Complaint Tracking for Colorado

February 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4539	02/04/02	26	TTY user says that he always receives garble from relay. He says garbling started approx 1 1/2 weeks ago. He futher stated that garbling happens wheter calling from home or from work. Asked if the tech could call him. I apologized for the problem that he has been experiencing. TT was give to tech for follow up.	02/04/02	received email from customer stating no more problems and was grateful.
3170F	02/08/02	11	Customer states that she requested that the agent not type the whole ans mach in order to save her fingers but to please type the xxxx's so that she knows she is reaching the right nbr to leave a msg. When we dialed the nbr the agent typed ans mach and nothing further. The agents are not typing what I'm requesting they are only following 1/2 of what I'm requesting for them to do. This keeps happening over and over with the agent. I'm not sure why they can't follow my simple directions clearly. RCS response: Thanked the customer for letting us know and assured her that we would send in a complaint so that this issue could be investigated further.	02/19/02	Team leader spoke to agent. Agent said customer never said to type the name of the recording but only said do not type ans mach msg. The agent was positive about this and remembered call clearly.
3176F	02/10/02	5	Customer called in stating that she had given the agent instructions as to how to process this long distance call if someone ans as well as if there was an ans mach. If it was an ans mach she only wanted the first word so that she would know that she had reached the right party. The agent typed out the whole ans mach msg. When customer asked her why she typed the whole msg and asked her to redial so that she could leave a msg, the agent hung up on her. Thanked her for calling in, let her know that i would get his written up and forwarded to the proper ctr. She believes that this agent may be new.	02/14/02	Coached agent on vco call. Agent did not hang up on customer, vco customer disconnected the call.

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12181	02/13/02	21	VCO user stated that she informed the agent that her name wasxxxxxx however the opr typed xxxxx as the vco user's name. Vco user also stated that she spelled her name out to the agent but it was still wrong. I apologized to the customer for the inconvenience and assured her that the complaint would be investigated.	02/13/02	Addressed agent regarding this complaint and she stated that when the vco user stated her name it sounded like xxxxx, the agent also stated that the vco user did not spell out her name as stated in her complaint. I informed the agent to always get clarification on the name and the spelling if she was not sure. Having the correct info is important especially when the vco user has a special announcement, which includes their name, which was the case in this call. Agent QA file was also reviewed.

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4554	02/15/02	21	Customer complained that the system did not recognize the nbr quickly enough and that the agent did not switch over to vco quickly enough. He said the agent interrupted him when he was trying to give her the nbr to dial and he ahd to repeat the nbr 3 times. Then she dialed the wrong nbr and he repeated all his complaints twice to make sure I got them down. Apologized for the inconvenience to the caller. The vco caller stated that he had a bad attitute. Asked if he wanted a follow up and he declined.	02/15/02	CA did right procedure. Sup states when vco caller requested for a sup I took over and he stated that this agent interrupted him and I checked that it was possibly computer system that both vco caller and ca typed at the same time. Apologized for his inconvenienced and I told him I would be happy to have ca dial the nbr again and process it. CA typed the whole recording and unfortunately, the nbr again and process it. CA typed the whole recording and unfortunately the nbr was incomplete or no longer in service. Then he requested for a sup again and I asked assist sup to take over so I stood by with my interpreter to resolve the issue, but customer kept accusing CA for making some errors. He stated that he had a bad attitude. I verified CA did right procedure and dialed the right nbr.
3194F	02/18/02	21	Customer asked the agent to call a company and told her she did not have to type the whole menu just to reach the cs dept of the company. The agent typed that the phone just kept ringing and ringing and finally the customer did interrupt and asked the agent to ask what nbr did you dial? The agent's reply was relay does not have that info. RCS response: Thanked the customer for letting us know and assured that we would send the info in for further investigation into the matter.	02/19/02	I followed up with CA. She recalled the call and said the customer was asking for city and area code. CA didn't have that info. She did the correct procedure.

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3196F	02/19/02	11	Customer states that this agent broke transparency. She had asked the caller to repeat the nbr as it was garbled when she received the typing and instead of letting the caller repeat it the agent butted in and gave the corrected nbr. After the call the customer told the agent that she had broken transparency and that she should not have done that and asked for a sup. She waited a long time on the phone and finally the phone got disconnected. She immediatley called the rcs to report the agent. RCS response: Thanked the customer for letting us know and assured that we would turn int he complaint so that it could be investigated further.	02/25/02	transparency protocol was reviewed with agent. Agent did ring assist bell. I was on floor and responded. While I was reviewing call, caller hung up. I did have time to see that agent typing was okay. No garbling or typos at this end.
3201F	02/20/02	26	Customer reported when callig relay this agent handled the call indicationg fl ctr and received garbling and could not read the agent's typing. Apologized to customer for the problem and let her know a tt would be opened to investigate the issue. Tt 1000009203	04/15/02	TT results - tech found problems with echo consellors and are patching it and rerouted to avoid those echo canellors. Follow up with customer via email.

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3199F	02/20/02	9	Customer reports that the agent dialed the nbr provided and reached an ans mach. The agent did not type what the ans mach said but instead typed ans mach ga. The customer asked was that an ans mach and the agent replied sure ga. The customer asked for a sup who was not communicating clearly so the customer hung up and dialed to CS to report this problem. Apologized to the customer and agreed that the agent should have typed the entire ans mach msg. told the customer the complaint would be documented and forwarded to the call ctr where the agent is located for follow up with a sup.	02/20/02	Addressed agent regarding this call and she vividly remembered processing this call. The agent stated that there was a short msg which stated hello and that was it. She informed the vco user of that and also sent the macro. The vco user then requested a sup. Sup assisted the agent on the call and observed what the agent had typed to the caller. Sup redialed the nbr and heard first hand what the agent had described. She attempted to explain what transpired to the customer, but she hung up before the sup could finish her explaniation. The agent also filled out a ca feedback form to document the incident/
3212F	02/24/02	3	VCO reports she requested agent call nbr and type S T for Senior Transportation and then give the GA when she could leave her msg agent dialed nbr and typed (ans mach playing). VCO typed voice pls ga and agent typed waiting for then beep beep beep and typed hung up while u were typing. VCO reports this problem is getting worse and worse and the agents do not listen to her instructions. She is only trying to save their hands. VCO asked if agent don't care about their jobs? and training needs to make sure agents understand the importance of listening to the callers specific instructions. VCO advised she called CO relay and agent 4224M processed the call. Apologized for problem encountered advised complaint would be forwarded to mgmt.	06/14/02	Followed up with CA 4224M. He couldn't the call. Coached him to follow cust's instructiions. Explained to Ca to use a macro as playing then open voice in order for cust to leave a msg.

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Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3223F	02/26/02	29	Customer using prepaid calling card thru relay and also getting billed casually by Sprint for same calls. Open TT 10000015595. Apologized to customer for the problem. Customer to send in bill.	04/23/02	Sent letter to customer requesting more info.TT closed due to lack of communication / info.
3221F	02/26/02	4	Customer states that this agent dialed a nbr to the bank and when they answered she got a recording but negleted to type anything that the recording said to the customer. Instead she simply typed recording playing she never even let the customer know the name of the company that had been reached. the customer typed xxxx's to her trying to interrupt the call when the agent typed pls hold for the next available teller. after teh call ended the customer asked to speak to a sup and instead was transferred to RCS. RCS: Apologized to the customer and thanked her for letting us know and assured her that we would be sending in the complaint so that a sup could investigate the issue further.	02/28/02	Unable to contact customer with number provided. No further action possible. Agent followed correct procedure and didn't realize customer was attempting to interrupt.

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3233F	02/28/02	5	Customer stated that they just had this agent and her typing was attrocious. I gave her the nbr to dial then she typed back to me voice now ga. Then type your caller id is blocked, dialing local call, rang 5 times then she typed you reached xxx you but if you leave msg we'll get back to you M.... then the I was cut off, my light went off on my tdd. CS: I apologized to the customer that she had been disconnected and thanked her for letting us know. Told her this report would be sent to the call ctr where the agent is located.	02/28/02	Addressed the agent regarding this complaint and she did remember this call. The agent stated she typed the ans. Machine message verbatim however mid way through relaying the message, the red box appeared stating inbound line disconnected. The agent was informed that if the nbr had already been provided, it was not necessary to send CTRL 0 (VOICE NOW) GA. She was also coached on the proper procedures to be followed when processing a branded VCO call. The customer also stated that the agent had typed "your call ID is blocked." I believe the agent presed CTRL O which is a toggle key to block and unblock caller id's was accidentally pressed when attempting to press CTRL 0. The agent was also coached on the proper procedures to be followed when processing Branded VCO calls. The agent was also informed of the consequences for disconnecting calls. Agent 9319F is a recent graduate and is being paired with a Lead Agent to provide on-going feedback to the agent. The QA department will closely monitor the agent and continue to track her progress.

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3234F	02/28/02	3	Caller said she told agent to call Wells Fargo Bank but not to type the entire message, just type Wells. She said the agent did not type "Wells"--just typed "recording playing" and when caller asked "what recording" the agent said Maam the recording si playing. Caller thought the agent did not handle the call correctly. Apologized to the caller for the problem and let her know a complaint would be issued. .	04/15/02	Coached agent regarding this - reminded agent to follow all customer instructions. Customer satisfied with the way we handled the resolution via e-mail.
3242F	02/28/02	26	Customer called with complaint of garbling. She cannot read what is being typed to her when call is connected. I apologized to caller for the problem and let her know a trouble ticket would be opened. TT is 1000021616.	04/23/02	Techs were able to locate problem - cuased by the new echo cocellors models - being reprogrammed and rereouted the rest so they will not go thru echo concellors. Tried to reach customer 3/18, 4/12; 4/23 - no answer, Closed due inability to reach the customer.
12201	02/27/02	2	The customer complained that agent 9061M did not follow the customer notes. When the agent reached an answering machine he tyepd the entore message to the customer when the notes advised all agents not to type answering machine messages. I apoogized to the customer for the inconvenience and informed the caller that I would address the agent regarding this complaint.	02/27/02	Addressed the agent reagrding this complaint and he stated that he did not see the customer notes. However when I assited the agent on the call, I observed the customer notes informing agents not to tyep ans machine meaasges. I coached the agent on the importance of reading and adhering to the customer notes. The agent was advised that if the customer notes and requests are not followed that it could lead to disiplinary actions. The agent displayed a lack of interst in the consequences of not adhering to proceudres and as a result will be terminated from the account.

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March 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3241F	03/01/02	11	Customer states that she had told the CA to just say mom is calling and that she didn't have to explain the relay. The phone rang 5 times and then the customer received typing, "Anwering machine playing - beep, Agent hung up" When the customers asked about it the agent said, "the computer dialed and then it typed this message to me and not to you." RCS response: Thanked the customer for letting us know and apologized for the inconveneince and assured that we would send the complaint in for further investigation.	03/04/02	Agent was coached to always type answering machine message unless otherwise instructed.
3239F	03/01/02	03	Florence called in stating that she gave the agents the instructions up front that she would most likely reach a lengthy recording and to simply type the name of the company and "GA: so that she knew she had reached the right place. The agent simply typed "(recording playing)ga", Florence didn't know whether she had reached the right place or not. When Florence asked her why she didn't follow her instructions the agent replied that she thought she wanted to talk to a live person, she had made a mistake and was sorry.	03/12/02	Spoke to the operator-she is a very good one-no other problems-was reminded to always follow customer instructions.

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3257F	03/05/02	04	VCO reports asking agent 9090M to dial a nbr when agetn reached an ans mach agent typed(ans mach playing) ou can leave ur msg as beep beep. VCO didn't know who they reached VCO didn't tell aget that atheare wld be an ans mach VCO didn't know they wld reach an ans mach when VCO asked agent why they didn't type the recording agent typed "its been my experience that VCO users want to leave a msg 1st time we have received complaints from VCO users because they don't want to be treated like TTY users." VCO states that Relay agent shld know each call is difference and not take it upon themselves to make determination of how call shld be handled. (apolozized for the problem advised complaint wld be forwarded to supervisor) FAxed to FL Center	03/08/02	Addressed agent regarding this complaint and the agent did recall handling this particular call. The agent stated that when he processes VCO to Voice Answering machine calls following proper procedures, the callers sometime complain about the procedures that are to be followed. Therefore, he allows the callers to leave a msg once an answering machine is reached so that thye may leave a message the first time. I explained to that agent that he is not following proper call set up procedures when handling this type of call. I coached him on the proper procedures to follow and explained to him that he only time that he can deviate from procedures is if a customer instructs him to do so. The agent was receptive to the feedback that was provided however due to the nature of this complaint disciplinary actions will be taken.
4567	03/06/02	26	Customer just wanted to inform us that agent 9467m's equiptment garbled badly and shld have it checked. The gave no more info.	04/23/02	Techs locaated problem to echo cancellors - reprogrammed and re-routed calls to avoid echo cacellors.

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Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3263F	03/06/02	03	Customer called to say I ask the agt to dial my family ph nbr and did not expect to reach the ans machine the agent typed whole ans machine message - then said ans machine ga, I told the agent to redial and I wld leave a msg but not to type the ans machine message and I wld not have time to leave my message before it wld hang up. Agent typed (alt 7) redialing to leave msg then (alt e) redialing then (alt g) ans mach playing ga I don't think this is proper procedure and this is happening to many times and I am getting tired of it. this is not what I ask the agt to do.	03/09/02	Addressed the agent regarding this complaint and he stated that he was not given any specific instructions by the caller as to how she wanted her call processed. After dialing the calling to number, he reached an answer machine, which he relayed the message to her. The call was set up as follows: (Beep) (F) (ANS MACH) GA. The customer then informed him that he wanted to leave a mesage but she did not want him to type the message again. He stated that he then sent the CTRL 3 macro, (PLS VOICE UR MSG WHEN U SEE "GA" REDIALING), and once the answering machine began to play, the ALT 3 macro was sent, (ANS MACH PLAYING). Once the beep was heard, that info was typed to the caller followed by F9. She then began voicing her message on the answering machine. Based on the info provided by both parties, proper prcedures were followed. The QA department will monitor the agent to ensure the proper procedures continue to be followed.
3267F	03/08/02	25	I just tried to place a relay call (9:45a.m. Colorado time) got agent 4890F. I gave her the number to dial then waited. No response of outdialing or anything. The line just disconnected after I gave the number to dial"	03/08/02	Agent did not remember the call apparent techinical Problem. 4/15/02 Customer is satisfied w/ the way we handled complaint and resolution. Florence - is making connection ok no need to do a TT. - Rex Moers

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4573	03/10/02	21	Inbound VCO customer made a seris of three calls. After the last call, Agent sent Alt-W (person hung up sksk) This was sent after the outbound voice was disconnected, but should have been Alt 0 (person hung up) Relay State XXXX ga or sk. User expected "GA or SK" but only got "SKSK"	03/13/02	I coached CA to use Alt 0 when VCO/TTY are the inbounders & use Alt W if VCO or TTY are the OB- CA understood & corrected his error.
4578	03/11/02	17	Colorado TTY user upset that operator 9442F was rude in interrrupting this user. This user was attempting to give the operator the nbr to dial and instructions for an ans mach operator interrupted sending "Relay Colorado OPR 9442F (ur caller ID will send) Nbr CAlling Pls". This only happened today -- not happen often.	03/19/02	Agent was addressed regarding this complaint and she recalls having the call come in but the msg was garbled. The agent then resent the macro F3 in case the caller hadn't received it at the beginning. Coached agent on proper procedures to follow when a msg comes in garbled. Send macro CTRL 2 instead of F3. When doing this the caller knows that their msg is coming through garble. The agent advised if the same problem persists to request a supv to assist with the call and document the incident for a troublke ticket. The agent was also scanned and found no problems ragarding calls. The QA department will continue to follow up with QA scans and evaluations to ensure that the agent is following proper call procedures. 4/23/02 - used relay to connect - reached a # that doesn't accept solicitation case clsoed due to inablility to reach customer.

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Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12250	03/04/02	26	Customer complained about experiencing garbling from the relay center. He was not able to read any of the messages that were typed by the agent.	03/08/02	I spoke with our on-site technicians regarding this issue and was informed that Call Center Technical Support is currently investigating this matter. However, a trouble ticket was entered. Trouble ticket number is I000029958. Tech found echo concellors were causing garbling Patch ed an re routed calls so that they do not touch those new models. Bari was satisfied with this resolution.
3301F	03/18/02	17	I just received a call thru Relay service and I want to make a complaint. Agent 9620F handled the call, the call lasted about 30 min and during the entire call the agent kept sighing very loudly in my ear and when she was not sighing she was yawning. She sounded like she haged her job, and I took it as being rude. It was to the point where I wld liek to ask for termination of her job."	04/26/02	Received on 4/23 - met with agent and was infoemd that the voume on her microphone was at high setting. Thus, when she would breath calmly, it was heard loudly on the line, which was misinterpreted as sighing. When the voice commented on the heay breathing the agent moved the microphone away from her face. The agent was coached on the importance of being courteus and remaining professional when speakig with customers. Attempted to contact customer - May 3 - no answer; May 20 - Cindy not in Office; MAy 31 - LEft mssg of resolution

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3297	03/18/02	26	VCO report receiving garbled messages for weeks via CO Relay VCO reported CA #'s 9129, 9358, 9603 on most recent calls when garbling occurred. VCO uses Ultratec Uniphone (VCO did not have model#) VCO reports receiving a lot of XXX on her screen and hears clicking sounds while she's talking after she tells Relay opr she is receiving garbled messages she reports the proble is resolved or less garbling she is having many problems completing calls via CO Relay due to continued garbling problems.	04/23/02	Techs located problems w echo cocellors and problems being patched and rerouted. 3/26 - tried to contact customer no answer; 4/12 - " " " no answer; 4/23 - Got hunag up. Clsoed due to inabilitiy to reach customer.

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3305F	03/19/02	02	VCO reports that operator 9479F did not process her call correctly. VCO rquested the operator to call 800 number to check information about her calling card. She instructed the operator to only type the company name on recording and then at voice prompt the operator didn't have the 8-digit number provided by VCO. VCO thought her instructions were clear but evidently not. Relay operator redialed and typed (ans mach) and holding etc etc. VCO kept tying to interrupt finally the operator asked if she was trying to interrupt. VCO told operator she didn't know who she had reached and that she had requested the company name be typed on the recording. VCO asked Relay opr why she didn't type the name of the company reached and the operator informed the VCO that Relay is not required to type the recording, only required to type (ans mach). VCO knows this is not correct and continues to have this problem through FL center. VCO requests the complaint be forwarded to supervisor as well as training personnel at FL center.	04/15/02	Addressed agt regarding this complaint and she did remember handling this particular call. The agt stated that she was provided with an 800 nbr and was instructed to get a a live representative. Once the recording began plaing the agt sent the ALT Q macro, (Recording Playing), and informed the caller that she was waiting for a representative. The caller then inquired why the agt did not type the name of the business and agt replied that she did not do so because whe was attempting to get a live representative as requested. The vco user eventually disconnected after holding for an extended period of time for a representative. The agt was coached on relaying the name of the business so that the customer is aware of where they are calling. Also, the agt was coached on how she cld have better asisisted the customer and she was very receptive to the feedback provided. The QA department has monitored the agt and reviewd her performance file and has never had a problem adhering to customers requests. However, the QA dpeartment will continue to monito

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3295F	03/18/02	26	TTY user reports having garbling problems since 711 was implemented, October 2001 having garbling problems from residence using Ultratec 420 Mini Print as well as public TTY from workplace does not have agent numbers garbling throughout call does not have turbo code on Ultratec 420.	04/23/02	Tech located problem to echo consellors - the resolution was to patch and re-route the calls to avoid those models. 4/12 - left msg for customer. 4/23/02 - left msg for customer.
3331F	03/26/02	11	Customer is branded VCO. She read back her tty tape to me regarding a problem she had with agent 9283F. Her call was answered in accordance with the branding "vco or type ga" The customer gave the agent nbr to dial. The agent typed "hello are you there ga" The cusotmer repeated the nbr to dial. There was a long delay and then the agent again asked "hello are you there ga" The customer sent her macro 'VCO Please GA" There was no response from the agent. The customer sent this macro 4 more times and on the 4th time the agent finally said, 'nbr calling please ga" The customer said "I'm on voice ca you hear me GA" The agent responded "the nbr calling please GA" The customer again asked if the agent cld hear her. The agent told her yes she could hear her and again adked for the nbr calling/ The customer asked the agent why she wasn't able to hear heer at first. The agent offerd no reply so the customer asked the agent to call a sup over to assist if there was a technical problem but the agent did not do so. The customer isi unaware if the agent opened a trouble ticket. I apologized to the customer and	03/28/02	The agent addressed shortly after this complaint. The agent stated that the call came in on the voice line. The line switched back and forth a few times before the agent finally pressed ALT V to find out if it was a VCO user. She discovered that it was and proceeded to ask the caller for the nbr she wished to dial. The caller requested a sup as she felt that the agent was experiencing technical dDifficulties at her terminal. However the agent failed to alert the sup as she felt that she was not experiencing technical problems and evetually the call was transferred to customer service. The agent was coached on proper procdures to be followed in this situation. The agent was blind monitored and did not seem to have any difficulty processing VCO calls. However, after furtger investigating and working closely with one of on-site technicians regarding this matter, it was discovered that this cal was branded and wld never have come in on the voice line. Based on the info gathered, disiplinary action will be taken.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3321F	03/22/02	21	Agent dialed a wrong nbr and when caller asked for an instant credit the agent transferred her to Customer Service to do it. I explained to the caller that the agent has to issue the isntant credit cust svc can olny give credit after the bill is generated. I apologized to the customer for the problem.	03/31/02	Coached on how to handle Instant Credit whenn this typ of misdial happens. Agent now knows that at the customer's request she should have dialed 0 for the opretaor.
4593	03/27/02	3	Customer complained that agent 4990F interrupted her while she was typing calling instructions to the agent. The customer wanted to call a pager anf have their # entered but the agent dialed the nbr without waiting for a "GA" and the rest of the customers instructions. When the customer complained the agent hung up on her. Apologized tot he customer and said I wld see to it that this is taken care of and that xomeone meets with the agent. They thanked me and appeared happy w this.	03/31/02	The agent does not remember this call but is aware that premature out dialing is to be avoided as it has happened before and has now been coached on the subject.
4593	03/27/02	5			

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3332F	03/26/02	4	VCO reports that Opr didn't follow relay prcedures VCO requested opr dial 800# to medicare and connect with fraud dept. Opr dialed 800# and typed recording playing hold. VCO finally typed VCO GA 2x to get opr attention. VCO told opr she didn't know whom she had reached and didn't know if opr chose correct option to redial and type entire recorded msg. VCO responded no she wld call cust svc. VCO reports this problem is happening many times. Realy oprs do not type name of office or company reached on recording just type recording playing. Aplogized for the problem encountered advised complaint would be forwarded to FL center.	03/28/02	Agent was addressed regarding this complaint and remebers handling call. The agetn stated she was instructed to press an option for the fraud department however while listening to the options she noticed that the VCO user was attemptig to communicate with her therfore the agetn pressed F9 so that the VCO user may speak. However in doing so she did nto hear the option for the fraud dept. When setting up the call the agent did nto type the anme of the the business which was not required in the past however we encouraged all agents to do so as a courtesy to customers. The agetn was made aware of the new procedure.
5259	03/25/02	26	The call came in on the VCO line but the party requested to type. The Ca follwed correct procedures. Alll of the messages were terribly garbled from what I cld gather the customerm had prblems trying to place a call prioe to this one. Now having problems again .Complained took too long hated waiting I apologized for any inconveneince or delays in placing call and let then know about their garbled messages.	03/26/02	No further action possible.
8/1/1912	03/29/02	3	Customer complained that CA 4890F did not follow customer's instructions from the customer notes not to type the re msg but type ans mach.	03/29/02	Apologized to customer. Mentioned that CA 4890F had realized that she did not read the customer notes. Assured that it won't happen again. Customer was satisfied with resolution.

Complaint Tracking for Colorado

April 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3363F	04/03/02	17	VCO reports that agent 5132F did the same thing two days in a row if VCO gets the agt again she's going to hang up and call back to Relay to get another agt. VCO asked agt to dial to # and if reach recording get customer service on line agt dialed the nbr but did not type the name of the company typed recording playing then holding macro VCO tried to interrrup by typing to agt by sending msg "voice please ga" agt typed holding macro VCO again interruped "voice pls ga" and agt did not respond VCO hung up.	04/23/02	CA followed correct procedure in not typing recording. Ca was advised to allow a customer to interrupt & give further instructions, even if the line is holding. (if agent is able to see customer interrupting) Unable to contact customer at number given.
3361F	04/03/02	17	VCO reports that she asked opr 5124F for the time where opr was located opr typed "nbr calling pls?" VCO asked again and opr typed CO Relay macro VCO hung up.	04/16/02	Unable to contact customer at nbr given. CA followed correct procedure.
6830	04/04/02	06	Agent seemed tired - typing had lots of typos & misspellings - like "Mary" for Merry" etc.	04/04/02	Discussed situation w/agent encouraged her to let supervisor (me) know how she was/is doing.
6830	04/04/02	07			
4602	04/05/02	03	Customer complained that CA 4212F continued saying the # is invalid.	04/05/02	CA 4212 went ahead and redialed the #. The lines busy. Customer was satisfied w/resolution. I coached CA to ensure that she dials the correct # because I noticed the are code wasn't same as given.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3375F	04/05/02	3	I returned a call to this CO TTY customer who was complaining about greeting macros including state CA identifier, caller ID and nbr calling please, take entirely to long and is a serious waste of her time. Customer uses Realy to make several call sat a time and she feels that agents should follow her instructions to not send the person hun g up on the CA - GA or SK macro, as this is ridiculous and wastes her time. Everyone knows about the caller ID being in place for 2 months in AZ and she feels MCI AZ Relay does a far better job. She says, "Agents are rude and insist on typing out the macros even spacing their words like, P E R S O N H U N G U P, every CA does this." Customer reports she is an attorney who set up the original relay in AZ and that none of this required or written in the contract. She could not provide any agent ID numbers so I can not determine if calls were handled through MCI or Sprit Relay. I attempted to suggest if she could provide ID nbrs for agetns and she interrupted again, saying she could not waste her time with this as she would spend all day calling in to com	04/23/02	Case closed due to lack of customer information.
3375F	04/05/02	17			
3375F	04/05/02	21			
3380F	04/07/02	04	VCO reports that agent 4978F did not type male or female when the pharmacist answered at pharmacy also at end of call pharmacist said thank u and agent typed thank u but did not give ga and no further response from agt. VCO sent "voice pls GA: msg several times and agt did not respond line was disconnected (apologized for problem & advised complaint wld be sent to supervisor)	04/08/02	Agent acknowledges that she may have forgotten to gender. Agent also acknowledged room for confusion as there was at least one time when VCO user was already talking when agent typed "GA: and switched on VCO during the call. Agent knows to pay attention to gender and call for help if awkward situation develops.
3380F	04/07/02	05			

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4605	04/09/02	18	Customer received gargle from relay, and agent did not type ans mach message on first dial. Instead agent dialed "(ans mach) ga."	04/09/02	Asked agent about it - agent said customer instructed her at start of call that she was in a hurry - if it was an answering machine "just let it go." I explained to customer that this seemed like a misunderstanding and apologized again. Customer was satisfied with the discussion.
4605	04/09/02	26			
3386F	04/09/02	04	Customer asked the agt to dial a nbr. She received, "dialing local call ringing, ga" The agent didn't type how the call was answered or the gender of the party. The customer asked who was speaking and proceeded with her call. AT the end when the party she'd called hung up, she asked the agt what happened. He simply said, "operator apologizes, sorry". Flroes says this is getting to be a habit that the FL agts don't perform to Sprint Quality standards. She wishes she cld avoid the FL call center altogether. She has reported problems iwth the FL agts to Rex Moers several times but feels he is not able to do anything about it . She says she will continue to report any and all problems she experiences with FL agts specifically.	04/10/02	Addressed the agent regarding this complaint and he vividly remembered processing this particular call. The agt stated that the customer proved specific instsructions as to how they wanted their call processed such as; do not explain relay and once the line is answered by the hearing person only type "GA". At the end of the call when the customer inquired about what happened, he figured that he must have misunderstood the customer's request, which is why he apologized. The agent was informed that if a customer provides instructions that he is unclear on, that he shld verify the instructions with the customer before processing their call. The QA dept blind monitored the agt and he did not have any problems with adhering to customer's request. We will follow up with QA scans and evaluations.
3386F	04/09/02	09			

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4608	04/11/02	04	Customer complained that CA 4189F didn't relay a complete 10 digits phone nbr left out the last 4 digits. A hosptial gave nbr for her to cial back to make an appt. But she is unable to do so. It was done thru VCO.	04/11/02	CA 4189F stated that she didn't recall the call at all. I reminded her to be cautious & relay the whole ten digits phone nbr. 4/23 - Left msg to call me back; 5/3 -Left msg; 5/4 - left msg to call me back; Closed due to lack of response from customer. - Rex Moers
3398F	04/12/02	29	Customer experiencing garbling problems and also not seeing the "dialing nbr verification" when making calls. This happened with two different agts 9067F and 9709F on 4/12/02. A trouble ticket was opened to address issue - 10000101925.	04/15/02	Echo canellors were re-programmed and all corrected. Customer stated she is pleased on how we handle complaints and resolutions via email. Customer will contact technican after vacation for test calls.
3404F	04/14/02	18	VCO reports that she instructed Relay opr to call a nbr and reach and answering machine instructed opr to type S T and type GA when she cld leave her msg opr dialed nbr and typed (ans machine playing) GA when VCO asked opr why she didn't indicate what answering machine had been reached the opr advised when an answering machine is reached they always type (ans mach playing) VCO continues to encounter problem with Relay Opr not indicating what answering machine has been reached.	04/15/02	Agent submitted a report to supv immediately following this call. Agent said VCO did not instruct agent to type "ST" on this call. Instead VCO said only that if ans mach she wanted to leave a message. According to agent's memory of this call, agent following correct procedure.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3410F	04/15/02	04	"I Just placed a relay call to my pharmacy and I instructed agent #9062F that I was calling to Safeway pharmacy, and to listen for the option to press for pharmacy then press the option for Tom. She typed ringing 1...2...recording playing. I asked her to type the party she reached, but she did not type any of the recording so I didn't know if I had reached the correct nbr. If she had just typed "Safeway", at least I wld know whom I reached. I had to end the call, so now I have to make the call all over again."	04/16/02	Addressed the agent regarding this complaint and she stated that she did remember handling this call. The agent stated that she did not type the name of the recording because she did not think we were required to do so. It was explained that in the past the name of the busines was typed as a courtesy to the customer however the agt was informed that we are now required to type the name of the business on recording calls, when the caller has provided specific instructions. Our center has been informing all agts of the change in procedures when handling this type of call. The QA dept will follow up with scans and evaluations to ensure the new procedure is adhered to.
4618	04/16/02	09	Customer stated she did not realize she wld get an ans mach, had told agt she wld speak to whoever answered but did not instruct agt not to type ans mach or recording. Agt relayed recording. Customer states Agent is a loser, customer will call customer service manager. Also said agent did not send "redialing to leave msg" macro after the "beep" but before the "ga" customer did not want to leave msg.	04/16/02	Thanked customer for call, explained agt is required to type recording and ans. Mach unless othewise instructed (cust confirmed she knows that) Customer called agt a loser again, informed me she wld call customer service. *Note: agt followed relay procedures.
3416F	04/16/02	26	Customer states that he has a new tty phone that he received in Oct. 2001. Experiencing garbling	06/21/02	Echo Cancellors were reprogrammed and re-routed all calls. Technicians wanted customer to call back. Closed trouble ticket on 4/22/02. Contacted customer's mother, said it really improved latedly, thanking me.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3428F	04/18/02	05	Customer dialed to relay and ask the agent to call the pharmacy and told the agt to just pick the option to speak to the pharmacist. The agt dialed the nbr and it rang twice and then hung up.	04/22/02	Coached agent on proper procedure.
3429F	04/18/02	03	Customer asked the agt to call a nbr and when the recording picked up not to type the whole recording but just to type Safeway so she'd know she had connected to the proper nbr. The agt dialed and didn't type Safeway as instructed. Instead the agt typed "(recording)" and nothing else. The customer did not know if she even had dialed the right nbr.	04/19/02	Addressed the agent regarding this complaint, however she had no recollection of the call. The agent state that if a customer informed her not to type the whole recording, she would simply type the first part of the recordingk followed by (recording playing) and (holding). However the agent was coached on the importance of adhering to customer requests. Our center has informed all agents that if a customer provides specific instructions and a recording is reached, they are required to type the name of the business followed by (recording playing). The QA dept will continue monitoring all agents to ensure proper procedures and customer requests are adhered to.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4622	04/18/02	03	Customer told agent to redial and type "ST GA," so she cld leave a msg. Instead agent typed "(ans mach) GA. "	04/18/02	Agt said she heard the instructions as "type FT GA when they say it." Agent was confused because "they never said that on the msg. I coached the agt to always get clarification prior to outdial when instructions are not clear. (Customer asked that I forward complaint to Acct Mgr. She does not want him to call her, but she plans to email him to follow up. Faxed Rex Moers. Couldn't follow up due to lack of customer info. 4/23/02
3438F	04/22/02	04	I just had the worst Relay call EVER! The CA did not keep me informed during the call as to who I had reached. It took over 25 mins to make this call just toget through on the line. I waited and waited after CA 9417F dialed and she never came back on the line. I had called to Memorial Hospital, I told her not to type the recording, just to ask the switchboard for patient Info. But she typed the recording, " Montrose Memorial Hospital", I said " voice please" , she typed "its on". What was on ? I didn't kknow what she was talking about. I was waiting and waiting, then she typed, "operator is waiting for instructions". She finally disconnected me after typing, 9417F GA or SK."	04/24/02	Met with agent. Coached agent on the proper procedures to be followed. Also coached agent on the importance of using the appropriate macros to keep the customer informed.
3440F	04/22/02	05	I just placed one relay call, and at the end of the call I told the operator I would like to place another call. CA 4160F then disconnected me.	04/22/02	CA #4160 said she received several VCO calls & processed with no problem.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4630	04/22/02	17	CA #9014F was rude and refused to answer TTY's question - She thinks it was her TTY problem because the # was continuously garbled. The caller requested CA if she could read the phone # but CA didn't response.	04/22/02	Met with agent and she stated that the customers msg was garbled therefore she was unable to read their msgs. The customer was informed that their msg appeared garbled. Coached on the importance of displaying professionalism at all times when communicating with customers.
4631	04/22/02	06	Customer said this agent 8334 was absolutely terrible: could not type, spell, or comprehend voice customer.	04/29/02	Operator does not recall any difficult calls on this date. Supervisor reveiwed complaint and explained that opr needs to maintain her composure at all times. Opr suggested maybe garbling? Denise Stayton, Team Leader
1891	04/24/02	04	VCO caller reports the agent did not keep her informed - she had asked agent to dial to - company & get a cust. Svc. Rep. Caller dispointed the agent did not tell her she had reached - company agent sent (recording playing) (waiting for rep)	04/24/02	Agent did follow policy for reaching a live rep as observed on screen.
3457F	04/29/02	04	Customer said agent 9422m handled the call proficiently until the call was about to end. Customer said goodbye to her friend, but CA 9422M did not send the macro stating the outbound had disconnect. Customer asked agt for ID # and he was slow in providing it to her. Customer stated she is well aware of the procedure relay CA's are to follow and the call did not follow relay procedure.	04/29/02	Met with agent. Coached agent on the importance of keeping the customer informed. Also coached agetn on the importnace of providing ID nbr without hesitation.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1905	04/30/02	03	VCO user was upset cuz she was calling a recording & she gave the opr the pin # and said to get a live rep. VCO user was upset cuz she didn't feel the opr was following her instructions. When the opr dialed out recording asked for SS#. Did not give option of entering a pin. opr typed recording. VCO user tried to interrupt opr while recording was being typed. VCO user upset opr wasn't listening.	04/30/02	I apologized to VCO user for any confusion or frustration. Explained to her that if she starts talking to the opr while opr istyping the opr is unable to hear her. Offered to have opr redial for her. She have same instructions. Reached same recording and were unable to reach a live rep. w/o entering SS# VCO user hung up. Opr followed proper procedure.
4644	04/30/02	24	Mr. Davis complained that our Area has change all users from modem mode to TDD Mode and he wants it changed back. He has had throuble connecting with Relay the past three days because of this. He has called back 10 or 12 times before successfully linking up. His friends tell him they are having same problem. Apologized and thanked cust. Submitted trouble ticket 328293. Customer does not want follow up contact but wants this changed back.	6/3/2002 6/10/2002	Tech couldn't find anything wrong. Need to open TT if still having problems. Called Ken Davis still having problems opened TT I000220434. Three possiblities: 1. Customers may be behind a PBX that gets re-branded. 2. Someone using same # using different system. 3. Set up ASCII incorrectly. 6/10/02 No answer. 6/10/02 @4:15pm customer understood and will file if new problem arise again. Thanked us for trying to fix it. Case closed.

Complaint Tracking for Colorado

May 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4646	05/01/02	18	Customer complained that an attorney called her thru relay operator 9163M and left a msg on her TTY answering machine. The message was clear until the end when a phone nbr was provided to call back. After the area code the first three digits were missing. This caused a major problem.	05/02/02	Met with agent. Coached agent on the importance of relaying everything heard verbatim and accurately.
3460F	05/01/02	18	VCO reports that 4111F dialed wrong nbr when she requested opr to dial 800 nbr opr asked her to repeat last four nbrs then opr dialed nbr and typed "dialing local call" even though VCO was calling 800 nbr VCO tried to signal to opr to stop call because she only received part of the nbr dialed and knew it was not correct pls it was not a local nbr opr did not respond VCO hung up before reaching a wrong nbr.	05/01/02	Opr 4111F said she knew she dialed the right nbr because cust gave business name at start, and business name was on the ans mach that picked up while agent was typing message, she saw the VCO user try to interrupt, agent stopped typing, activated vco, and the cust hung up CA followed correct procedure.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3467F	05/05/02	01	Customer voiced the nbr and instructions to opr 1436F. Opr asked customer to repeat. Customer repeated. Opr 1436F then said "I had nbr , but I thought you gave me a code to enter." Customer said "what I told her was to ask for customer service, and I told her again." Call was then processed to the dept. customer had requested, and a recording said due to a problem with maintenance your call cannot be processed at this time... customer then stated she tried to talk to the oprt, and the opr didn't listen to her but then took it upon herself to paraphrase what athe recording had jsut stated. Relay opr typed to me "the recording told me the computers are down and you shld call back." I again tried to talk to the opr, but she didn't give me a "ga" I t yped a lot of XXXX's on the screen to get her attention but she never gave me the "ga" to talk again.	05/07/02	1;11 - - unbranded VCO -CA missed ALT V in time to receive dialing instructions. Coached CA to ALT V immediately after CTRL O to open voice path & GA to get full msg. Offered GA alternate phrases to use to have info repeated. 21 -- Customer had requested customer svc. CA dialed & reached recording, typed entire recording which did not offer cust svc option. Customer became agitated that CA did not follow instructions. That's when CA paraphrased recording. Coach CA to not paraphrase past info from disconnected call-suggested using processing phrases such as (Ca followed instructions, no option for requested dept; Recording was typed, recording hung up) 6 -- Poor spelling not a CA issue xxx's indicated in notes above mean customer tried xxx's to get Ca attention.
3467F	05/05/02	06			
3467F	05/05/02	11			
3467F	05/05/02	21			
3472F	05/06/02	03	Agent did not follow customer instructions to just type the word "Jenson: to let customer know she had reached the correct ans mach to leave her messagae. Instead caller said the agent just typed "beep' to leave a msg.	05/07/02	I followed up w/CA4152F. She said Asst Sup was a presence. Ca typed "Jensen" but not beep(AnsMach) because the recording was short & fast that gave her insufficient time to use a macro. CA listened to make sure that customer left a msg on the ans. mach. CA had followed customer's instructions.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3473F	05/07/02	03	VCO reports this problem call was the worst experience she ever encountered with Relay opr 1436F is either new or doesn't belong at Relay. VCO instructed opr to call busy doctor's office not to explain relay provided nbr to call opr sent dialing macro info with callilng to nbr but VCO cld nto read part of the nbr opr sent ringing macro 5 times opr typed residential ans mach message. VCO tried to interrupt becuz she knew opr didn't dial currect number VCO tried to signal 6 times but opr did not respond VCO sent "VCO pls GA" msg repeatedly but opr did not respond when VCO finally talked to opr telling her she dialed incorrect nbr opr typed "I dialed 970 249 0684" VCO knows she didn't dial that nbr becuz she didn't reach doctor's office then Opr typed" sorry about confusion repeat nbr calling". VCO very frustrated with this experience and will not process any further calls with opr 1436F.	05/07/02	CA had difficulties connecting back to VCO while dial windo was up. Reviewed w/ca steps between dial windows & Alt V. CA is sure she dialed # given.
3476F	05/07/02	24	Caller is VCO and uses a cell phone with relay calls. She says that every call she makes the operators have a problem getting her calls to go thru. A trouble ticket was issued as the relay agents continue to get msg saying "Your LD service has been temporarily disconnected". Trouble ticket was opened 151033.	06/08/02	6/1 Not answering the call 8:50p 6/5 No answer 6/8 no answer 6/8 Closed due to the inability to reche the customer. Trouble Ticket A CDR search ws performed. After locating calls it was determined that agent did not process call as local override.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3475F	05/07/02	04	"I just tried to make a relay call and agent number 4619F typed: dialing, ringing, 1...2...3...4...5... then typed "answering machine beep". That is all I got, no name of the nbr I had reached or anything. I do not know if I reached the right person or not. This is happening more and more the agent does not tell me what the machine says."	05/08/02	Opr 4619F tried to follow cust notes which said "Type name of co. and GA" on ans mach opr could not understand voice on recording because it was fast & unclear, so she typed "Beep GA" so cust could leave her message. Opr did the best she could. But was coached to inform cust of what happened in these situations.
4655	05/07/02	11	Customer received "voice now" then customer gave the # via voice and nothing happened. Customer received a macro-msg garbled & no respond to voice at all.	05/07/02	I coached CA to notify VCO user that she didn't get the last 4 digits instead of using a macro-msg garbled. I explained to CA that after 'GA' she needs to open the line in order to hear the VCO person repeating #.
4659	05/09/02	03	Customer concerned this agent did not type any of the recording they had reached. She had asked the agent to type at least the company's name, but not the whole recording.	05/09/02	I coached the agent and explained to him that he only needed to type the company name but not the entire recording.
12592	05/12/02	04	Customer complained that agent was given a message to be left if an answering machine was reached however the line was answered by a voice person but the agt did not let the TTY user control the call. The agt relayed the message without letting the voice person know that the TTY user was on the line.	05/13/02	ID number unassigned. Was not logged into sytem on that particular day.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3004G	05/16/02	03	Customer reports that she asked the agent to dial a nbr and not type the whole recording but at least type the name of the place she was calling, "Safeway", so that she'd know she'd reached the right nbr. The agt dialed and typed, "recording playing, the pharmacy is closed, Safeway". The customer is upset that the agent did not type "Safeway" first, she says this is a continuing proble she experiences frequently with other agents.	05/16/02	VCO person never specified to type Safeway and the phone answered wit hteh pharmacy is closed, safeway was never part of message to type and she never told me to type safeway. I know to be sure to type the business name first.
3012G	05/21/02	02	I would like to make a complaint that the agents never follow my notes. Today agent 9071F did not follow the note that says "do not type answering machine message". I am tired of this.	05/23/02	Met with agent. Coached agent on the importance of reading and adhering to customer's notes.
4676	05/23/02	04	Cust. Stated agent did not inform him that part of his msg was garbled throughout the call, agent voiced to outbound and where text was garbled, agent said to outbound caller "msg garbled" then continued with the rest of the un-garbled text. Cust. Was informed by outbound caller that agent had said there was garble in parts of his typing. Cust states that because he was not informed that parts of his typing was garbled he lost control of the call and his outbound caller was very, very, confused. cust. asked agent if there was garbling and asked agt for his nbr four times during the call, agt refused to give his agt nbr. Cust. states he thought that an agent is to inform the call when garbling is occuring and also supply the agt nbr when requested. cust. wants copy of this report sent to the acct mgr and also wants a follow up regarding this matter. cust. provided name, address and nbr.	05/29/02	5/26/02 Called customer to infom him that due to the holiday, there will be a few days delay in getting a complete resolution on this. Consulted with agent 4650. He was under the misconception that in relay mode we cannot give out our agt nbr. I informed him of the process of doing that. In garbling issue, our training dept is distibuting an update on the proper procedure to inform users of small portions of garble in a majority of readable text. 5/29/02 called customer at above nbr at 2:35pm to inform him of the above info. Reached TTy answering machine and left msg with above info, my call back nbr, and that I wld try to give him another call to catch him live without his machine. Done at 6:50 pm 5/29.
4676	05/23/02	21			