# Complaint Tracking for Colorado

October, 2001

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 4406 | 10/06/01 | 03 | Customer stated she gave CA # to call and instructed CA to ask for a specific person or to just say grandma is calling. CA asked VCO caller to pls repeat #. Customer sent voice macro twice with no response. CA typed again pls repeat number calling to. Customer sent voice macro 4 times. Customer asked CA for supervisor and customer said CA then typed ok one moment then CA hung up on her. I apologized and informed her that the agent would be coached. Customer satisfied with conversation. no follow up needed. | 10/13/01 | Agent sent voice now macro and then hit the keys to hear the VCO user. VCO user was speaking during the time the macro was being sent across so agent was unable to hear the VCO's voice response. CA understand to make request and just open the bridge instead of sending the voice now macro. |
| 4406 | 10/06/01 | 04 | | | |
| 4406 | 10/06/01 | 05 | | | |
| 4407 | 10/06/01 | 9 | Customer complained that this agent did not type the ans mach message at all they just typed (ans mach) (beep) GA. Apologized to the customer that the agent did not follow procedures. Told her someone would coach the agent. Customerwas happy with that. | 10/06/01 | Coached the agent saying type all recordings unless otherwise told so. |

Complaint Tracking for Colorado

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 3162E | 10/08/01 | 21 | Customer stated that she called a voice friend and they conversed back and forth for a while and then suddenly customer got a lot of garble. Customer kept saying hello are you still there? Finally operator came back on. I did not get a person hung up or anything. I asked for a sup and the assist sup apologized for the agent . She told me that the agent was brand new and just graduated last friday. She said she is a good operator with a lot of potiential and just needs more experience. Customer felt sorry for new opr but did not understand why new opr was not better supported by sups and trainers being with them for coaching when they are brand new. Customer felt that she still needed to report this because there needs to be more support for new agents. CS rep apologized that her call became confusing and thanked her for calling to let us know. Told her this report would be sent to the call center and copied to the AM for follow up on better new training measures that could be provided. | 12/20/01 | 11/27 no answer 12/4 no answer 12/20 left message. 12/20 returned call and pleased that these are resolved. |

# Complaint Tracking for Colorado

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| 3166E | 10/08/01 | 4 | Customer states that she gave agent 4960M the number to dial and told him toask for customer service. The agent never did tell her when the company answered the phone but just typed (holding to music) then when the customer tried several times to interrupt him with "voice please" the agent never responded. The customer gave him several XXXX's and again there was no response. Finally he answered and the customer told him that she did not understand what he was doing on the call and he proceeded to hang up on the customer. She then called Relay CS to turn in a complaint. CS rep responded by thanking the customer for letting us know and assured her that we would turn in a complaint so that this could be investigated and so agent could receive further coaching. | 10/12/01 | Talked with agent and he said he followed customer instructions and asked for CS. Agent saw xx's typed and activataed VCO and heard tty tones. Turned off VCO to read type but none appeared. This sequence repeated itself nuntil finally he heard the customer say something in angry tone and then hang up. Agent followed correctr procedure according to agents account. |
| 3166E | 10/08/01 | 11 | | | |
| 3165E | 10/08/01 | 17 | Agent dialed wrong number on first try. Customer gave agent specific instructions on how to handle connecting to her bank. Agent did not follow instructions and again had dialed wrong number. Customer gave the number again and instructed agent. Agent typed as instructed, kept customer informed of call progress then typed PERSON HUNG UP. Customer asked agent what he said that they hung up as she makes the call often, agent told her he no longer had the information. When customer tried to question the agent further he hung up on her. Customer is very frustrated with the poor service she is getting from Sprint Relay. CS rep told the customer she understand her frustration and that I would foward her complaint to the agent supervisor. | 10/09/01 | Agent dialed number provided and waited for live rep, per instructions, when rep answered, agent announced relay and person hung up. Agent did not realize he should have told cust agent had announced relay and person hung up at the time it occurred. Coached him in keeping the customer informed. |

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|---|---|---|---|---|---|
| 3165E | 10/08/01 | 9 | | | |
| 3165E | 10/08/01 | 7 | | | |
| 4409 | 10/08/01 | 11 | Customer said that the call was very confusing. She said that the agent needs more training. Explained to the customer that this agent just graduated and customer suggested that new people have seasoned agents sit with them for a while | 10/08/01 | Spoke with the CA and she requested that a buddy sit with her during VCO calls. Today was her 1st day. |
| 3167E | 10/09/01 | 4 | Customer placed a CO relay call through agent 9746F. When the hearing party ended the call the agent just typed SKSK after the other partys remarks and did not send the correct macro "person hung up" ga or sk. Customer then kept trying to speak to the agent to place another call or to check and see if the hearing person hung up, but never got a response. Apparently the agent just typed sksk and hung up. CS rep thanked the customer for calling and apologized. | 10/10/01 | Spoke with the agent regarding this complaint. The agent did recall processing this particular call. Agent states that the VCO user was the outbound party. When the inbound voice customer disconnected, agent typed sksk to the VCO user and waited for the system to disconnect the call. the outboundVCO user wanted the agent to place a call. Agents cannot place calls for the outbound party because when the inbound party disconnects, the system will automatically disconnet the outbound paryt in approx 40 - 60 sec. Agent was informed that she should have sent the person hung up sksk macro then pushed the key to disconnect the call. Agent is now fully aware of the procedure. |
| 3167E | 10/09/01 | 5 | | | |

Complaint Tracking for Colorado

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|---|---|---|---|---|---|
| 3168E | 10/09/01 | 15 | Customer placed a CO relay call through agent 3111M. She says when he reached the other party he just typed "recording playing" and entering info. The only thing she had told him to do was to ask for Lana whens someone did answer. Customer was not sure she had reached the right place since agent did not type the name of the place reached. I thanked the customer for calling. I did explain to her that if the agent types the entier recording to her they would have to redial a second time to reach someone most likely, although I understand that she did not know what place she had reached. She kept trying to get the agents attention by pressing voc pls and xx's and the call got very confusing. I thanked the customer for calling and apologized for the problem. | 12/20/01 | 11/27 no answer 12/4 no answer 12/20 left message 12/20 returned my call and pleased that thesse matters are resolved. |
| 9930 | 10/09/01 | 3 | TTY customer complained that the agent did not follow instructions. Customer typed redial for live person. Agent typed (ans mach) and did not redial for a live person. Apologized to the customer and informed the tty customer if the line was answered by an answering machine then there was no option for a live person. | 10/09/01 | Spoke with agent regarding this complaint and agent states that she sent the answering machine macro to inform the customer that it was an answering machine not a recording playing. The agent followed proper procedure in keeping the customer informed. |
| 3193E | 10/12/01 | 25 | Caller said she requested agent to dial a number, she received the dialing macro then garble. Two times she asked agent are you there and got no answer. Then agent disconnected. She said she thought there might have been a tech problem but was not sure. CS rep apologized to agent and let her know that I would send the complaint to the AM | 12/20/01 | 11/13 no answer 11/27 no answer 12/4 no answer 12/20 no answer. 12/20 left message 12/20 returned my call satisfied with this report. |

Complaint Tracking for Colorado

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 1614 | 10/15/01 | 21 | Customer was upset because they wanted CA to repeat part of conversation after the call had ended. I told them I was sorry but relay policy does not allow the CA to reapt conversation. They would need to ask outbound person to repeat. Caller said it was CA's job to repeat info because they heard it and it was not fair because they ask tty to repeat if it's garbled. TTY was upset and wanted CA to redial and ask person to repeat. | 10/15/01 | Team Lead explained policy and offered to have CA place a call. Customer eventually accepted new CA to place call to same outbound. When call was completed customer requested sup and stated same concerns. Asked sup to find 1st CA and ask what part of the earlier call was mistyped or garble. TL expressed that I understood her frustration but due to relay policy for confidentiality we did not have any record of past calls nor could we locate the past CA to discuss the past call content. Offered to have an AM contact her for further discussion of policy twice...caller hung up. |
| 3195E | 10/15/01 | 11 | Customer requested agent to just type S.T. when Senior Transportation recording had come on line and then give the GA when it was time for customer to leave message. Agent typed ST GA all at once and not as customer requested. Customer wanted agent to space it out during the message then give GA when it was time to leave a message. Customer asked for sup and after explaining to sup what happened sup said this was an unusual request and because it was out of the ordinary it confused the agents until they are explained about it further. Customer didn't think it was such a hard request for the agent. CS rep thanked the customer for letting us know about it. Assured her that we would turn in the complaint and have it checked into further if anything more could be done. | 12/20/01 | 11/13 no answer 11/27 no answer 12/4 no answer 12/20 left message 12/20 returned my call - satisfied and pleased that matters are resolved. |

Complaint Tracking for Colorado

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|---|---|---|---|---|---|
| 3200E | 10/16/01 | 29 | ATT cell phone customer lives in Wash DC and he is in Colorado now. He is using his cell phone with a Krown pocket speak n read device. When customer calls CO relay the agent gets recording that his Long Distance has been temp disconnected. The number showing on the agent's screen is different than his cell phone. Customer said he called from NY relay last week and was able to place his call with no problem. CS rep apologized to the customer that he is having this problem calling thru CO relay and told him I would pass this info on to resolve the issue. | 12/20/01 | Could not follow up due to lack of customer info. |
| 3203E | 10/16/01 | 21 | Customer called in stating that after she was finished talking to her mother the agent never let her know that her mother had hung up the phone. She asked for sup (Sherri) and told her the problems. Sup told customer that it did show up on the screen that the agent informed the customer that the party had hung up. Customer thought both the agent and sup were covering up. When the customer first came into CS it was ASCII and did not get a response from the customer. The second time finally got a response from the customer and the CS rep told the customer about this situation of what happened and that there might be a problem with the customer's equipment. Customer became very agitated and said that she thought the CS rep was trying to cover up too. she hung up after that. | 10/19/01 | spoke to CA and the CA did send the macro which the sup saw so therefore the CA did follow procedure. |
| 4420 | 10/17/01 | 11 | Customer was upset because agent did not hear her when she asked for them to redial. She called the number and got a busy signal and the agent didn't press the key fast enough to hear the customer say redial. Thanked customer for feedback and apologized for the inconvience. | 10/19/01 | Coached agent on making sure that she is responsive to the macros promptly. Agent was comfortable with my recommendation to have the trainer review the VCO procedure with her. |

Complaint Tracking for Colorado

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| 3219E | 10/21/01 | 3 | VCO customer complained that the agent did not follow her instructions on several calls that she placed such as typing out an entire message instead of just typing Wells like the customer instructed. VCO customer is concerned about this agent and thinks they need training. CS rep apologized for problems encountered and advised the complaint would be fowarded to sup | 10/22/01 | Agent followed procedures on most areas except one and that one agent was coached on to follow instructions more precisely. |
| 4422 | 10/21/01 | 3 | Customer complained that the agent did not follow her instructions by asking the agent to dial the number and just type the company name and wait for a live person. The agent typed recording playing and started to type Wells when she was interrupted by the customer. She typed Wells and waiting for banker and was interrrupted by the customer again. After the call completed customer asked for sup. Apologized for any difficulty with the call and told her this would be followed up for coaching. Customer satisfied. Thanked customer for her input. | 10/23/01 | Followed up with agent and found that the agent did the right procedure. |
| 3223E | 10/22/01 | 6 | Customer wanted to file a complaint against this agent because she had the worst spelling skills the customers ever seen. They were simple words and clearly not typos. Customer would like to see more training for the agents. CS rep thanked the customer for taking the time to call and let us know and apologized for the frustrations she went through. Told her the report would be sent to the call center where the agent is located. | 10/25/01 | After reviewing this complaint the agent was blind monitored and it was discovered that this agent does have problems spelling. Appropriate action was taken. |

Complaint Tracking for Colorado

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| 3225E | 10/22/01 | 4 | Customer complained that the agent did not keep her informed when she called her pharmacy she asked that they say her name and can I speak with the pharmacist. The agent only put the ringing and (M) GA. Customer asked if it was the pharmacy and told the agent she should have told her the name of the place she reached. Agent thought that since she was told to ask for the pharmacist that she wanted to be connected right away. Customer asked for sup and waited and waited then discovered she had been hung up on. CS rep apologized that the call was not handled so that she would know that she had reached the correct number, and that the opr disconnected her call, without getting the sup first. Thanked her for letting us know and told her the complaint would be sent to the call center. | 10/23/01 | Agent admitted that she did not type the outbound person's greeting. Agent received first warning about following relay procedures. Agent also stated that when the customer requested a sup she requested the sup assist. However the sup was assisting another agent. By the time the sup arrived the customer had disconnected. Agent was also coached on the importance of keeping the customer informed. QA will continue to monitor this agent. |
| 3225E | 10/22/01 | 5 | | | |
| 3227F | 10/22/01 | 3 | Customer called CS and their type was garbled. When garbling cleared customer asked for different CS rep. Another rep took over and said that all relay agents do not follow her instructions that are in her notes. CS rep thanked the customer for letting us know about this and ler her know in the future if she could get an agent number then we could turn in a complaint so that a sup could investigate the problem further and that without any specific info nothing could be done. It was also mentioned that the customer call into CS was garbled and it was possible that her calls into relay were also garble therefore possibly causing some of the problem. With that the customer hung up on CS rep. | 12/20/01 | 11/13 no answer 11/27 no answer 12/20 10:11a usin Krown tty research porta printer saying she is a manic depressive on meds and can't remember what she was saying. Gave my nbrs if any problems persisted. Explained to get agent # so we can track the problems. |

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| 3229E | 10/23/01 | 21 | Customer complaining that the agent broke transparency when both parties were saying their goodbyes the customer said thank you....and thank you agent gask. The customer received Thank you (her name). The customer thought the other person was still on the phone and continued the conversation. No macro was sent informing the customer that the person had hung up. Customer asked for a sup after finding out that the agent said thank you (her name). Sup said the standard line of making sure the CA was coached about procedures and that she apologized for the inconvience. Customer says the sup stuck up for the agent. CS rep told her that she would write this up and foward it to the AZ center and thanked her for calling in. | 10/24/01 | CA should have sent the macro ( you are welcome) SK. But it was seen that the agent remained transparent at the closing of the call. |
| 3238E | 10/24/01 | 3 | Customer stated that the agent left their number on the answering machine without their authority to do so. CS rep thanked the customer for calling in to let us know and apologized for this happening. Told the customer that the agent's sup would be made aware of this ASAP and that the agent would be coached for this. Customer thanked me and the call ended. | 11/12/01 | Coached agent not to leave msg on ans mach unless instructed from VCO user. |
| 3235E | 10/24/01 | 35 | Customer was upset that he was billed for long distance charges when he called his wife from out of town. He was told that if he used the 800 number he could call anywhere in the US. CS rep asked him to send in his bill and she would see what she could do but could not promise to be able to take care of it. Customer will send in the bill. | 12/20/01 | 11/15 I requested a copy of his billso I can get a better understanding of what he is trying to tell me. I explained to him that and LD calls will be billed- defaulted to Sprint if not mention his carrier. He understood and said he'll try to fax me the bill. Appreciated the talk. 11/28 no answer 12/4 no answer 12/20 no answer. |

Complaint Tracking for Colorado

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|---|---|---|---|---|---|
| 6599 | 10/26/01 | 4 | Customer was not kept informed when the agent called DA by not letting them know that they were entering info and not typing everything that was said. Apologized for the problem and said I would coach the agent. | 10/26/01 | Talked with the agent about proper procedure for DA when given all info up front. Gave agent a copy of DA procedural differences. |
| 1614 | | 26 | | | |
| 4223 | | | | | |
| 4419 | | | | | |
| 7743 | 10/26/01 | 3 | Customer asked agent to just type the name of the person on the ans mach so they would know they reached the right person. Agent typed the whole message. Agent then had to redial so that customer could voice their message and this time just typed ans mach and still did not type the name of the person on the ans mach. Told the customer that I would let the sup know and thanked them for the feedback. | 10/26/01 | Coached agent on following instructions and she will ask the customer to clarify if she doesn't understand the next time. |

# Complaint Tracking for Colorado

November 2001

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 1642 | 11/01/01 | 11 | Customer states CA didn't type recording but only typed (recording playing) instead. Did a great job on other calls. Great typist customer did tell CA not to type whole recording. Sup told customer CA would be coached on proper procedure. | 11/01/01 | CA was coached to type name of company on the recording before typing (recording playing) when customer asks to not type "whole" recording. |
| 3265E | 11/01/01 | 3 | Customer calls frequently and complains that FL has been a real pain for a long time. Customer was calling to Sears but did not have the nbr so asked the agent to call DA telling agent if they ask you turn it back over to me. Well I never heard back from | 11/03/01 | Addressed the agent regarding the above complaint. The agent states that he was not sure of how to process a DA call. Did not respond to the customer because he became frantic and vervous and requested a sup assistance and forgot to inform the customer of |
| 3265E | 11/01/01 | 4 | | | |
| 4522 | 11/03/01 | 17 | Customer called stated agent 9568 was very rude when reading tty user's response. Stated she has been using relay for a long time and states there was no reason for excuse for the agent to be so rude. Said agent was "ugly tempered" and very "bad mannered" Apologized to customer for the problem. Explained it would be followed up on. Customer would like a letter written to her for follow up. Thanked customer for input. | 11/07/01 | This id number is currently not issued to any agent nor was anyone logged on using this id nbr on the date in question |
| 3279E | 11/04/01 | 3 | VCO reports: instructed agent 4114F to call xxx ans mach and to only type four key strokes. Type ST and GA and she would leave her voice message. Agent dialed and typed ringing ringing SR (recording playing_ voice now GA. VCO asked agent if she wa new. Ag | 11/05/01 | CA followed the callers instructions. CA said VCO caller was angry at the end of the call. She didn't hung up on her. |
| 3279E | 11/04/01 | 5 | | | |

# Complaint Tracking for Colorado

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|---|---|---|---|---|---|
| 4442 | 11/06/01 | 26 | Customer complained that the msg was garbled constantly. CA 4770F messed up the call. | 11/06/01 | I apologized to the customer for the inconvenience it may have caused. I identified that the problem was due to Turbo used key stroke now customer read it clearly. Added to customer notes. Plus explained to customer on how to make changes on tty machine. |
| 9962 | 11/07/01 | 00 | Customer said : Agent 9126M didn't follow up. I typed Hello Ga Hello GA Hello Ga. Then hung up. I apologized to the customer for the inconvenience and told them the agent would be addressed regarding this matter. | 11/09/01 | Spoke with agent regarding this complaint. The agent states he doesn't remember having any trouble on calls on the day in question. The agent was coached on the importance of answering and responding to calls immediately and to fillout a ca feedback form |
| 3304E | 11/08/01 | 3 | Customer was calling an ans mach. Told CA to type ST and GA and she would leave her voice message. Agent got ans mach she just typed GA. When I asked her later after leaving my message why she didn't type as Ihad requested the ST GA. I then asked if I cou | 11/03/01 | Agent acknowledges she forgot to type ST until it was too late. She realizes the need to follow customer instructions and will try harder.Agent said customer did not ask to speak with a sup and that the customer disconnected the call. |
| 3304E | 11/08/01 | 5 | | | |
| 7283 | 11/13/01 | 8 | Customer said agent refused to re-read the tty msg. Customer said message was not grammatically correct. When she asked agent to repeat agent continued to type "like a robot" and made no effort to make call smoother. Asked agent for an agent nbr and recei | 11/17/01 | Discussed complaint with agent. Reviewed correct procedures for voice tone, conversational English and giving agent ID to ensure agent understood correct procedures. |

Complaint Tracking for Colorado

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|---|---|---|---|---|---|
| 3316E | 11/13/01 | 4 | Customer said: I told the opr to call the safeway store and gave the nbr to dial. Agent 4890F typed dialing local call. Then she typed recording playing, she did not type what the recording said or whether or not I had reached Safeway store or anything. | 11/15/01 | CA 4890f remembered the call very well and customer had given a specific instruction therefore CA did right procedure. |
| 3321E | 11/14/01 | 18 | Agent placed a relay call through agent 4895F. An ans mach was reached and the agent only typed (ans mach playing) and did not type what the ans mach greeting said. Customer said she did not know if she had reached the correct place. Customer then asked f | 11/15/01 | spoke with agent and explained that the ans mach recording must be typed if customer does not give instructions not to type it. She understood and will do so in future. |
| 3323E | 11/14/01 | 3 | Customer works at Pizza Hut and received a relay call for an order. The customer was trying to tell the agent that he could not hear what was being said, but the agent kept typing everything, even though he was talking to the agent abou the volume. The a | 11/14/01 | Could not follow up due to lack of customer info. |
| 3323E | 11/14/01 | 17 | | | |
| 4453 | 11/16/01 | 4 | Customer complained that CA 4162F asked for # again without any reason given. Customer had no idea whether CA was able to read or not. Apologized to customer for an inconvenience it may have caused. | 11/16/01 | CA 4162F explained that she missed the nbr due to the call rolling over going into a cycle trying to find which line to drop into. I coached CA to explain a reason (sorry CA missed the nbr pls repeat) customer was satisfied with the solution. |
| 3333E | 11/16/01 | 3 | Customer called in stating that she gave the CA the nbr to dial and the instructions that if an ans mach is reached to type just the first two words then give her the GA so that she can leave a message. The CA typed the entire recording. Customer then ask | 11/16/01 | After taking the complaint I spoke with the agent. The agent states that she thought she should always type the recording even if the customer says not to. I informed the agent that she should always pay attention and follow the customer's instructions as |
| 3333E | 11/16/01 | 18 | | | |

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| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 3378E | 11/18/01 | 9 | Agent reached an ans mach and just typed ans mach ga. Agent did not type everything heard on the ans mach message and caller did not know what nbr she had reached. I apologized to caller for the problem and let her know I would file the complaint. | 11/29/01 | Addressed agent regarding this complaint. She states that she does not remember processing this paarticular call. The agent was able to demonstrate all the steps to follow when processing and answering machine call. The procedure was reiterated to the agent. The QA dept will closely monitor the agent to ensure that procedures are being followed. |
| 3376E | 11/18/01 | 9 | Agent reached an ans mach and just typed ans mach ga. Agent did not type everything heard on the ans mach message and caller did not know what nbr she had reached. I apologized to caller for the problem and let her know I would file the complaint. | 11/30/01 | Coached CA on typing complete ans mach msg unless instructed otherwise by customer. |
| 3342E | 11/19/01 | 4 | Customer called in stating that she was placing a call to a company. The call itself went very well, at the end of the call the company rep said thank you. Customer responded thank you have a nice day gask. The rep again replied thank you. Customer said y | 11/20/01 | CA said she may have sent a ur welcome macro by mistake confusing the customer. Reviewed correct call closure. |
| 3342E | 11/19/01 | 9 | | | |
| 4461 | 11/20/01 | 9 | Customer complained that agent did not type the name of the company from the recording when the outbound line was connected. Sup observed on the screen agent had begun to type the recorded msg but the customer had interrupted with x's. Live person picked | 11/20/01 | Customer was not satisfied, but said she does not want follow up contact. Sup observations and follow up discussion with agent led to sup's conclusion that agent followed correct procedure. |
| 3351E | 11/21/01 | 4 | Customer reports that the agent dialed the nbr provided. After it rang a couple of times the agent typed, "recording playing" then a pause followed by let me get xxx for you. The customer is upset that the agent did not follow procedure for recordings by | 11/27/01 | CA did right procedure since there was an instruction given. I coached CA to keep customer informed by adding macro that CA was asking for a person. In addition I coached CA not to offer to get a sup since customer may feel uncomfortable. |

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| 3351E | 11/21/01 | 9 | | | |
| 3351E | 11/21/01 | 15 | | | |
| 3354E | 11/21/01 | 25 | Customer contacted relay CS due to a problem on of his wirelss customers is experiencing with relay service. He reports that he called from xxx xxx xxxx and go agent 9631 and asked to dial a pager number xxx xxx xxxx. He received a recording that said the | 12/20/01 | Techs get recording that the number reached is not in service and check the number again. Tried to again to no avail. Tech already called the customer to call his LEC about it. |
| 4463 | 11/21/01 | 3 | CO VCO user frustrated at 2 agents. After giving agent 9231F a number to dial the agent dialed and after the person answered agent only typed your message left, twice, no live greeting was typed and the outbound hung up. User requested to redial but no re | 12/18/01 | Couldn't follow up with customer because of lack of info. |
| 4463 | 11/21/01 | 5 | | | |
| 3360E | 11/23/01 | 29 | When dialing 711 in Colorado person has excessive waiting periods and sometimes does not get connected at all. Assured customer that a TT would be done. 04533500 to investigate the problem. | 12/20/01 | The tech asked the customer to contact the LEC to resolve this matter. Am tried to call 3 times and no answer on all of them. |
| 6664 | 11/24/01 | 4 | Agent's screen"jumped" and disconnected the LD call. Per customer request agent called opr or immediate credit. Agent did not keep customer informed that agent calling Sprint opr. Said agent did not understand English and was rude and told he will let agent's sup know. Thanked customer for feedback. | 11/24/01 | Coached agent on keeping customer informed on progress of call. |
| 6664 | 11/24/01 | 17 | | | |
| 4466 | 11/26/01 | 3 | Customer complained that she needs to call the school and CA 4899 didn't process her call. | 11/26/01 | I apologized for an inconvenience it may have caused. I explained that CA 4899M did a right procedure. There was a recording that Sprint LD is not in service. She would need to give alternate # COC to bill since she was calling from a business. She was st |

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|---|---|---|---|---|---|
| 3377E | 11/28/01 | 11 | The agents are starting to not type the recordings when I call to an 800 number. I asked to speak to xxxx in the insurance dept and instead of the agent letting me know what company we reached, and typing to me the recorded message she typed " recording" | 12/04/01 | Talked to agent regarding customer instructions and relay call processing procedures. |
| 12000 | 11/28/01 | 8 | Caller said that there was a pause nd then agent came on line, introduced himself and was robotic. Cut off and unacceptable unlike the agnet who started the call. When the agent requested my assistance, I asked the caller to be more specific about what the agent did. She kept rambling about problems in her life and when I asked her again to give me specifics about the agent she began to use abusive language. I advised her that the call would be disconnected if she continued to be abusive, she continued, I then disconnected. | 11/28/01 | Immediately after the call I spoke with agent regarding the complaint. The agent states that the customer became angry when they switched agents and when he attempted to pace her because she was speaking too fast. The agent states that he then requested a sup because the voice user began to yell and curse. The agent followed proper procedure, requesting a sup when the customer became irate, however the agent was coached on voice tone, relaying with expression, and conversational flow. This agent will be monitored by the QA dept to make sure he is providing quality service. |
| 3387E | 11/30/01 | 3 | Customer called in stating that she gave the CA specific instructions if an ans mach was reached to just type the names so that I would know that I reached the right party and could leave a message. The CA typed (m) (ans mach) ga. Customer asked her why | 12/04/01 | talked to agent regaring customer instructions and sprint call processing procedures. |

# Complaint Tracking for Colorado

December 2001

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 3405E | 12/04/01 | 3 | Caller complained that agent did not follow her instructions. She said she asked the agent not to type the full ans mach messsage and agent did it anyway, twice. I apologized for the problem and let her know that I would file the complaint. | 12/05/01 | spoke with agent regarding this call. The agent states that the customer did not inform her at the beginning of the call that she did not want her to type the ans mach message. After placing the first call the agent was then instructed to redial and allow her to leave her own voice message. The agent proceeded to redial and allowed the customer to leave her own voice message, after leaving the message the customer began to complaint about the way her call was processed. The agent was coached on the proper procedure for processing ans mach calls and following the customer's instructions. Agent will be closely monitored by the QA dept to make sure all procedures are being followed. |
| 3426E | 12/07/01 | 29 | Customer stated that they can't reach 711 from their nbr and they tried 5 different times. RCS rep: Apologized and assured that we would send in a TT on the problem # 04594759 | 02/06/02 | Technician was unable to duplicate problem. Advised customer that their LEC would need to be contacted as this is a new Sprint Contact. |

Complaint Tracking for Colorado

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 3419E | 12/07/01 | 11 | Customer stated that when we redialed to my calling nbr agent 6199F didn't even let me know if that person could hear me. It was an important call to the internet tech support and I got no response from this agent for a long long time. I tried to interrupt the agent several times and just get her to answer me. RCS response: Apologized for the inconvenience and frustration that the customer incurred and let her know that we would turn in a complaint on the problem so that it could be investigated further. Thanked her for letting us know. | 12/17/02 | Coached agent on call porcess. 1/4 - called customer no answer; 1/25 - called customer no answer; 2/6 - no answer- closed due to the inability to reach the customer. |
| 3420E | 12/07/01 | 4 | When calling my DR's office this agent did not type to me who we had reached - she just typed recording playing then holding (f). I don't like it when the agents don't let me know for sure that I have reached the right phone nbr. It seems that more and more agents are taking this short cut and not typing the name of the company reached. Please pass this on to training dept to have them look into this. RCS response: Thanked the customer for letting us know and assured her that we would turn this in for further investigation and would also pass it on to the training dept. | 12/07/01 | agent said this customer asked agent to get a live person, so agent did not type recording msg per relay procedure. Agent followed correct procedures. |
| 3426E | 12/08/01 | 5 | TTY user said my brother called thru agent 9617 and the last letter was an L not M or F and my brother asked me a very short question, and while I was answering him it became apparent that the agent cut us off I called my brother back, actually he called me back, hewas not on a cell phone, he was at home and he had no idea the agent had cut us off and never heard my reply, so wanted to report this. Apologized for the problem and advised complaint would be forwarded to sup. | 12/12/01 | After reviewing this complaint and speaking to the agent, she stated that she was not working on the date of this complaint. Reviewed the agent profile reports for the above date, discovered that no one logged on using id 9617 on that date. |

Complaint Tracking for Colorado

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 3429E | 12/10/01 | 4 | VCO reports that agent 4325F didn't process call correctly. At the end of long call to dr office the agent typed "talk to u later GA" and vco spoke hello hello but agent didn't respond for a long time then agent typed hello ga. VCO advised agent she didn't know if the person was still on the line or if they hung up. Agent did not respond. VCO requested to make another call. Agent dialed and typed recording ga. VCO did not know who was reached or any info about recording. Apologized for the problem and advised the complaint would be forwarded to managment. Also complained that the agent didn't follow her other instructions and not sending right macros. | 12/18/01 | Spoke to CA. She didn't recall that call. Coached CA to type the name of the recording to keep VCO caller informed. CA heard a click and thought the line was disconnected. CA coached to clarify the greeting from outbound caller. |
| 4481 | | | | | |
| 3433E | 12/12/01 | 3 | Customer called to report many typos and agent taking control of her call. She asked the agent to dial nbr and told the agent to only type the name of the hospital when it was answered. The agent typed the gender of the party that answered and then typed in ( ) getting dept and it went on from there. The typing the customer received after that point was very confusing. There seemed to be a voice person answer, then there was a typed out ans mach message and the machine hung up before the customer had time to say anything. The customer advised the agent before dialing out that if ans mach was reached she did not want to leave a message and not to type the message to her. I apologized for the typing errors and overall communication breakdown the customer experienced with her call. I told he I would document her complaint and forward it to the call center where the agent is located for coaching with a sup. | 12/17/01 | Spoke with CA. Instructed her on proper procedure when given info and following customer instruction. |

Complaint Tracking for Colorado

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 3433E | 12/12/01 | 7 | | | |
| 4489 | 12/20/01 | 3 | Customer said this agent did not follow her instructions. | 12/20/01 | Apologized to customer for agent's confusion. Told her agent did not understand instructions and that I would coach the agent and document the complaint. The customer was satisfied. |
| 3466E | 12/22/01 | 3 | VCO reports that she provided calling to nbr and advised she was calling to xxxx but if ans mach was reached to type MCC only. Not to type all of ans mach. Agent called and reached ans mach and typed and mach playing. VCO asked agent why she didn't type mcc as requested and also told agent she didn't know what ans mach was reached because agent only typed ans mach playing. Agent typed to vco when you make specific request we are trained to handle these calls differently and that is why you received this info. VCO complained that agent did not follow her specific instructions and the agent is in error regarding the processing of specific instructions. Advised complaint would be forwarded to management and apologized for problem. | 04/15/02 | CA said VCO did say to type MCC when connected with outbound. CA said she typed (recording playing for MCC) then VCO wanted CA to let her know when msg was over so she could voice her msg so CA typed (ans. Mach playing). Then VCO left msg and told CA why didn't she type out ans. mach that she reached. CA did type out MCC as instructed, did not type ans. mach recording because customer said not to. Customer hung up before supervisor could get there. CA said was following instructions and keeping customer informed and would continue to do so and get TL. |
| 3685 | 12/28/01 | 9 | Voice person uses relay all the time and has never had this happen before. Customer said agent typed like a robot. And when voice person asked for clarifiation of letters by asking A like apple the agent typed that back to the deaf person. Customer says that confuses everyone all around. I explained to the customer that we are here to act as live telephone wire and are trained to type everything heard. She hopes that can be changed. I told the customer that I would be sure to put her request in a complaint. customer thanked me and I thanked her as well. | 12/28/01 | Agent relayed everything heard and followed correct procedure. |

# Complaint Tracking for Colorado

January 2002

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 3495E | 01/01/02 | 21 | Customer called in stating that she was talking with another person and they were discussing her personal info. She was trying to get her balance and she got a different figure twice. She said to the agent to pls be careful with her typing and the agent responded back that she was and what her balance was which came across garbled. Customer said that the coversation had a lot of garbling which she did not think was the agent's fault, she felt though that the agent broke transparency by speaking to her during the coversation with the outbound. I thanked the customer for calling in: I also verified that she did speak to the agent that she did speak to the agent while on the line with the outbound. I let her know that I would write this up and forward it on to the proper ctr. | 01/04/02 | CA recalls the situation. VCO had expressed her frustration about garbling and this was heard by the outbound. The outbound person then commented are you clear now...the balance is... So the vco user thought they were the CA's words were actually spoken by outbound caller. CA did demonstrate proper knowledge of transparency policy. |

Complaint Tracking for Colorado

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 3004E | 01/03/02 | 3 | Customer uses vco and gave agent instructions to just type the name of the company when the recording came on since it is a verl ong msg, to let her know who she had reached as she was trying to save the agents fingers in typing. After the agent dialed she typed "listening to menu" lots of xx's waiting for and voice pls. Customer says it may have been an accident but she thinks the agent disconnected on purpose. I thanked the customer for calling in to let us know and apologized for the agents mistake, explaining that agents are trained to type everything heard and sometimes out of force of habit they will do so, but in this case the agent didn't follow basic procedure or any of her instructions. customer understood this but says it continues to happen. She feels she needs to let us know about this type of mistake. I told her we appreciate her info, thanked her again and the call ended. | 01/04/02 | Coached the CA and said this customer makes the same or similar requests often and said to just type what is requested. |
| 3004E | 01/03/02 | 4 | | | |

# Complaint Tracking for Colorado

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 3017F | 01/06/02 | 21 | Customer stated that when the call came in they asekd for the agent's id nbr and it was not given. While she was talking with her daughter, she asked her daughter to ask for the agent's id nbr and got no response from the agent. They continued talking and she asked for the nbr again directly to the agent, and again got no response. Finally at the end of the call, she asked yet again for the agent to give the nbr and the agent said 9836M and I'm sorry I didn't give it to sooner we were changing seats. Thanked the customer for calling and let her know that she would give the complaint so it could be written up and forwarded to the proper ctr. | 01/06/02 | Addressed the agent regarding this complaint and he did remember the call. The agent stated that when the call was connected to the outbound VCO user, he forgot to send ALT 5 Agent also states that niether party requested ID # during the call but the VCO user did request his ID # at the end of the call, that's when the agent tyepd 9836M I'm sorry I didn't give it to you sooner we were changing seats" Agent says he gave the additional info because he had just logged onto that console and was rushing. Agent was coached on the proper set up of a VCO call. Also infoemd the agent that he is to provide his ID# immediately upon request. The QA department will continue to minotr this agetn and disiplinary action will be taken against this agent. |
| 3055F | 01/11/02 | 26 | Customer complained of garbling problems in recent weeks. On 1/10 caller said he filed a complaint with a sup while on a call (did not have details) on 1/11 he had a problem with agent 7658F. Caller said he got the nbr and then everything became garbled. (call took place at 6:05p. Caller said he had another call with agent 6403 at approx 7:00p with no problem. Opened TT 04715058. Apologized to caller for the problem and let him know a TT would be done. | 04/19/02 | 1/15 - left cutomer msg; 2/6 - Met with bari to do test calls - garbling experienced; 3/26 - left msg; 4/9 -left msg; ;4/19 - Connected - understood the garbling problems and are satisfied with resolution. |

Complaint Tracking for Colorado

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 3059F | 01/14/02 | 9 | Caller said agent 4201 did not type what was heard on an ans mach that was reached. Caller asked to speak to sup steve and he told caller that she should have notes put into her db saying that she wants ans mach mesg typed in full. I confirmed with caller that relay procedure is that agent will typed everything heard unless instructed by the caller differently. I apologized that she had this problem with AZ relay service and assured her a complaint would be filed. | 01/17/02 | |
| 5222 | 01/14/02 | 3 | TTY caller said that CA 8156F did not follow instructions to wait for someone to talk with and instead CA hung up the call. TTY user said the CA told them that the tty caller had to tell the CA to hold for someone before placing a call. TTY user was advised that the complaint would be given to the CA's sup and I apologized for the inconvenience and assured tty caller that we do want CA's to follow instructions. TTY caller didn't answer if wanted to be contacted back but instead wanted to place a call now. I placed the call for tty user. TTY user thanked me for my good call procedure this time and said goodbye sksk. | 01/16/02 | Opr was conseled on paying attention to customer instructions by me, her team leader. |
| 6728 | 01/14/02 | 5 | Customer was upset said agent hung up on him. Informed customer would forward this info to this agent sup apologized any problems or delays this had caused. | 01/18/02 | upon receiving this complaint the agent was blind monitored. There was no evidence of disconnecting customers. Spoke with agent regarding this complaint agent stated that she remembers this call, and filled out a CA feedback form because the customer used profanity and disconnected. Based on the evidence agent followed correct procedures. |

# Complaint Tracking for Colorado

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 5222 | 01/14/02 | 3 | TTY caller siad that CA 8156 did not follow instructions to wait for someone to talk with, and instead CA hung up the call. TTY user said the CA told them that the tty caller had to tell CA to hold for someon before placing call. TTY user was advised that the complaint would be given to the CA's sup and I apologized for the inconvenience and assured tty caller that CA would be coached. TTY caller did not answer if wanted to be contacted back but instead wanted to place a call now. i placed the call or tty user. TTY user thanked me for my good call procedure this time adn said goodbye. | 01/16/02 | Operator was couseled on paying attention to customer instructions by me, her team leader. |
| 4517 | 01/14/02 | 4 | Colorado vco user frustrated at agent 4201M for not typing company name that was reached, after user gave instructions for agent to outdial to reach a specific dept. | 01/14/02 | I offered user a transfer to customer service, and also offered to enter such a request in her db. She opted to call customer service onh her own. Agent did proper procedure. |
| 4520 | 8:20p | 26 | Colorado TTY user complaining that he sometimes receives garbel from realy. It I san ongoing problem. This is regardless of turbo code mde switched to on or off. | 04/19/02 | TT results - The customer's TTY device had an aption under communications set to Baudot. The customer changed the setting to automatic. After a test call the customer did not receive garble from Relay. Got connected and understood what was causing garbling and accepted the resolution. |

# Complaint Tracking for Colorado

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 3074F | 01/16/02 | 4 | Customer told the agent to listen to the recording because she wanted a live rep and not to type the recording. The agent dialed the nbr and typed recording. Then the customer says there was a long delay. The customer began typing vco pls ga to get the agent's attention to find out what was going on. The next thing she received from the agent was garbled. She hung up and will call to get a different agent to complete her call. This cusotmer is very frustrated with the agents in the FL cal ctr. She reports repeated problems with agents in the FL call ctr and still nothing is being done. She said that she is not sure if the sup really follow up on the complaints or if they do follow up if the agents are just ignoring it. I apologized and told her I would document her complaint and forward it to the call ctr for follow up with a sup. I told her I would forward this info to the AM as well tokeep them aware of the continuing problem with agents in the FL call ctr | 01/18/02 | Spoke with agent regarding this complaint. Agent remembered processsing this call and stated that she sent recording and did not send anything else because the recording was still playing. Informed agent that she must keep the customer informed at all times. If the recording was extremely long she could have typed recording still playing to keep the customer informed. Complaint was placed in agent's file. Agent was coached on how and why she must keep the customer informed. Agent will be monitored by the QA dept to make sure she is following proper procedures. |

Complaint Tracking for Colorado

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 3079F | 01/17/02 | 29 | Customer received normal vco greeting from this agent followed by ur caller id will transmit. She questioned the agent what that meant. He correctly advised her that if the person she was calling had the caller id feature with their local phone co. that her name and ph nbr may appear on it. CS has not been advised if the feature has been added to CO relay. Not sure if it is a tech problem or if the feature was added and we were not made aware. I told her I would open a TT for tech to check itout if it was an error. I also told her I would forward the info to the AM who could verify if indeed that feature has been added, and if so exactly how it works. The customer was confused thinking that the macro was telling her that she had to buy that feature from her phone co and that relay was forcing her to have a feature that she didn't want to have. I attempted to explain with no luck. She will await a call from AM for clarification. | 04/15/02 | TT results - this is not a technical issue - Caller ID has been turned on - TT closed. 4/15 - Via email apologized for being so slow to answer my email. Customer was really very satisifed with how customer svc handled his complaints and concerns. Custmer satisfied. |
| 3094F | 01/19/02 | 18 | VCO reports instructing agent at 10:55a to call nbr if ans mach is reached to only type we can't and then ga. When she could leave her msg. She was calling her daughter and family. She knows what their ans mach says and doesn't need relay to type all of msg but wants a very short protion of msg to recognize it's her family's ans mach. agent dialed and typed entire ans mach msg. Apologized for problem. VCO doesn't understand why agents cannot be trained to process ans mach calls correctly. Apologized for problem. | 01/29/02 | Spoke with agent regarding this call, agent did not remember this particular call. Agent was blind monitored and did not have nay problems processing ans mach calls or following customer's requests. Agent was coached on the following: keeping the customer informed, following customer's instructions and basic ans mach procedures. QA dept will continue to monitor agents to makes sure quality service is being provided. |

# Complaint Tracking for Colorado

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 4525 | 01/21/02 | 26 | Customer complained that CA couldn't read his msg. Attempted to switch to turbo on. Yet the problem persists. I apologzed to customer for his frustration. I tried to work with him to resolve his issue. Both tty machine and computer switched turbo on/off back and forth. The problem still exist. At time I was able to read him. Then the msg garbled ap0peared again. Customer wants a follow up. TT entered # 04748484 | 04/19/02 | 2/6 - Met with Bari at his home did test calls garbling experienced. Techs found echo consollers were causing problems - 4/19 - understood problems and was satiisfied w/ resolution. |
| 4524 | 01/21/02 | 3 | Customer was upset that CA didn't repeat the msg when the msg was garbled. Apologized to the customer for the frustration they had. Explained that the CA did the right procedure to remain transparent, but can only repeat the last line. | 01/21/02 | I coached the CA that he could repeat the last line. Customer said they would call CSD about that. |
| 3104F | 01/22/02 | 5 | Customer received greeting and noticed a change. It said CO relay opr 4556F voice or type nowga. The customer hadn't noticed the change previously and asked the opr is this sprint relay. The opr responded by typing nbr you are calling please ga. The customer repeated her question and the opr responded by saying I don't know. it's the same greeting you always get I guess. The customer became upset with the opr and asked to speak with a sup. The agent then hung up without getting a sup. I apologized for the agent not answering her question. I told that as of Jan 17 th the identifier had been changed from agent to opr. I told her I would document her complaint and forward it to the call ctr where the agent is located for follow up with sup. | 01/22/02 | CA said she was confused by the questions, because she did not realize that the macro had changed. She said the customer became upset calling her rude and then customer hung up. I coached agent to summon a sup if she is unsure how to respond to a customers questions. |
| 3104F | 01/22/02 | 17 | | | |

Complaint Tracking for Colorado

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 3103F | 01/22/02 | 18 | vco reports she instructed this agent to place a call and not to announce relay say xxxx is calling. Agent reached an ans mach and typed ans mach playing ga. Vco reports this is a common problem with relay agent not typing the ans mach msg. Vco does not know ans mach has been reached when relay only types ans mach ga. apologized for problem. advised complaint would be forwarded to mgmt | 01/22/02 | CA acknowledges she made the error. I coached her to always type full recordings unless the customer has instructerd her otherwise. |
| 3109F | 01/23/02 | 29 | Customer reported that she did not receive the macro ur caller id will send along with the standard vco greeting. I apologized for the inconsistency and explained that she should receive the macro everythimg she calls into relay. I told her I would document and open a tt for the tech in that call ctr to ensure that she will receive the macro every time. TT 04756767 | 01/23/02 | Technician caled customer to explain that the BETA test position have been different software loaded on them and the macros she receives will be different when reaching one of those positions. She now understands and is familiar with macro she is getting. |
| 1730 | 01/23/02 | 26 | TTYcustomer was concerned that CA's messages were garbled until turbo code was turned on. Whne turbo code was off CA's can't read his typing. He said he is currently working with techs to have this problem resolved and would like someone to call him back. | 4/119/02 | TT results- Reboot resolved the problem. 4/19 - Customer accepted resolution. |

Complaint Tracking for Colorado

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 3110F | 01/23/02 | 21 | Customer reports that when her call was answered by 5120 she received the macro ur caller id will send along with the standard vco gretting. The customer explained that she did not want to see that macro and the agent told her that it could be blocked. The customer also spoke with a sup who told her that she could place a note in her db instructing oprs not to sed that macro. I apologized for the misinfo and explained to the customer that the macro is not something the agents manually send, but it is sent auto. I explained that the sup did not place any such note in her db and further than this is not a possiblility as the agents have no control over that macro. In discussing this feature further with the cusotmer she decided to block her name and nbr from appearing on someone else's caller id unit for her outgoing calls. i selecte4d no for the caller id send portion of her db. She decided she would liek to see the name and nber of anyone calling her thru relay and I explained that she would need to call her local phone co to sign up for the service and purchase | 01/29/02 | Reviewed info with sup and agent. |

# Complaint Tracking for Colorado

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 3119F | 01/25/02 | 3 | Customer states that she first made a call to an ans mach and then when calling back the 2nd time she told the agents to save your fingers and you do not need to type the whole msg but just to type we can't com and then give the GA. Then agent did as asked and on the redial did not type the msg bu typed ans mach and then after the msg was left your msg has been left ga. Customer states that the agent should ahve used common sense and typed a few words of the msg so she would know they reached the same party. RCS response: rep asked th customer if she did tell the agent not to type the whole msg on the redial. Customer stated that yes she did but the agent should have known to type at least a few words to let her know that they had reached the same party. Let the customer know that we would turn int he complaint so that it would be investigated further. Also let the customer know that it might be causing the agents confusion when they are told not to type the whole msg and then are expecting them to type a few words without making the info clear to them | 01/31/02 | Situation was confusing. Coached agent on following customer instructions. Agent expressed that she made the assumption customer knew that redialing meant going back to the same nbr. Coached on this. |
| 6744 | 01/27/02 | 26 | Person gets garbling on their line. Sup said he would have tech look into the problem. Customer was pleased. No call back requested. Sup completed a TT. | 01/27/02 | Could not do follow up due to lack of information. |

# Complaint Tracking for Colorado

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 3143F | 01/30/02 | 21 | Customer states that he was trying to call the FCC investigator about his constant garbling problem when using the relay service agent 9181M and his call was so garbled that he could not talk to him. Customer asked the agent to get a sup on the line and sup Jimmy came on the line. The call was still garbled but within 60 to 120 sec that sup hung up on the customer. Customer felt this was very rude and should not b e done in that short of time. Could have at least tried to converse with him. RCS response: Apologized for the inconvenience and let customer know that we would send in complaint to the ctr where sup was. Customer also requested a tt be entered about this constant problem. TT 04788350 | 02/25/02 | Addressed agent and sup regarding this complaint. Agent stated that the customer was complaining about garble and not receiving text on his screen. Customer then requested sup. Jimmy assisted on the call. Jimmy states that he identified himself and the cusotmer typed Jiimy whatever you typed I could not see what you typed. Jimmy then typed can you read me now? the customer responded no after typing and waiting for a response 3 times the customer disconnected. I also spoke with the tech suppoort and was informed that they are working with this particular customer regarding the garbling problem. |
| 4536 | 01/30/02 | 26 | TTY user is informing us of his effort to resolve the garbling problem he has with relay. After communicating with sprint tech, he is still experiencing garbling from the relay oprs. This is after making an adjustment on his tty and also using the 800 relay nbr not 711. Both as suggested by the sprint techs. He is expecting further communication from sprint techs. I apologized for the continued frustration, hoping a resolution can be found soon. I assured him another tt would be submitted. Customer is expecting a callback from sprint tech. TT 04788466 | 01/31/02 | Technican re-programmed and corrected all echo cancellors. |

Complaint Tracking for Colorado

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 3702 | 01/30/02 | 3 | CO VCO customer has been experiencing severe garbling problems. They placed a LD call tonight and after approx 15 - 20 min the garbling began. They disconnected with the outbound. At theat time they requested to speak to a sup. They were placed on hold for a while and then without warning transferred to CS. They state this happens frequently. The customer would like the call traced to determine the agent id nbr. They also requested a follow up from AM. I apologized and explained it was not common practice to transfer without approval. Suggested the cusotmer document agent id nbrs. Customer suggested when a call is transferred to CS that the agent id's # follws through the transfer. Forwarded this info to the AM for follow up. | 04/19/02 | Bari understood the problems and are satisfied with resolutions. |

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---|---|---|---|---|---|
| 12128 | 01/31/02 | 01 | Customer Called in upset about the call. Customer stated agent took 20 minutes to dial the nbr and that when the nbr was dialed, the agent typed (M) instead of the correct gender, which was (F). After reviewinng the call I noticed the customer provided too many nbrs to be dialed. I apologized for the delay., and informed the customer that I would follow up with the agent and the QA dept. I also coached the agent on alternative procedures that she could have followed to help in getting the correct nbr from the customer. The agent understood and agreed the customer understood and requested a diffrent agent to continue the relay call. | 02/15/02 | After receiving this complaint the agent was blind monitored to further investigate. While monitoring several calls, processed by the agent, It was observed that she does dial the calling to nbr promptly and also send the correct gender. Addressed the agent regarding the complaint however she had no recollection of this call. I informed the agent of the 6 sec dial out policy that must be adhered to at all times. I also informed her that if too many nbrs are provided that she should clarify the nbr with the caller. If the caller is unresponsive a Sup should be alerted to further assist with the call. Regarding the incorrect gender she should immediately make the necessary correction by using the backspace key. The agent QA file was also reviewed to investigate how the agent had performed on processing calls. The QA department will continue to monitor this agent to ensure that she continues to perform quality work and customer satisfaction. |
| 3133F | 01/29/02 | 26 | Account mgr has had an ongoing complaint about garbling from onecustomer and reports multiple complaints recently regarding the same. I took necessary calling from and to nbrs and agetn id and opened a TT for a Tech to investigate the cause of such. Told him I would forward copy to him | 04/23/02 | Techs found problem w/ echo concellors - fixing problem - I accept this resolution. |