

Summary Log for Relay Complaints

Relay Iowa

June 1, 2000 - May 31, 2001

SERVICE COMPLAINTS	Explanation	Total Number	Date Filed	Date Resolved
Didn't follow database instructions		2	2/22/01	2/25/01
			3/11/01	3/11/01
Didn't follow customer's instructions		6	5/24/01	5/29/01
			1/1/01	1/1/01
			9/24/00	9/24/00
			8/4/00	8/4/00
			6/28/00	6/28/00
			11/20/00	11/20/00
Didn't keep customer informed		2	9/14/00	10/4/00
			8/9/00	8/10/00
Agent disconnected customer		2	4/13/01	4/16/01
			3/7/01	3/7/01
Typing speed/accuracy		3	5/8/01	5/9/01
			4/21/01	4/21/01
			9/6/00	9/6/00
Everything relayed		2	11/17/00	11/17/00
			8/28/00	9/1/00
VCO procedures not followed		4	5/14/01	5/14/01
			7/7/00	7/7/00
			7/9/00	7/10/00
			6/15/00	6/15/00
2-line VCO procedures not followed		1	11/20/00	11/20/00
Agent was rude		4	4/10/01	4/10/01
			3/13/01	3/17/01
			1/11/01	1/12/01
			8/9/00	8/10/00
Other service type complaints:		17		
	Possible garbling		5/27/01	6/13/01
	Poor customer svc.		4/21/01	4/24/01
	Agent error in billing process		3/7/01	3/7/01
	LD call process		3/28/01	3/28/01
	"		10/30/00	10/30/00
	"		8/18/00	8/17/00
	Agent not able to give info about call after call was over		1/30/01	1/30/01
	Everything relayed		12/14/00	12/14/00
	VCO user on hold for long time		12/26/00	12/26/00
	Call processing		11/16/00	11/20/00
	"		11/16/00	11/16/00
	Given incorrect info from CA		10/30/00	10/30/00
	Not quick response		9/14/00	10/4/00
	CA not responding to question		8/9/00	8/9/00
	Trouble connecting to TTY pager		8/11/00	8/11/00

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			Problem w/ prepaid calling card	7/31/00	7/31/00
			VCO user--problems calling a		
			certain number	6/29/00	6/29/00
TECHNICAL COMPLAINTS					
			Lost branding	2	12/7/00 12/11/00
				6/30/00	6/30/00
			Trouble linking up	2	11/6/00 1/11/01
				10/11/00	10/19/00
			Garbled message	2	2/15/01 2/15/01
				9/19/00	9/20/00
			Database not available	1	3/18/01 3/18/01
			Other technical type complaint:	4	
			Caller ID	5/11/01	6/11/01
			Cannot connect to Relay	1/10/01	1/11/01
			Caller ID--privacy	11/20/00	11/30/00
			Unable to leave VCO msg.		
			on TTY answering machine	11/30/00	12/13/00
MISCELLANEOUS COMPLAINTS					
			Carrier of choice	1	3/15/01 3/28/01
			Other:	2	
			Policy	2/8/01	2/8/01
			Background conversation relayed	8/14/00	8/14/00
TOTAL COMPLAINTS				57	
All complaints were received either at the TRS center or by the Relay Iowa account manager.					
All complaints were resolved in a timely fashion by Sprint customer service or the account manager, and it was not necessary to escalate any of the complaints to either the Iowa Utilities Board or the FCC.					