



Sprint[®]
Relay

New Jersey FCC Complaint Log

2015 - 2016

Complaint Tracking for New Jersey (06/01/2015-05/31/2016). Total Customer Contacts: 15

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/07/15	Customer reported garbling problem with using payphone.	07/07/15	Program Manager met with the customer to resolve this issue. The garbling problem showed when Operator could not read what the customer typed on TTY. Technician and Program Manager did some testing calls with both Payphone TTY and Customer's TTY and discovered that the payphone TTY shows some garbling on technician's end. The customer's TTY did not show any garbling on his end. So we suggested the customer to stick with using his own TTY until the payphone is replaced by the apartment management office.
2	07/09/15	The Operator was not typing the message accurately. No Follow up required.	07/09/15	The Supervisor followed up with the Operator. The Operator remembered this call and felt she typed the message correctly. The Supervisor did inform the Operator if at any time throughout the call there may be an issue to call for assistance.
3	07/28/15	The Operator was not maintaining the integrity of the call as there were long delays in the Operator's typing.	07/28/15	The Supervisor followed up with the Operator. The Operator stated that when the voice person began to speak faster, the Operator had to pace, which caused the delays in transmission. No Follow up requested.
4	08/06/15	Customer reported that when an Answering Message Retrieval (AMR) was requested, the Operator asked for the number to call. When the customer asked for Answering Message Retrieval again, he reported that he was disconnected. Customer suggests that when Operators do not know how to process a call type the Operator should request supervisor assistance. The responding supervisor in-charge apologized and let the customer know that the incident report will be forwarded to the center where the Operator is located.	08/06/15	The Supervisor met with the Operator and coached them on the proper procedure for Answering Machine Retrievals. The Operator was also coached to get a supervisor for assistance when unsure how to process a specific call type. No Follow up Requested.

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5	08/26/15	Customer reports that the Operator had poor typing skills. The customer explained that this was their first experience with the NJ Relay and did not appreciate being stopped three words into their sentence.	09/03/15	Supervisor followed up with the customer on 9/3/15 via phone. The customer provided a quality recording of the conversation and the supervisor was able to confirm that the Operator followed proper pacing procedures and was courteous and professional. The supervisor apologized for the inconvenience but informed the customer that it is the responsibility of the Operators to pace to ensure everything is relayed verbatim.
6	11/26/15	TTY user said that when the Operator dialed out that the call was answered and the voice outbound responded with "call back in an hour." The Operator relayed the information; however, the TTY user felt the voice caller had hung up because the Operator was typing too slow. An Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up requested via phone call.	11/26/15	Supervisor coached the Operator to make sure to respond quickly. Multiple attempts were made to follow up with the customer via phone call as per request resulting in a message being left on the answering machine.
7	12/26/15	A TTY user felt this Operator was typing slowly and was leaving words out. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	12/26/15	Supervisor met with the Operator to review the importance of typing everything that is heard. The Operator remembered the call and was typing while the voice person was speaking. However, the TTY user started to respond and following procedure, the Operator stopped typing and informed the voice person that the caller had started to type.
8	01/12/16	Customer experiencing persistent garbling and a hang up disconnect when talking with an Assistant Supervisor. Customer reported they were dialing from a public payphone. The customer explained that they did know the identification of the call center or (ID) number due to garbling. The responding in-charge explained that it will be difficult to take action without an ID or call center information. The customer requested a follow up email.	01/15/16	Follow up was sent by the program manager extending apologies and letting the customer know that regrettably, it is not possible to investigate this further. The customer was advised to contact customer service if hang up disconnect issues or persistent garbling occurs. Customer Service contact information was provided.

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9	01/28/16	The customer stated that this Operator did not respond back nor was the call was out dialed after the number was given. Customer believed that this Operator disconnected the call then. Customer stated that she called back right away and got a relay Operator; however, the relay announcement was cut off before the Operator's ID was given and was then immediately disconnected. The Supervisor apologized for the inconvenience and assured the customer that an appropriate personnel will be informed. Customer wishes a follow up by her state account manager by phone.	01/28/16	Supervisor followed up with the Operator. Operator stated that the customer asked a series of questions before the customer hung up. Operator stated that he did not hang up on the customer because he knows the consequence of doing so. The Program Manager met with the customer to resolve the complaint and provide the information she requested.
10	02/24/16	A TTY user had stated that a Operator was rude while asking for the number to dial. The Assistant Supervisor documented the concern and apologized for the inconvenience. Follow up requested to be sent via postal service.	02/24/16	Supervisor coached the Operator on proper phrasing to request information from the caller. Follow up letter sent via postal service as per request.
11	03/02/16	The Operator responded to a question asked by re-sending the initial greeting instead of politely re-directing the customer. The Assistant Supervisor apologized for the inconvenience. No Follow up requested.	03/02/16	The Supervisor met with the Operator and coached them on how to appropriately re-direct customers.
12	03/16/16	The Operator could not process the call. She did not turn off turbo code when asked and she did not perform a proper disconnect procedure. The Assistant Supervisor was unable to respond as the customer disconnected.	03/16/16	The Supervisor met with the Operator and coached them on how to do a proper disconnect procedure. They were also given information on disabling turbo code. No follow up requested.

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13	04/07/16	The Customer believes the Operator made up an answering machine message because when they redialed, a live person answered. The Supervisor assured the customer the information would be forwarded. No follow up requested.	04/07/16	The Supervisor met with the Operator and coached them on getting Supervisor assistance when experiencing difficulty with a call. No follow up requested.
14	05/16/16	The customer had a note stating that the recording should be typed verbatim unless otherwise instructed. The Operator did not type the recording verbatim. The customer would like this complaint forwarded to the Program Manager. The Supervisor apologized. No follow up requested.	05/16/16	The Supervisor met with the Operator and coached them on the importance of maintaining 100% focused on customer notes to ensure the call is processed appropriately. No follow up requested.
15	05/18/16	TTY user said that everything was not relayed, which was determined after they called back the party to ask further questions. The Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	05/18/16	Supervisor coached the Operator to continue relaying all messages as accurately as possible and to use pacing techniques as necessary.