Illinois FCC Complaint Log
2012-2013

Complaint Tracking for IL (June 2012 - May 2013). Total Customer Contacts: 16

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/07/12	Customer reported that his captions missed a paragraph of text..	06/08/12	Customer Service Representative thanked customer for the sharing their experience. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's supervisor. Investigation indicated the Communication Assistant has strong performance records. The customer has cases of static and resulting disconnect/reconnections that can cause gaps of text when the data connection is dropped and re-established. The Customer Service Representative apologized for the customer's frustration with this experience. Change to complaint category #07 authorized by Customer Relationship Manager on 11/13/14 as a result of a systemic coding error identified.
2	06/23/12	Customer reported that a message came on the screen informing them of a technical problem.	06/23/12	An investigation revealed a technical difficulty at the Communications Assistant's workstation that forced the Communications Assistant to shut down and restart their computer. The Customer Service Representative apologized for the inconvenience and confirmed that this was an isolated incident.
3	06/24/12	The Customer said that the Communications Assistant didn't call the person's phone number, while the customer was giving the Communications Assistant the phone number. The Supervisor thanked the customer for their feedback. The Supervisor apologized for the inconvenience and would follow up with the Communications Assistant. The Customer hung up before the Supervisor could offer follow up contact on this issue, no follow up required.	06/24/12	A Supervisor met with the Communications Assistant, however, the Communications Assistant does not remember the call.

Complaint Tracking for IL (June 2012 - May 2013). Total Customer Contacts: 16

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
4	07/03/12	Illinois text telephone customer said that the Communications Assistant was rude and did not understand what the Customer wanted the Communications Assistant to do.	07/03/12	The Supervisor met with the Communications Assistant. The Communications Assistant did not remember this specific call and was coached on professionalism and friendly behavior. The Supervisor is confident that the Communications Assistant will perform in a more professional manner in the future.
5	07/08/12	A customer's neighbor called on the customer's behalf to report difficulty placing calls on the CapTel 800.	07/08/12	After extensive troubleshooting, the Communications Service Representative referred the customer's grandson to the telephone service provider for further assistance.
6	07/09/12	The Text Telephone customer was calling to order food. The customer told the Communications Assistant what kind of food was wanted before the Communications Assistant dialed out. The Communications Assistant did not type what the outbound voice person was saying. The Supervisor apologized for the inconvenience and let the customer know that this information would be passed on to the Communications Assistant's Supervisor for follow up. The customer requested that the Communications Assistant's Supervisor follow up with her by phone. A phone number and name was provided.	07/09/12	The Supervisor met with the Communications Assistant and the Communications Assistant remembers following procedure to keep the caller informed by "relaying customer's information" when announcing the call and placing and order. Additionally, the Communications Assistant "explained relay" when the caller did not understand the procedure. The outbound Communications Assistant placed the caller on hold and relayed this to the Text Telephone user. Multiple attempts were made to follow up with the caller but with no answer.

Complaint Tracking for IL (June 2012 - May 2013). Total Customer Contacts: 16

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7	07/10/12	Customer reported the Communications Assistant was not appropriate. Customer reports that everything was not relayed and when questioned, the Communications Assistant responded that the customer's message was not received clearly due to the other party speaking as the customer typed. The Communications Assistant used the term "HCO" rather than Hearing Carry Over. Also, the customer could hear the Communications Assistant's comments when speaking to the Supervisor about the call. The Supervisor apologized and assured the customer that their concerns would be discussed with the Communications Assistant. Customer requested follow up.	07/10/12	The Supervisor coached the Communications Assistant to use full term Hearing Carry Over and not use the acronym, "HCO". The Supervisor discussed the importance of being professional and appropriate with customers and Supervisors when explaining what is going on with the call and to also be aware of the mute feature activation. The Supervisor reminded the Communications Assistant to complete a trouble report when a system issue affects a customer's call. A letter was written to inform the customer to follow up and to extend further apologies.
8	07/18/12	The Customer stated that the Communications Assistant would not relay the typed abbreviation "opted" to the voice person. The issue was in regards to the customer's son and the Communications Assistant would not relay that word, which made the call confusing. The Customer was attempting to abbreviate the word "appointment". The Customer was told that this contact will be referred to the Communications Assistant's direct Supervisor. No follow up requested.	07/19/12	The Communications Assistant assured the Supervisor that the complete message was relayed including the abbreviated form "opted" as appointment. The voice party did not understand the message which led the Text Telephone user to believe that the Communication Assistant had not relayed what was typed. The Supervisor advised the Communications Assistant to call for Supervisor assistance when a customer is upset and communication has broken down. The Communications Assistant agreed to do this on future calls.
9	07/19/12	Customer provided specific examples of inaccurate captions of answering machine messages.	07/19/12	Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's supervisor. Communication Assistant supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance. Change to complaint category #07 authorized by Customer Relationship Manager on 11/13/14 as a result of a systemic coding error identified.

Complaint Tracking for IL (June 2012 - May 2013). Total Customer Contacts: 16

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10	08/15/12	Customer shared feedback regarding accuracy of captions and provided specific call data.	08/17/12	Customer Service Representative apologized for incidence and thanked customer for the feedback. Customer Service Representative explained to the customer how captions are produced and also explained that the captionists have to insert proper nouns such as the names of cities and businesses. Customer Service Representative are not able to ask the other party to confirm spelling. Call detail was shared with Call Center management for follow up with the Assistant by the Communication Assistant's supervisor. Communication Assistant by the Assistant by the Communication Assistant's supervisor. Communication Assistant's supervisor. Assistant by the Communication Assistant's supervisor. Communication Assistant supervisor increased monitoring frequency for the Assistant by the Communication Assistant's supervisor. Communication Assistant to ensure consistent quality performance. Change to complaint category #07 authorized by Customer Relationship Manager on 11/13/14 as a result of a systemic coding error identified.
11	08/27/12	An Illinois Voice Carry Over customer said that the Communications Assistant misdialed the number several times. She finally gave up and redialed to relay to get another Communications Assistant. Apologized for inconvenience. No follow-up requested.	08/27/12	The Communications Assistant was coached on the importance of dialing the number accurately the first time. No follow up needed per the customer's request.
12	11/05/12	Customer shared feedback regarding captions of his calls saying sometimes there are too many words or there are wrong words in the captions.	11/05/12	Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. CSR offered the suggestion of documenting the date time and Assistant by the Communication Assistant's supervisor. Communication Assistant# of any future calls to allow us to take specific action with the Assistant by the Communication Assistant's supervisor. Communication Assistant captioning the call. Customer said that he will just see how things go and call back if he has any further difficulty. Customer Service Representative assured him we would be happy to take any follow up action he desires. Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.

Complaint Tracking for IL (June 2012 - May 2013). Total Customer Contacts: 16

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
13	11/20/2012	Customer shared feedback regarding accuracy of captions and provided specific call data.	11/21/2012	Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Ccommunication Assistant's Supervisor. Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.
14	11/29/12	Customer reported hearing audio but no captions were received on a specific call.	12/09/12	The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. The call's detail was shared with the Call Center Management for follow up with the Communications Assistant and Communications Assistant's Supervisor. The Communications Assistant's Supervisor increased monitoring frequency for the Communications Assistant to ensure consistent quality performance.
15	03/11/13	"The Communications Assistant hung up on me. I gave him the number to dial, which included letters. He asked me for the 10-digit number. I explained to him that he would need to dial the appropriate numbers for each letter given and he hung up on me." The Communications Assistant apologized to customer and advised this report would be sent to the call center Supervisor. No follow up requested.	03/11/13	The Communications Assistant was not scheduled and did not work on March 11, 2013, therefore, the Supervisor was not able to follow up with the customer and verify the date of call. No follow up required.

Complaint Tracking for IL (June 2012 - May 2013). Total Customer Contacts: 16

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
16	05/02/13	Customer shared feedback regarding accuracy of captions on an answering machine message and provided specific call data.	05/08/13	Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Assistant by the Communication Assistant's supervisor. Communication Assistant by the Assistant by the Communication Assistant's supervisor. Communication Assistant's supervisor. Assistant by the Communication Assistant's supervisor. Communication Assistant's supervisor increased monitoring frequency for the Assistant by the Communication Assistant's supervisor. Communication Assistant to ensure consistent quality performance. Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.

Indiana FCC Complaint Log
2012-2013

Complaint Tracking for IN (June 2012 - May 2013). Total Customer Contacts: 6

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	08/14/12	The customer stated that he/she requested the recorded information to be typed after receiving text message (recording playing) from the Operator. But there was no response, so the customer requested for a supervisor and waited for a while. There was no response. Customer thinks that the Operator may have disconnected him/her. Apologized for the inconvenience. Did not want a follow-up.	08/14/12	Spoke to the Operator and instructed him/her about the correct procedure, which is to dial out and type out the recording. Agent had requested for supervisor as instructed, but the inbound call had been disconnected.
2	08/23/12	The customer complained of spelling and bad grammar. The errors in the agent's typing, as observed on the screen by the supervisor, were not separating conjunction words and garbling letters within words typed. The supervisor apologized for the inconvenience and offered a follow-up to the customer. The customer requested to be transferred to customer service but then disconnected from the line before the supervisor had the opportunity to complete the transfer. No follow-up required.	08/23/12	The supervisor met with the agent and coached on proper finger placement on the keyboard, as well as attentiveness to separating conjunction words as needed.
3	08/23/12	The customer complained that the agent's spelling was bad. Apologized to the customer for the inconvenience. Offered a follow-up, no follow-up required at this time.	08/23/12	The supervisor met with this agent and coached on proper finger placement. The agent will be more attentive to typing style and accuracy in the future.
4	08/27/12	The customer's daughter reported that the captions were not close to what the speaker said and no correction was sent.	09/05/12	The customer shared feedback regarding accuracy of captions and provided specific call data. Customer Service Representative apologized for this incidence and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's supervisor. Communication Assistant supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance. Change to complaint category #07 authorized by Customer Relationship Manager on 11/13/14 as a result of a systemic coding error identified.
5	10/15/12	The customer stated the she was in a conversation with a Customer Service Representative and she had some inquiries regarding billing. She stated that she did not receive a response so she repeated the message and eventually disconnected the call after two minutes of no response from the Customer Service Representative. I stated that I will forward this concern to appropriate personnel. Customer wishes a follow-up via phone call.	10/15/12	Spoke with Customer Service Representative who advised that customer called to report they were having a problem with their TTY. The Customer Service Representative put the customer on hold to get a phone number for the customer and shortly after, the line was disconnected. Apologized to customer about the inconvenience and provided a phone number to the equipment program.
6	02/11/13	Communication Assistant did not process the Hearing Carry Over call correctly and customer believes the agent needs to be retrained. Supervisor apologized for the inconvenience and assured the customer that the complaint was documented. Follow-up requested via postal service.	02/11/13	Communication Assistant understands that the call was not processed correctly and has been coached by the supervisor on how to process the Hearing Carry Over call procedure correctly. Follow-up letter sent via postal service as per request.

Minnesota FCC Complaint Log

2012 - 2013

Minnesota Relay Consumer Complaints for June 12, 2012 - May 31, 2013

Total Complaints: 21

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution	Unresolved after 180 Days
6/4/2012	Voice	33	Voice customer called to designate a long distance Carrier of Choice be entered into their customer profile on 3/28/12 as they were receiving Sprint bills for their long distance calls. Comcast was entered at that time per customer request; however, customer continues to receive bills from Sprint.	6/4/2012	Customer Service apologized to customer and entered trouble ticket # 1M1098780. No follow up requested.	No
6/28/2012	STS	3	The CA was asked to write down a phone number and case number but only wrote down the phone number. Customer was in a hurry and the CA asked the customer to wait. Then the CA did not put in the case number as instructed by customer.	6/28/2012	No CA assigned to this number. No follow up requested; unable to further investigate.	No
7/12/2012	CapTel	58	Customer reported an inability to dial a specific toll-free number from CapTel phone.	7/12/2012	Further investigation found the customer was attempting to dial a regional toll-free number. Customer subsequently obtained the non-regional toll-free number for this company and confirmed she was able to reach them with captions successfully.	No
8/14/2012	CapTel	58	Customer reported being unable to dial a certain number from CapTel phone.	8/14/2012	After extensive investigation customer service found the issue was with the telephone carrier routing the call. Technical support opened a trouble ticket with the carrier and will contact CapTel customer service once this issue is resolved.	No
8/22/2012	CapTel	24	Customer reported that she was repeatedly receiving a busy signal when dialing a particular phone number	8/27/2012	Research indicated that the issue was isolated to calling this one local number. CapTel customer service could call to the number from their location but the CapTel user could not call via her location. Technical support submitted a trouble ticket to the telephone network carrier. The network carrier make an adjustment to remove the erroneous blockage on the CapTel user's number. Customer service rep confirmed that the issue was then resolved.	No

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution	Unresolved after 180 Days
8/27/2012	CapTel	29	Customer's daughter reported that the customer is not able to reach her with captions.	9/4/2014	A test call from customer service was able to get through but a call from the caller's location was not successful. Technical support filed a trouble ticket with the telephone carrier. The carrier identified the issue and test calls confirmed the caller can now dial successfully. Customer service attempted to follow up with the customer, but there was no answer. Customer service sent the customer a letter explaining that the issue had been resolved.	No
8/29/2012	TTY	5	Customer stated that a situation occurred where she received on response from the Voice person. She typed a few times to see if she could prompt a response. The thought that she may have been disconnected. No follow up needed.	8/29/2012	Apologized to the customer and assured that follow up with the CA will be conducted. The CA does not recall circumstances of this nature. The CA was reminded to report any technical difficulty that may result in disconnects. CA recalling having a few calls where the outbound line disconnected and the information was relayed. However, CA proceeded with disconnection procedure when there was not response from the inbound person. The CA was reminded of the consequences of disconnecting a call.	No
9/29/2012	STS	20	The customer stated that he had consistent and repetitive issues with the CA. The CA was unable to understand him and constantly asked him to repeat everything he said. The customer said that the CA got another CA to assist with the call, but the customer wan unable to speak directly to the assisting CA and was unable to communicate. Customer wished to receive follow-up through a phone call.	9/29/2012	Customer service apologized to the customer for his difficulties in using the service, and told him that his complaint had been received. Supervisor met with the CA. CA followed Speech-to-Speech procedure by verifying and asking for information to repeat as necessary. CA did ask for assistance in understanding what was said and continued to process the call.	No
9/30/2012	CapTel	29	Customer called to report difficulties dialing on particular number.	10/8/2012	Technical support opened a trouble ticket with the telephone carrier who made an adjustment on their end to allow the customer's calls to route properly for the telephone exchange being used. Customer service confirmed that this resolved the customer's issue.	No

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution	Unresolved after 180 Days
10/01/12	Voice	6	Voice customer state that the CA did not spell well at all, when made the conversation very hard to understand. No follow-up requested.	10/01/12	Apologized to the customer. Supervisor met with the CA and reviewed proper finger placement while typing. The CA believes that this call had bad garbling issues, but says that he did not fill out a trouble ticket because it was on the customer's end that the issues were happening. The supervisor advised the CA to always fill out a trouble ticket so that the technicians are aware of the problem and can reach out to the customer if the problem persists.	No
10/01/12	CapTel	24	Customer's husband called indicating that customer was getting Login Failed/Caption Login failed.	10/02/2012	Apologized for the customer's experience and noted there was a brief 10 minute technical difficulty that affected their call. Suggested the customer try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message.	No
10/10/12	CapTel	29	Customer reported that she was repeatedly receiving a busy signal when dialing a particular number for her dentist.	10/14/2012	Determined that customer was able to dial the number without captions but not with captions. Research indicated the issue was isolated to calling this one local number. Technical Support submitted a trouble ticket to the telephone network carrier. The network carrier made an adjustment to remove erroneous blockage on the CapTel user's number. Confirmed the issue was then resolved.	No
11/09/12	TTY	6	Customer stated that there were misspellings and/or garbling on her call. She was wondering if it was the CA's poor typing or if it was a technical issue. No follow up requested.	11/09/2012	Assured the customer that this will be address with the CA. The CA reported no technical difficulties at her terminal that caused the typed message to be garbled. Her spelling observed turned out to be excellent. This may be attributed to a technical glitch. No garbling observed at the station after receiving this contact.	No
11/14/12	CapTel	29	Customer called to report difficulties dialing one particular number. He reaches a fast busy signal.	12/04/2012	Technical support filed a trouble ticket with the telephone network carrier, who made an adjustment to allow the customer to make calls. Confirmed that this resolved the customer's issue.	No

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution	Unresolved after 180 Days
11/27/12	CapTel	58	Customer having difficulty contacting a specific telephone number with the captions on in a single line mode.	12/03/2012	Investigated the specific toll-free number reported. Technical support identified the number tagged to this specific regional toll-free number was no longer in service. Technical Support made an adjustment for this number in our system then confirmed that the CapTel user is able to successfully reach the number reported with captions.	No
11/21/12	TTY	33	TTY user requested CenturyLink as her long distance Carrier of Choice (COC). She was then billed by Sprint for long distance relay calls. The customer contacted Sprint customer service to see why she was billed and was told that the database did not list a COC. She again designated CenturyLink as her COC. However, when she went to place long distance calls she was told by the CA that they couldn't put her long distance call through because there is no long distance service. Customer requested follow up.	4//4/2013	It was determined that the issue was with CenturyLink having multiple PICs due to the acquisition of Embarq and Qwest. CenturyLink stated that they will not be combining PICs, but that they are currently working to allow all current PICS's to ride the 0432 (QCC) backbone. That project is rolling out state by state, and CenturyLink expects MN to be migrated sometime in 2014. Once migrated, TRS will be able to send traffic to the 0432 network and the systems will be able to send that traffic to the appropriate legal entity for billing. In the interim, Sprint will use the 0432 (legacy Qwest) CIC for all relay users who designate CenturyLink as their COC, which would be the only CenturyLink PIC that would prevent a relay user from being blocked from making long distance relay calls. In order to prevent relay users from billing casually by QCC, Sprint will send CenturyLink a monthly list of phone numbers that utilize the 0432 PIC in order to allow CenturyLink to send the long distance traffic to the correct legal entity for billing.	No
1/25/2013	CapTel	29	Captel User is not able to reach a specific phone number.	02/07/2013	After extensive investigation, CapTel technical support filed a trouble ticket with the carrier. The carrier has notified CapTel of a known issue that seems to be the cause of the custoemr's experience and is working on a resolution.	No

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution	Unresolved after 180 Days
2/11/2013	VCO	26	Caller reported that for the last several months almost every time he reaches an operator at the Ohio call center his greeting and the rest of the call appear garbled. This does not happen when calls are processed at other call center locations. He provided the date, time and CA ID number for one call today. Follow up requested	2/11/2013	Apologized for the inconvenience and told him a trouble ticket would be entered for investigation. TT# 1615314 entered. Technician stated that this was a known issue and other customers were affected. Outage ended; issue was resolved. Attempted to contact customer at different times but was unable to reach him.	No
4/23/2013	HCO	26	Customer is experiencing garbled messages on HCO calls. Numbers don't go through either. Follow up requested.	6/17/2013	Apologized. No specific date or time provided for Sprint to open a technical ticket. MN Telephone Equipment Distribution (TED) Program staff tried a different TTY but issues still persist. TED Program staff is working with customers on some trouble shooting options/ Believe problem may be caused by incompatibility of DSL phone service with TTY device.	No
5/24/2013	CapTel	7	Customer stated she is experiencing calls with captioning that contains too many corrections.	05/24/2013	CSR apologized for the experiences shared and thanked customer for sharing her experience. CSR worked with the customer and shared tips and suggestions for pacing the call. Customer expressed appreciation. CSR also noted that if the customer shares the date time and CA# of any future call this will allow us to take specific follow up steps with the CA captioning the call.	No
5/31/2013	VCO	3	Customer stated that the CA did not follow their instructions. Customer did not request a follow up.	05/31/2013	Customer service apologized for the inconvenience. The CA did not understand the VCO user's instruction or hear it clearly. Whoever, the CA did not clarify with the VCO user what the instruction was before dialing out. The CA understands the importance of getting clear instruction before dialing out.	No

Sprint Relay

New York FCC Complaint Log
2012-2013

Complaint Tracking for NY (06/01/2012-05/31/2013). Total Customer Contacts: 37

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/05/12	Relay operator can't understand people, period.	06/05/12	Supervisor met with Relay Operator and stressed to always get assistance when having difficulty.
2	06/10/12	Helper reported seeing uncorrected captions on the CapTel 200.	06/15/12	Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's supervisor. Communication Assistant supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance. Change to a complaint category #07 authorized by Customer Relationship Manager on 11/13/14 as a result of a systemic coding error identified.
3	06/12/12	Customer asked the Operator redial to ask for a different individual. Operator did not verify the number when doing redial. We apologized for the inconvenience, and a follow up is requested.	06/13/12	Customer requested Operator to redial the number for a different individual. The Operator redialed the number without verifying the number first, per customer request "verify any special request." Supervisor informed the Operator to be patient and calm and pay close attention to the instructions and notes. A follow up email has been sent to notify the customer that Operator has been coached.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
4	06/12/12	Customer felt that the Supervisor was making excuses for the Operator and not coaching Theo operator. We apologized for the inconvenience, and a follow up was requested.	06/13/12	Supervisor reviewed effective communication with the customer and the Operator. A follow up email has been sent to the customer.
5	07/13/12	A NY STS customer says he gets feedback when he makes outbound calls through NY STS Relay. He says it only happens on STS outbound calls. A trouble ticket was opened. Follow up requested.	07/18/12	The technician spoke with the customer and he said everything is working fine now.
6	07/30/12	Customer's daughter was not happy with the quality of the captions overall.	07/30/12	Customer's daughter shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Customer Service Representative talked through the captioning process and why errors may occur. Customer Service Representative noted that if they wish to document the date time and Communication Assistant's # of any future calls this will allow us to take specific action with the Communication Assistant captioning the call with additional coaching and monitoring. Customer Service Representative sent follow up material via the mail. Customer's daughter expressed appreciation of the information she received. Change to complaint category #07 authorized by Customer Relationship Manager on 11/13/14 as a result of a systemic coding error identified.
7	07/30/12	A telecom technician from a NY company called to say that when customers dial out from their center, the wrong number is showing up. Only 5 digits instead of 10 show up. Apologized for inconvenience. A trouble ticket was opened. Follow up requested.	8/3/2012	This was a Verizon issue and they were able to resolve it on their end.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
8	07/31/12	Customer reported that she is not receiving captions in 2-Line mode.	07/31/12	During troubleshooting, Customer Service Representative found that the second line was ringing busy. Customer Service Representative advised customer to contact their phone provider to test the second phone line.
9	08/08/12	When the Operator dialed the requested number it was not the right company.	08/08/12	The STS operator confirmed the number with the STS caller prior to dialing. After reaching the wrong company the STS caller hung up without giving the Operator a chance to reconfirm the number or do any type of troubleshooting. Supervisor made multiple attempts to follow up as requested.
10	08/20/12	Caller reported that while trying to call her mother long distance the call will not complete. The Customer Service Representative tried test calls several other ways but none were successful. Customer Service response: Apologized for the inconvenience and told the caller a trouble ticket would be entered. Follow up requested.	08/20/12	Technician spoke with the daughter and she stated problem was resolved, technician gave her Customer Service numbers and both Sprint local numbers if problems arise.
11	08/21/12	Customer asked the operator if the party received their last remark. The customer did not get a response from the operator; no response was given and the call just disconnected. Thanked customer and apologized for the inconvenience. Will forward the information to the appropriate person for follow up. Customer would like a follow up email.	08/21/12	A discussion was held with the operator to ensure they understand that it's okay to confirm that the message had been received before the person hung up. This falls within our guidelines of keeping the customer informed. A follow up email was sent to the customer.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12	08/29/12	The caller states that the operator did not follow the notes. Customer questioned the time allowed for out dial, adding that his customer's notes were not followed. The operator did not verify the number before out dialing and once out dialed, the operator did not keep the caller informed as the notes indicated. The customer states there was a long time before there was a response after the person answered the phone as if the operator was distracted.	09/02/12	Held discussion with the operator to ensure that they pay close attention and follow the notes and make sure that the out dial is within the time frame. No follow up is requested.
13	09/06/12	Customer cannot complete call through NY Relay. Apologized for the problem and opened a trouble ticket. Customer wants to know when issue is resolved.	09/06/12	Technician spoke with the daughter and she stated problem was resolved. Technician gave daughter Customer Service numbers and both Sprint local numbers if problems arise.
14	09/11/12	Operator was rude, did not answering the question of why the outbound hung up. Apologized for the inconvenience. No follow up requested.	09/11/12	Operator did not remember the call but demonstrated knowledge on how to handle those situations by sending a message to the inbound to inform them they do not have that information. Operator was coached on always remaining friendly and courteous and using alternate phrases to ensure the customer understands we're unable to make those judgment calls as to why the outbound disconnected.
15	09/12/12	"Agent did not verify number before out dial."	09/14/12	Agent was coached by a supervisor to always follow customer's instructions and to verify number before dialing out.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
16	10/01/12	A NY VCO customer is unable to receive calls via Relay, but can receive calls directly. Customer has Verizon. When someone calls his number there is an error message: "can't be completed as entered." Apologized for inconvenience. Updated customer profile to show Verizon as long distance provider. Verizon representative said it still wasn't working. A trouble ticket was opened. Follow-up requested.	10/03/12	A Verizon representative helped this customer with the internal issue at Verizon.
17	10/01/12	Customer reported that they see "Account login failure E2" on the display screen.	10/01/12	Customer Service Representative apologized for the customer's experience and noted there was a brief 10 minute technical difficulty that affected their call. Customer Service Representative suggested the customer try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message.
18	10/01/12	Customer reported seeing the error message "account log in failed. Call technical support" on the display screen of the CapTel phone.	10/01/12	Customer Service Representative apologized for the customer's experience and noted there was a brief 10 minute technical difficulty that affected their call. Customer Service Representative suggested the customer try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
19	10/01/12	Customer reported seeing the error message "account log in failed. Call technical support" on the display screen of the CapTel phone.	10/01/12	Customer Service Representative apologized for the customer's experience and noted there was a brief 10 minute technical difficulty that affected their call. Customer Service Representative suggested the customer try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message
20	10/01/12	Customer reported seeing the error message "account log in failed. Call technical support" on the display screen of the CapTel phone.	10/02/12	Customer Service Representative apologized for the customer's experience and noted there was a brief 10 minute technical difficulty that affected their call. Customer Service Representative suggested the customer try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message
21	10/08/12	Operator didn't verify the number before out dialing. Thanked customer for feedback; no follow up requested.	10/08/12	Supervisor followed up with the Operator who acknowledged that she dialed out before reading the notes in trying to ensure a timely out dial. As soon as she noticed it, she apologized to the customer and verified but it was too late. Operator understands the importance of reading the notes and following customer instructions. She was coached on typing (ONE MOMENT PLEASE) if more time is needed to read notes before dialing out.
22	11/13/12	Spelling and grammar was so excessive; thought I needed to call and let you know. Had this problem before and it was like speaking in Russian with other Operators. Apologized and thanked customer for letting us know and assured the customer that the appropriate supervisor would be contacted.	11/13/12	Coached Operator if there are any technical issues with transmission of text to alert a Supervisor. Gave Operator tips on how to properly pace the customer.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
23	12/03/12	Customer asked Operator if she read the customer notes and the Operator responded in a rude manner. Customer provided the Supervisor details from the Operator response. Supervisor apologized and assured customer we will investigate the situation. Customer was satisfied and did not wish follow up.	12/06/12	Operator was coached by a Supervisor. Operator stated customer was upset because they were having garbling issues. Operator was coached on politeness and professionalism.
24	12/04/12	Caller asked if Operator should repeat without permission. Supervisor verified the instructions were to repeat as needed and educated the caller that the Operator would repeat if they felt the voice caller was not understanding what the speech to speech user was saying. No follow up requested.	12/04/12	Supervisor coached Relay Operator to read instructions prior to call.
25	12/09/12	Customer reported receiving highly inappropriate captions of a phrase on a recent call.	12/10/12	Customer Service Representative apologized and thanked customer for the feedback. Call detail was shared with Call Center management who then followed up with the Communication Assistant. The Communication Assistant stated they captioned what the other party said. In a follow up call the Customer Service Representative shared the investigation results and the customer said possibly the phrase stated was said by someone in the background. Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
26	12/30/12	I placed a call and got an Operator. I gave her the phone number and she said, "I think I have to release the phone right now" and hung up on me. I have had this Operator before and she hangs up one me. I want a follow up phone call about this.	01/02/13	Operator ID currently not assigned. The number given to us to call back was a relay number. Unable to conduct a follow up with the customer
27	01/10/13	Had 4 different calls and none of the Operators did the call right. On my 4th call, when that Operator did the call wrong, I wanted them to redial and I asked to speak to a Supervisor. The Supervisor documenting the complaint apologized and assured the caller the report would be sent to the appropriate Supervisor. Follow up requested via email.	01/10/13	Unable to follow up with specific person as no identifying information was given.
28	01/10/13	Customer reported the wrong words were being captioned on the CapTel 840 phone.	01/11/13	Customer shared feedback regarding accuracy of captions. The customer could not give the exact time or date of the call reported. The Customer Service Representative apologized for the incidence and noted that if the customer shares detail of the date time and Communication Assistant's # of a call we will take prompt follow up action with the Communication Assistant captioning the call to provide further coaching and monitoring. Customer said she would take note of the date and time should a future call need follow up. Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
29	02/06/13	Customer shared feedback regarding accuracy of captions and provided specific call data.	02/08/13	Customer shared feedback regarding accuracy of captions and provided specific call data. Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's supervisor. Customer Service Director followed up with management and wrote a letter of apology to the customer. Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.
30	02/27/13	Customer stated that after her conversation she asked the Operator how the person sounded. The operator then told her he couldn't tell her that since the person already hung up. Call back requested.	02/27/13	Operator was not able to provide the requested information. Operator is allowed to provide how the voice person sounded by using the approved voice tone descriptive words. Coached the Operator on better ways to communicate that to the customer. Called the customer, left message; Customer returned my call. I explained our policy and the guidelines that the Operator has to follow but reassured the customer that the Operator had been coached on always remaining friendly and professional when communicating that information. Customer was satisfied.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
31	02/28/13	This is normally a great agent. The customer was typing during the call then saw "typing?" When I was done it disconnected. This happened sometime around 11pm or later. Maybe there was a glitch.	03/01/13	Supervisor was able to confirm that the operator received a system message indicating the inbound had hung up. At that time the operator informed the outbound that the calling party had disconnected. Operator was coached on always asking for assistance from supervisor if they feel a disconnect could have been due to the device. Follow up email was sent to customer.
32	04/17/13	Told the Operator the same name three times and Operator came up with some other name other than the one the customer was trying to say. Supervisor thanked the customer for letting us know. No follow up requested.	04/17/13	Supervisor met with the Operator. The Operator followed procedure by requesting assistance to help understand the caller.
33	05/05/13	Customer called in to report that both Operators hung up on him when he was giving the number to dial. Supervisor apologized for the inconvenience. No follow up requested.	05/05/13	Followed up with Operator, but the Operator did not remember this call. The Operator was coached on the importance of not disconnecting calls. Also advised the Operator of the consequences of doing so.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
34	05/10/13	The Operator did not read customer notes. The Operator dialed out without verifying the phone number. The Operator did not verify instructions or phone number on a Directory Assistance call.	05/15/13	Apologized to customer that his calls were not processed per his notes. Advised customer that the issue will be addressed. Unfortunately, there is not an Operator with the number that was named in the complaint. Followed up with customer.
35	05/10/13	International caller to CapTel user said that calls failed to connect to the CapTel.	06/07/13	After extensive technical assistance efforts by the telephone technician, Sprint Outreach, and multiple Customer Service Representatives an adjustment was made that allowed international incoming call to go through successfully.
36	05/15/13	Caller is reporting problem with phone number that cannot be contacted through NY Relay. Customer gets an error message that the phone is not in service. It is a working phone number everywhere except when calling through NY Relay. Apologized for the issue and opened a trouble ticket. Follow up required for problem resolution.	05/15/13	The Sprint technician spoke with Time Warner and confirmed that the issues have been resolved.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
37	05/25/13	Operator kept typing while customer was talking and would not give the "GA". Customer requested a Supervisor three times but Operator did not acknowledge him.	05/29/13	Followed up with the Operator. The Operator was typing a recording and could not hear the customer while typing. Followed up with customer. The Operator was not able to hear because she was typing a recording which requires agent to place recording in a pause mode to type everything verbatim. Agents cannot hear outbound in this mode. Customer was satisfied and did not want to file a formal complaint.

North Carolina FCC Complaint Log
2012-2013

Complaint Tracking for NC (June 2012 - May 2013). Total Customer Contacts: 5

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	08/14/12	The customer reported their captions are sometimes inaccurate.	08/14/12	Customer Service Representative apologized for the customer's experience and thanked the customer for bringing their experience to our attention. Customer Service Representative suggested customer document the date, time and Communication Assistant number of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Change to complaint category #07 authorized by Customer Relationship Manager on 11/13/14 as a result of a systemic coding error identified.
2	09/10/12	The voice caller was trying to reach a number through North Carolina Relay. The Operator only reached a busy signal, but when the voice caller dials the number directly, it rings and will connect. Customer Service Representative responded and apologized for the inconvenience and told the customer a trouble ticket would be entered. Follow-up requested and the best time to call is in the afternoon.	09/10/12	After several attempts to reach the customer with no answers, the phone got disconnected.
3	09/21/12	The customer feels this Operator needs to be retrained on phone call techniques. "This Operator had to ask me to repeat often and I felt like the Operator did not have a clear understanding of how to make Speech to Speech phone calls".	09/21/12	Supervisor met with the Operator. The Operator only asked for clarification or to repeat what was not understood, as per procedure.
4	11/02/12	The customer reported difficulty dialing to a regional toll free number.	11/02/12	Technical Support made an adjustment so that CapTel user can successfully make captioned calls to regional 800 numbers.
5	05/09/13	The Operator was not helpful and made the call difficult. The instructions were to repeat everything and the Operator had to be prompted to repeat the information. The Operator was unable to and seemed lost. Supervisor apologized for the inconvenience. Follow-up requested via the postal service.	05/09/13	Supervisor met with the Operator and the Operator was coached to repeat everything when instructed and when the Operator doesn't understand something, to ask the caller to repeat until the instructions are understood. Follow-up letter sent via postal service, as per request.

Ohio FCC Complaint Log
2012-2013

Complaint Tracking for OH (June 2012 - May 2013). Total Customer Contacts: 24

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	0719/12	Customer shared feedback regarding accuracy of captions.	07/19/12	Customer Service Representative explained how captions are created using voice recognition software and explained how corrections will appear on their screen. Customer shared examples but the Communication Assistant numbers did not match up with this customer's calls. Customer Service Representative apologized for the customer's experience and explained we can take specific action with the call center provided the date and time and Communication Assistant ID. Change to complaint category #07 authorized by Customer Relationship Manager on 11/13/14 as a result of a systemic coding error identified.

Complaint Tracking for OH (June 2012 - May 2013). Total Customer Contacts: 24

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
4	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.
5	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.

Complaint Tracking for OH (June 2012 - May 2013). Total Customer Contacts: 24

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
6	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.
7	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.
8	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.

Complaint Tracking for OH (June 2012 - May 2013). Total Customer Contacts: 24

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
9	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.
10	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.
11	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.
12	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.

Complaint Tracking for OH (June 2012 - May 2013). Total Customer Contacts: 24

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
13	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.
14	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.
15	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.

Complaint Tracking for OH (June 2012 - May 2013). Total Customer Contacts: 24

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
16	11/09/12	Customer's helper reported the customer was seeing swear words but these words had not been spoken.	11/09/12	Customer Service Representative asked if caller was able to specify a date and time of a call where this occurred but she was unable to confirm this. The Customer Service Representative thanked the customer and helper for their feedback and apologized for their experience. The helper stated if it does happen again they will document the date and time and report back to customer service with this information so specific follow up investigation with the Communication Assistant on the call can be taken. Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.
17	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.

Complaint Tracking for OH (June 2012 - May 2013). Total Customer Contacts: 24

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
18	12/13/12	The Communications Assistant did not announce relay to the called 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.
19	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.
20	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.

Complaint Tracking for OH (June 2012 - May 2013). Total Customer Contacts: 24

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
21	03/06/13	Customer reported that there was a numerical error in captions that was not corrected.	03/07/12	Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.
22	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.
23	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.

Complaint Tracking for OH (June 2012 - May 2013). Total Customer Contacts: 24

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
24	05/14/13	Customer reported that a word of profanity was captioned on a call that was not spoken per the other party.	05/14/13	Customer Service Representative apologized for incidence and call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance. Customer Service Representative thanked the customer for taking time to share this experience. Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.

Oklahoma FCC Complaint Log

2012 - 2013

Complaint Tracking for OK (06/01/2012-05/31/2013). Total Customer Contacts: 5

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	10/01/12	Customer reported seeing Login failure on the screen of the CapTel.	10/01/12	Customer Service Rep apologized for the customer's experience and noted there was a brief 10-minute technical difficulty that affected their call. Customer Service Rep suggested the customer try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message.
2	10/01/12	Customer reported seeing Account Login Failure please call support Code E2 on their CapTel display screen.	10/01/12	Customer Service Rep apologized for the customer's experience and noted there was a brief 10 minute technical difficulty that affected their call. Customer Service Rep suggested the customer try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message.
3	11/07/12	Customer complained of inaccurate captions.	11/07/12	Customer Service Rep apologized for incidence and thanked customer for bringing their experience to our attention. CSR sent a letter and suggested if the customer documents the date time and CA# of any future calls this will allow us to take specific action with the CA captioning the call for further coaching and monitoring for optimal performance. Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.
4	03/05/13	Customer stated that after the completion of the call, the Communication Assistant did not acknowledged the customer's closing comment. Customer reiterated the comments and once again the Communication Assistant did not responded. Customer thought that perhaps the Communication Assistant disconnected on the customer. Apologized for the inconvenience this may have caused. No follow up requested.	03/05/13	We did not have agent ID currently assigned at this time. Unable to conduct a follow up with the agent.
5	04/18/13	Customer requested a redial to leave a VCO message. The customer did not receive any indication that the phone was ringing, only (one moment please). The customer attempted to get Communication Assistant's attention and asked what was going on. Customer did not receive a response so they hung up and placed call with another Communication Assistant.	04/20/13	Apologized to customer and informed them this will be forwarded to the operators supervisor for review. No follow up required. Followed up with the Communication Assistant and reviewed proper procedure. The Communication Assistant will perform in a more professional manner in the future.

Oregon FCC Complaint Log
2012-2013

Complaint Tracking for OR (06/01/2012-05/31/2013). Total Customer Contacts: 9

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/22/2012	Customer complained that Relay Operator did not keep customer informed of what was happening on the call when it was transferred.	07/22/2012	Supervisor coached Relay Operator by emphasizing the need to keep customer informed on what is happening during the course of the call and, if necessary, confirm information in the customer notes to ensure that the customer's requests are honored correctly.
2	07/26/2012	Customer complained that Relay Operator did not follow instructions by dialing the same phone number four times to leave the same message. Instead, the Relay Operator asked the customer for the phone number of each succeeding call.	07/26/2012	Supervisor coached Relay Operator on the proper procedures for customer requests of this nature.
3	11/12/2012	Customer complained that Relay Operator did not follow instructions to leave message that customer provided at the beginning of the call. Customer also complained that Relay Operator misdialed the area code.	11/12/2012	Supervisor coached Relay Operator on keeping customer informed and to listen before assuming outbound line is a recording instead of an answering maching. Relay Operator acknowledged that she mistyped the area code.
4	12/11/2012	Customer complained that Relay Operator did not respond promptly during the call, which resulted in a hang up from the outbound person. The customer also complained that the Relay Operator disconnected the call without answering their questions.	12/13/2012	Supervisor coached Relay Operator to respond promptly when outbound calls are answered. Supervisor also discussed disconnect procedures.
5	12/31/2012	Customer complained that Relay Operator disconnected call after instructions to dial phone number three times.	01/02/2013	Supervisor coached Relay Operator to focus and respond to calls and that disconnecting calls is grounds for termination.
6	01/09/2013	Customer complained that Relay Operator disconnected the call when asked to dial a phone number. Customer called back and the same Relay Operator did not dial the phone number and disconnected the call a second time.	01/23/2013	Supervisor coached Relay Operator to focus and respond to calls and that disconnecting customer calls is grounds for termination.
7	02/27/2013	Customer complained that Relay Operator did not dial the phone number as instructed and disconnected the call.	03/03/2013	Relay Operator informed supervisor that the phone number was incomplete and the customer disconnected when prompted for complete information.
8	04/17/2013	Customer complained that Relay Operator kept asking her to slow down or to repeat what she said. Customer stated that when the Relay Operator read the caller's responses, they were very choppy or word by word, which lengthened the call.	04/17/2013	Supervisor coached Relay Operator on the importance of natural voicing even on a technically difficult call.
9	4/21/2013	Customer complained that the Relay Operator transcribed the number for her bank balance incorrectly and that she had to call the automated system a second time for correct details.*	04/21/13	Unable to investigate for resolution due to lack of specific call data.

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Texas FCC Complaint Log CapTel 2012-2013

CapTel Complaint Tracking for TX (June 2012 - May 2013). Total Customer Contacts: 11

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/04/12	The customer indicated that her callers could not hear her on incoming calls.	06/04/12	Customer Service Representative advised customer how to answer an incoming call and advised customer to let her caller know that she is on the line. Customer Service Representative further advised customer not to wait for captions before beginning to speak and greeting her caller.
2	06/11/12	The customer's son-in-law stated that the CapTel will not dial out with captions.	06/11/12	Customer Service Representative advised customer to change phone setting from "tone" to "pulse". This resolved customer's experience.
3	07/11/12	The customer reported being unable to connect to captions on calls placed from one of their CapTel phones.	07/11/12	Customer Service Representative sent an over-the-wire update to remove a call waiting block from the customer's phone. Confirmed this resolved customer's experience.
4	10/01/12	The customer reported seeing "Account Login Failure".	10/01/12	Customer Service Representative apologized for the customer's experience and noted there was a brief 10 minute technical difficulty that affected their call. Customer Service Representative suggested the customer try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message.
5	10/16/12	The caller reported a vulgar word when testing the CapTel 800.	10/29/12	Customer Service Representative apologized for incidence and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's supervisor. Communication Assistant's supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance. Change to complaint category #07 authorized by Customer Relationship Manager on 11/13/14 as a result of a systemic coding error identified.
6	11/17/12	The customer's daughter reported difficulty in reaching the CapTel user.	11/17/12	Customer Service Representative apologized for the inconvenience and advised the customer's daughter to try the call again as it appeared as though the captioning center was experiencing a higher than expected call spike. Confirmed the customer was able to receive captions on subsequent calls.

7	02/22/13	The customer reported that a previous call was very delayed.	03/01/2013	Customer Service Representative apologized and thanked the customer for the feedback. Customer Service Representative sent the customer's call information to the call center. Troubleshooting revealed that the Communication Assistant filed a trouble ticket on the call. Customer Service Representative informed the customer of the occurrence and advised contacting CapTel Customer Service if there's anything else we can help with. Customer Service Representative did note that when multiple attempts were made to call the customer, there was a single ring then static could be heard on the line. Customer Service Representative followed up via email to share investigation findings. Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.
8	03/05/13	The customer's daughter reported that the customer is having difficulty calling out on the CapTel 840.	03/14/13	Customer Service Representative sent customer a letter explaining which menu settings can prevent an outgoing captioned call from being placed on the CapTel 840 and advised on how to ensure the proper settings are programmed in the menu of the phone.
9	03/16/13	The customer reported receiving a message stating that a specific captioned call was going to be disconnected.	03/16/13	Customer Service Representative investigated the call identified by the customer and found that the call had been disconnected by a Call Center supervisor due to a lack of audio to the Communication Assistant.
10	04/16/13	The customer reported that there is static heard on the CapTel phone.	04/16/13	After further troubleshooting, Customer Service Representative advised customer to contact the telephone company to ensure a functional telephone jack.
11	04/29/13	The customer reported having trouble dialing out and hearing interference on the line.	04/29/13	Customer Service Representative advised customer to replace the very old duplex jack or to try the CapTel directly into the jack. Also found that the customer has DSL service; discussed the importance of using DSL filters on all devices on the line, including the CapTel phone. Offered further assistance at the customer's request.