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July 1, 2002

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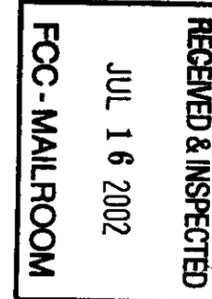
Attached please find one paper copy and a diskette version of the TRS consumer complaint log summaries for Missouri. This information was also filed electronically in CC Docket No. 98-67 today.

Sincerely yours,

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Complaint Tracking for Missouri

June 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3536	06/05/01	17	Agent was rude & irate. When OB answered, they asked Relay to hold while they switched phones but the agent rudely insisted they give the co name immediately. Then when the OB requested their agent ID # and Relay #, agent hesitated but provided their ID, however, gave incorrect Relay nbr. Thanked customer for taking time to notify us and that this complaint would be faxed to the agent's supervisor.	06/08/01	FL response: In speaking w/agent, the agent stated that the person understood Relay and once the person acknowledges Relay she is to begin typing what the person said when the phone was answered. She stated all she wanted to do was to let the TTY customer know that someone was on the line, type what that person first said and then type that the voice customer was switching phones. She denies becoming irate w/any customer. The agent was coached on how to handle this type of situation better.
3047C	06/08/01	29	Customer confused and concerned that the dialing macro is showing local when she calls thru MO Relay to Topeka, KS. She says the line just rings. CS did test calls and found no problem completing call thru Relay. Apparently no one at home to answer. Submitted TT#03868417.	06/28/01	TT result: Was able to duplicate problem from test position and have referred problem to T&I for further investigation. Nbr falls w/in designated range for MO local dialing. It is at 58.9 mi and the ceiling for local calls is 60 mi.

Complaint Tracking for Missouri

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3577	06/12/01	24	The customer attempted to dial 711 but only received a recording. Customer tried 3 times w/no success and dialed the 1 800 nbr.	07/17/01	Apologized to the customer. Told the customer I would write up a TT #3877709 to check w/his System Admin to see if he had the capability to dial a 3 digit nbr. TT result: The customer needs to report to Lec about this problem. This problem is handled by LEC. 7/17/01 AM, contacted with customer and explained how 711 works and advised customer to contact appropriate contact person to resolve the problem. Customer understood the scope of problem and satisfied with the suggestion for the resolution.
3585	06/16/01	9	VCO person received a call and agent did not type entire msg from voice person. VCO person was responding but he stated that the Relay agent hung up. It was explained to VCO user that this could have been a technical problem or voice person could have disconnected, etc. Apologized for any inconvenience this might have caused and stated this would be brought to the agent's attention. Thanked VCO user for his time.	06/27/01	Spoke w/agent about complaint. Agent had no recollection of call. Agent coached on situation. Said she never hangs up on calls because she is aware of consequences.

Complaint Tracking for Missouri

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3106D	06/22/01	8	I use Relay all the time and this agent's demeanor was not very professional. She was very brusque and she sighed at least 20 times during our call. She was very mundane and sounded like she not wanted to be doing her job. CS thanked customer for letting us know and let her know that we would certainly send in a complaint to the ctr so the supe could investigate this further.	06/26/01	I spoke w/agent regarding complaint. Agent coached on importance of being professional when processing calls.
3115D	06/25/01	00	Caller said agent was totally ignorant. There was such long waiting between giving the nbr and when it was dialed. Long responses between conversation replies. Apologized that caller had this problem w/the agent and assured him a complaint would be filed and it would be addressed by a supe where the agent is located.	06/29/01	FL response: Agent no longer an employee at Relay.

Complaint Tracking for Missouri

July 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3593	07/02/01	5	VCO user stated that the agent hung up on him. He stated that he gave the nbr to dial, agent dialed and the line was busy. He asked her to call back again and w/o doing so, the agent hung up on him. I thanked the VCO user for taking the time to let us know about this situation. Assured him that the agent would be talked to about this and policy gone over w/agent.	07/08/01	Agent does not remember this call. Agent is a senior agent, not her tendencies to disconnect customers. Agent does understand our policy concerning disconnections.
3197D	07/09/01	6	Customer is VCO and got branded VCO greeting, however, it took a while to get call connected and put thru. There were typing errors and it was hard to follow the conversation and very slow. Words were dropped, letters dropped, words run together and few misspelled words. CS thanked customer for calling and apologized for problem.	08/03/01	Covered VCO set up procedures. Says did have trouble sometimes setting up VCO calls but thinks has it down better now. Encouraged to use pacing when necessary to type everything that is heard.
3197D	07/09/01	7			
3197D	07/09/01	11			

Complaint Tracking for Missouri

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3198D	07/10/01	35	Customer has problems w/cell phone. Has to use many mins in order to get her calls to go thru. Has free mins of LD w/cell plan and shouldn't be charged LD. Customer lets agent know it is cell phone call, but does not always get agent who processes call appropriately. CS apologized for problem and instructed customer to request supe if she has problems and also let CS know what agents' nbrs she has problems with, so they can be coached. Customer feels it is Relay's fault and should not have to explain anything to agent. CS let her know AM would be informed and she asked for return call from AM. Also let her know that we would let techs know and they may be able to work w/Cingular One to transmit correct info to us - which is root of problem.	08/06/01	7/10 - Tech response: Maintenance could do nothing about since issue had applied problem on other cellular companies but was concerned that customer explained CA before starting call and sound like we need to address that CA need to be refreshed on training. AM contacted customer on 8/6 and discussed scope of problem & explained customer why it did not work well in our system while she used another Relay provider in Arkansas which happened to be part of SWBT which it is more compatible w/Cingular due to SWBT ownership on Cingular. She was satisfied w/our response & would like to see Sprint bring resolution sooner on this issue.
3236D	07/16/01	5	Customer made a call then agent started typing up the recording, then nothing happened, customer said it looks like agent cut her off.	07/31/01	Agent doesn't remember call, however, agent was coached.

Complaint Tracking for Missouri

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6499	07/21/01	17	Agent 9441 was rude. Customer asked for help w/clicking sounds on phone while trying to make call. Agent ignored customer's requests. Customer asked to speak w/supe and agent refused.	08/16/01	Agent was addressed regarding issues outlined by customer. Agent advised while processing call, the IB voice party was very irate. As call processing proceeded, a faint clicking sound could be heard. The voice party asked agent to stop making the sound, because it was hurting her ear. Agent continued to relay call since the sound was barely audible to him. Agent proceeded to inform TTY party of noise on the line. After 5 or 10 mins, the voice customer requested a supe and began to use profanity. Agent requested a supe but IB voice user disconnected before any assistance could be offered. Agent advised if encounters technical issues while processing calls, he should request supe immediately and advise TTY user of info being voiced to him. Agent coached on maintaining a professional phone image including appropriate voice tone as well as effective call control techniques. Agent advised that if a customer requests supe assistance or asks for login ID, he is not to hesitate to comply w/request. QA will monitor agent in a wk to ensure that procedures

Complaint Tracking for Missouri

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9468	07/24/01	3	Agent did not follow specific instructions & taking long pauses before responding.	07/25/01	Spoke w/customer and apologized for agent's mistake and assured him the problem would be resolved immediately. I also coached agent on proper procedure.

Complaint Tracking for Missouri

August 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3349D	08/06/01	21	Customer having problem getting LD calls to go thru when she calls from hospital. CS explained to customer that she needs to tell Relay what LD co to bill call on. The hospital carrier is McLeod. She accepted explanation but said agents should be instructed to ask for carrier when that recording comes up. CS apologized for any inconvenience.	08/07/01	Spoke w/agent & based on info provided, the agent followed procedures. Agents are not allowed to ask customers for COC. Caller must provide that info to agent. If it's not provided, Sprint is the carrier that will be used. However there is one state that agents are allowed to inquire about LD info and that state is OH.
3609	08/06/01	35	This customer was upset there were no male agents available. We had 1 male agent on floor who was on lunch break. This customer would like for male agents to palce his busines scalls. He wanted Ssprint to know that we need to hire more male agents for the deaf community.	08/06/01	Apologized to the customer for not having a male agent available to process his call. Customer let a female agent place his call. Advised the customer I would write up a complaint & thanked customer for his patience.
3392D	08/14/01	5	Caller said agent dialed nbr given and got ans mach. Agent then typed (F) (M) please repeat GA. Caller tried to ask the agent what was going on. Caller said agent never responded to him and hung up on him. Caller said he did not think the agent was ever listening when he spoke to her from the beginning of the call. He further stated he was not interested in making trouble for agent. He just feels that many of agents are not properly trained before starting to take calls. Caller would welcome call from AM if he wanted to call.	08/23/01	Reviewed w/CA. Technical problem w/record feature. Did not file TT. Was unable to reach customer on 3 attempts.

Complaint Tracking for Missouri

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3412D	08/18/01	8	HCO reports that CA would not repeat response to his girlfriend (asked for clarification of why the request to repeat was made) his girlfriend advised CA that she could not hear what CA said. After call ended, supe advised CA could not repeat. (advised caller if a person cannot hear what agent said then the response can be repeated, otherwise the CA could not repeat and it's the responsibility of the TTY to repeat). Customer requests contact from AM via email including rules regarding issue.	09/10/01	Supe spoke w/customer & advised him that if there was a technical reason or something regarding Relay's fault, then we could repeat. If customer was not paying attention (OB was talking to other people in background) then it is not Relay's responsibility to repeat. Agent followed proper procedure. AM 9/10/01 send email to customer introducing myself and explain Sprint policy is that a person could not hear the voice of the CA and what they said then the CA may repeat the response, however if the response was not heard because the other party was not paying attention then it is responsibility of the TTY user to repeat his or her msg. File of copy of email correspondence to customer.
3422D	08/21/01	35	Customer Comments: May I speak to Matt Gwynn? (CS explained Matt not in this dept & offered to give his nbr) I called last mth and still waiting for action. CS apologized that matter not resolved and informed her that report would be sent to AM to check on status of complaint. Thanked her for calling.	12/20/01	AM attempted to contact and left detailed msg on answering machine twice and have not received any return call. Attempted contacts Dates: 9/12/01,11/14/01, 12/19/01 and 12/20/01

Complaint Tracking for Missouri

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3433D	08/23/01	21	<p>Customer is somewhat hard of hearing and called in very concerned and upset and frustrated w/the fact that she can not understand the agents when she uses MO Relay Service. She stated that she experiences this problem often as many of agents handling the calls do not have English as their 1st language and she cannot understand them.</p> <p>Customer is somewhat hard of hearing but after I turned up my volume, I noticed she could hear me very clearly. Customer received a msg and agent did not leave ID nbr on msg. CS apologized and explained that calls are confidential and no records kept in order to provide her any info regarding call. Customer is aware of policy and wants AM contact regarding issue.</p>	12/20/01	<p>Attempted to contact customer several times but received call from customer. Discussed with her concern about operator voice image. Advised her that she can request to change operator if she could not understand operator accent or request supervisor to assist the call. explained her that agent must give their identification every time she get a call from relay call. She said she is satisfied that she can request operator to replace other if she wish to do.</p>
3443D	08/24/01	18	<p>VCO caller unable to use 711 to reach NH Relay calling from her home (603) to a friend who lives 5 miles away (603) to leave any msg on ans mach. Customer gets recording stating "Welcome to Verizon Voice Messaging Service. If you want to leave a msg pls redial the person you are calling. If you have a mailbox on this system press the # key." Customer has this problem w/NHRS repeatedly. Her friend has tried calling direct from her line and has no problem leaving msg at same nbr. CS attempted call and was unable to leave msg and informed customer of findings. Thanked customer for informing of problem and entered TT#04174555. Customer requested follow up w/findings.</p>	12/20/01	<p>TT Result: Caller was reached as asked for assistance with a few test calls. Caller's result were those of the Florida Relay Technican, that the caller may have been calling a wrong number. Caller stated that she would like to hear from me on Wednesday after she has verified that the number she is been asking Relay to dial is the correct number. will update ticket then as well. Contact showed no phone number for customer so no follow up and it is for New Hamshphire not Missouri. Closed.</p>

Complaint Tracking for Missouri

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9554	08/30/01	5	VCO user requested a supe and proceeded to complaint about agent stating she hung up on him. Wants follow up.	08/31/01	When agent addressed, she stated that the custoemr ws upset because she had t ask him to repeat the phone nbr. Customer didn't type VCO, just began to speak. Agent states customer repeated the nbr and she dialed out and asa OB party answered the red box appeared - IB caller disconnected. Coached agent and told her to fill out CA feedback form when that happens.
9554	08/30/01	11			

Complaint Tracking for Missouri

September 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3489D	09/03/01	29	Customer has a database note saying "Verizon for COC (per RCS)". CS shows Verizon is a valid COC thru MO Relay. However, customer called in asking if I could put a note in his CDB notes telling agents to use "all others". B. Chappell had mentioned earlier this am that a customer was calling in asking about "all others". This was same customer. I explained to customer that we could not put a note like that in the database, that was not a valid carrier. He said the only way his calls will go thru is if the agents put it thru all others, that if they use Verizon he gets a recording saying "ur LD svc is temp disc". CS talked to B. Chappell and she said that the customer had called in somewhere between 9 and 10 a.m. cst and had reached agent 3003M. At that time, Verizon was not listed o the COC list as a choice for a carrier. This is not what we show in CS. I thanked customer and told him a TT #04205663 would be entered. Also asked him to contact Verizon to see if there is any problem w/his Verizon acct.	09/04/01	TT result: One long distance phone number customer mentioned he tried to call was 636 271 9813. Becky also thought he had tried to call a 901 area code number. However, customer mentioned it is all long distance calls. Technician is aware of the problem and is taking for further investigation.
6523	09/04/01	8	Agent left a msg on customer's ans mach and customer could not understand a word of it. Thanked customer & stated will fax info to agent's supervisor.	09/06/01	Agent was coached on making sure when leaving message to speak slowly and clearly to make sure that her message is understood. Agent was also coached on maintaining a professional phone image and enunciating clearly to avoid miscommunication with the customer.

Complaint Tracking for Missouri

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3067E	09/18/01	11	VCO customer complained that agent did not recognize her as a VCO caller. Agent typed in "Hello, are you there?" and customer had to then typed in VCO then agent typed "voice now". Customer says this has happened on 10 separate occasions, during the last 3 mths. CS apologized to customer for problem and explained this could be technical issue of the CDB notes not showing on those times. Explained TT#04266549 would be opened.	10/20/01	10/20/01 left msg to his voicemail to see if there is further problem with branding lately. Customer left me msg at my answering machine. He said everything went well and have no problem lately on his calls recently. TT result : tech was unable to duplicate problem and need to get more detailed information such as time of occurrences.
3073E	09/20/01	11	VCO user dissatisfied w/FL Relay. Did not want his calls handled by FL Relay. Complained that agents cannot speak English and that they could not understand him (VCO user was very understandable) and they didn't know how to process calls. CS apologized for this problem and tried to explain that we have no control over what agent will handle his calls but assured him that the complaint would be sent to mgmt. He refused to leave his name or number.	09/20/01	

Complaint Tracking for Missouri

October, 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3119E	10/01/01	21	Customer complained that: 1) Agents dial wrong nbrs on her calls. Requested CDB note be added to have agents confirm nbr before dialing. (CS did add note and also suggested VCO user type nbr in case they were not understanding nbr) 2) Problem w/using Sprint calling card - sometimes oprs get LD opr on line which makes charge higher. Customer calls Sprint LD and have them crediting bill. (CS checked Sprint acct in CIS and was active and fine) CS requested customer provide agent nbrs for future investigation. Apologized and thanked her for calling.	10/01/01	Entered note in CDB instructing agents to type nbr before out dialing. Also suggested customer type nbr to be dialed. Suggested customer give agent nbrs when problems happen.
3151E	10/04/01	21	Customer states that he asks agents to leave msg 1st time on reaching ans mach and agents did not follow instruction. Customer does not want to have to pay for redial. CS response: customer was very ASL and it took time and 2 different CS reps to understand customer's request. Upon understanding, rep did apologize and suggest request be added CDB notes.	10/15/01	Spoke with agent 9279 and she states that when the call came in the customer typed the number, then typed "dad please GA". Agent says she thought the customer was requesting her to ask for dad. Customer wanted the agent to leave "dad please" as a message on the answering machine. Agent attempted to redial and the customer got upset. Agent 9740 states that she does not remember such a call. Explained to both agents that if they encounter any problems or uncertainty on calls they should request sups assistance or fill out a form

Complaint Tracking for Missouri

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3172E	10/10/01	3	VCO customer is upset that his calls are being handled by Florida opr when he says that they are unable to process his calls correctly. They do not follow his directions and they will disconnect him if they do not understand him instead of just asking him to repeat. He does not have these problems with MO SD or AZ agents and wants to know why he is only getting FL oprs. He is not satisfied with the answers he has received before. Complained that agents never hear the first part of his speaking. CS rep told him that she had the same problem and asked if he waits until the GA to start talking...he said yes and then CS rep recommended him waiting a few sec after the GA then begin speaking.	10/23/01	Spoke with this agent and she has no recollection of this call. Agent insisted that she would never say anything wrong to a customer. Agent was coached on the importance of maintaining professionalism and spoke with tech to see if he could suggest why agents cannot hear the first part of calls. Tech also will contact the customer to test his line and poss find out why this is happening. AM: 10/23/01: contacted with customer thru interpreter and discussed problem. Advised him to send me detailed record such tty paper or write record and have him to send me email or letter to handle issues. He agreed that he will use my contact for future reference or concerns.
3649	10/11/01	11	Customer complained that agent 3170 did not use VCO. She gave the number and then said cxi ga. Agent dialed the number but did not understand that cxi was supposed to be vco. Customer also complained about other problems with MO agents. Apologized for the inconvenience this caused the customer and suggested if the customer had a problem to request a sup and file a complaint. Customer said they are at work and don't have time to do that. Then recommended that customer take down the agent ID and call after work to file complaint. Customer replied they did not want to do that on personal time. Apologized again to the customer and thanked her for letting us know.	10/11/01	Sup let customer know that agent could not determine that cxi meant they wanted vco. Agent followed procedures.

Complaint Tracking for Missouri

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3187E	10/14/01	24	Customer calling from home number says she cannot reach relay by dialing 711. Nothing ever comes on her screen. CS rep thanked customer for calling and adviser her to call her local telephone co to report this as they are responsible for setting it up. I told her that I would enter a TT to our techs. TT # 04367409	10/23/01	TT Result: checked the branding on the number provided. The number is branded as ASCII, not TTY. CS checked with customer to make sure the branding is correct. The ticket states the customer is tty, not ASCII. This may be problem with no connection when she is dialed in. If not, please have the customer contact their local telephone company. AM followed up with customer and customer was satisfied with branding.
3187E	10/14/01	29			
3192E	10/15/01	21	Customer states that he has several pages of agents numbers who do not know how to process calls using FonCard. He has had some agents who do a good job. He is repeatedly told he must have a 800 nbr or he ends up being connected to an opr which is incorrect. He is frustrated and would like to be contacted by an AM. CS rep thanked customer and told him since we did not have the agent id number or the sup is number this time I would send the complaint to the MO AM. he asked something be done to train the agents better.	11/15/01	AM: Contacted Diana North who is VCO and explain that her friend, Jame is trucker and had expressed frustration that billing is not smooth as he would like to do . Suggested to set up a meeting with her and James to discuss and learn what issues caused problem for relay could not process their billing. Arranged meeting at Springfield, MO on Nov 15, 2001 but customer called and cancelled our meeting due to ful. wait for further contact to set up another appt.
3650	10/16/01	6	Customer said that agent 9476 did a very poor job because there were so many spelling errors on her call. I apologized to her and told her that we appreciated letting us know.	10/18/01	Agent was addressed concerning this complaint. Agent was also monitored for typing accuracy and does not appear to have any spelling issues. Agent did not recall this call however he was coached on the importance of backspacing and correcting typing errors when they are made. Agent will continue to be monitored by the QA dept to ensure that his typing accuracy continues to meet standards.