the State of Connecticut or to the Federal Communications Commission.

Sprint

Relay Connecticut

June 2000 - May 2001

SERVICE COMPLAINTS													TOTAL	PCT.
#00	Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	3	6%
#01	Dial Out Time	0	0	0	0	1	0	0	0	0	0	0	1	3%
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03	Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0	1	0	0	1	3%
#04	Didn't Keep Customer Informed	0	0	0	0	0	1	0	0	0	0	0	2	5%
#05	Agent Disconnected Caller	0	0	1	0	0	0	0	0	0	0	0	1	3%
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07	Typing Speed/Accuracy	0	0	1	0	0	0	0	0	2	0	0	3	8%
#08	Poor Voice Tone	0	0	0	0	1	0	0	0	0	0	0	1	3%
#09	Everything Relayed	0	0	0	0	0	0	0	0	1	0	0	2	6%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11	VCO Procedures Not Followed	1	0	1	0	0	1	0	0	0	0	0	4	11%
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	1	3%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	0	0	0	0	0	0	1	0	1	0	0	3	8%
#18	Problem Answer Machine	0	0	0	0	0	1	0	0	0	0	1	2	6%
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21	Other Problem Type Complaint	0	0	1	1	0	0	1	1	0	0	1	7	19%
TOTAL		1	0	4	2	3	3	4	2	9	3	3	37	
TECHNICAL COMPLAINTS														
#22	Lost Branding	0	0	0	0	1	2	2	0	0	1	0	6	25%
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24	Trouble Linking Up	0	0	0	0	0	0	1	1	0	0	0	2	11%
#25	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0%
#26	Garbled Message	0	0	2	0	0	0	0	0	0	0	0	2	11%
#27	Database Not Available	0	0	0	0	0	0	1	0	1	0	0	2	11%
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29	Other Technical Type Complaint	0	0	0	0	1	2	0	0	0	0	1	7	27%
TOTAL		0	0	2	2	2	4	4	1	1	1	1	19	

