



**New Jersey FCC Complaint Log
2014-2015**

Complaint Tracking for NJ (06/01/2014-05/31/2015). Total Customer Contacts: 14

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/05/14	Customer reported seeing profanities appear on a recent captioned call with her friend.	06/05/14	Customer Service Representative apologized to the customer for their experience. The exact call could not be pinpointed to send to the Call Center for investigation based on details provided and research conducted. Customer Service Representative noted Operators are obligated to caption verbatim and apologized once again for words captioned that were not stated. Changed complaint to category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.
2	07/14/14	Customer said Relay Operator accused them of typing something that was not typed; this could have been due to garbling.	07/14/14	Apologized to the customer for the inconvenience. The Relay Operator had followed procedure as far as disabling turbocode. Relay Operator was coached on staying polite and professional and following the proper procedures of simply asking for the phone number two times, then asking for Supervisor assistance.
3	07/24/14	The Relay Operator did not follow customer notes to type out the entire answering machine recording. Apologized for the inconvenience and assured this would be given to her Supervisor for discussion. No follow-up requested.	07/24/14	Supervisor met with the Relay Operator to discuss the matter. Relay Operator said she was waiting for the system to get caught-up to continue typing, therefore there may have been a delay. This is when the customer started typing, then the Relay Operator sent "answering machine playing". The Relay Operator was coached on handling recordings and typing them out in a conversational flow.
4	09/10/14	Customer reported seeing a message on the display screen of the CapTel 200 that read "login failure E2".	09/10/14	Customer Service Representative advised customer we experienced a brief technical difficulty that is now resolved. Customer Service Representative advised the Relay Operator to try their Relay Operator again and confirmed they were able to make a Relay Operator captioning successfully.
5	09/16/14	Relay Operators did not handle the answering machine retrieval procedure correctly and did not respond to the customer. Supervisor apologized for the inconvenience. No follow-up requested.	09/16/14	Both Relay Operators were given a refresher on how to process this type of call, and were coached to always keep the customer informed.

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6	11/05/14	A Voice Carry Over customer requested the messages on their answering machine be relayed. The Voice Carry Over customer stated they did not receive any typing from the Relay Operator. Supervisor apologized for the inconvenience. No follow-up requested.	11/05/14	Supervisor coached the Relay Operator to keep the customer informed by informing the customer that there would be no typing until the answering machine played out.
7	11/05/14	A Voice Carry Over customer requested that the messages on their answering machine be relayed. The Voice Carry Over customer stated they did not receive any typing from the Relay Operator. Supervisor apologized for the inconvenience. No follow-up requested.	11/05/14	Relay Operator was coached on proper answering machine retrieval procedures.
8	11/05/14	A Voice Carry Over customer requested that the messages on their answering machine be relayed. The Voice Carry Over customer stated they did not receive any typing from the Relay Operator. Supervisor apologized for the inconvenience. No follow-up requested.	11/05/14	Relay Operator was coached on proper answering machine retrieval procedures.
9	01/21/15	The customer stated that two Relay Operators did not type the message verbatim and indicates that "the Relay Operators did not know what they were doing." The assistant supervisor apologized for the inconvenience. Follow up not requested.	01/21/15	The Relay Operator demonstrated knowledge of the correct procedures to process this type of call. The assistant supervisor was also assisting on the call.
10	02/10/15	Customer stated that s/he requested the privacy feature multiple times and the Operator did not use it since they responded to the Voice Carry Over user's questions while the privacy feature was supposed to be on. The supervisor apologized for the inconvenience and assured the customer that this contact will be forwarded to appropriate personnel for a follow-up. Customer requested for a follow up letter, not a follow-up call.	02/10/15	A supervisor coached the Relay Operator on the importance of following customer instructions. The Relay Operator was also refreshed on the appropriate procedure for processing a Voice Carry Over privacy request. A follow-up letter was mailed on 2/15/15 by a supervisor.
11	03/02/15	A customer using a TTY device had typed out a message in anticipation of an answering machine; however, a voice person had picked-up and the Relay Operator relayed the message without informing the TTY user of what was going on. Assistant Supervisor documented the concern, but did not get a chance to interact with the customer because the customer had disconnected the call. No follow-up requested.	03/02/15	Supervisor coached the Relay Operator on the correct procedure.

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12	03/11/15	Customer reports the Relay Operator did not resolve his problem and "left the line." Apologized for the misunderstanding. Follow-up requested.	03/11/15	Followed-up sent via email, per customer request. Apologized that the issue was not resolved and for the rude behavior exhibited. Made sure the issue was addressed appropriately. Customer's questions were answered and customer no longer has any problems. Relay Operator states there was garbling as customer called TTY to TTY and Relay Operator was not able to read what the customer was typing. Line disconnected.
13	05/13/15	TTY user reported that the Relay Operator was rude and dialed the wrong number, and that the TTY user's feelings were hurt. Assistant supervisor documenting the concern apologized for the inconvenience. Follow-up requested via phone call.	05/13/15	The Relay Operator remembers initially dialing the wrong number. Recognizing the error, the Relay Operator apologized for the mistake and continued with the corrected number which reached an answering machine. The caller was very upset and hung up. The caller had called back and got the same Relay Operator then hung up. When caller got another Relay Operator, the caller requested to speak with a supervisor. Multiple attempts were made to follow up with the customer with no answer.
14	05/15/15	The customer stated the Relay Operator did not repeat information to the voice party. The Assistant Supervisor apologized for any inconvenience and informed her the information would be passed on to the appropriate party. No follow-up requested.	05/15/15	The Supervisor met with the Relay Operator and the Relay Operator explained that the customer wanted information repeated after the "Go Ahead." The Assistant Supervisor viewed the call with the Relay Operator and said the Operator followed procedures.