

Complaint Tracking for Missouri

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3303F	11/08/01	3	Customer's nbr is branded for VCO but her cousin who is visiting and is a tty user was trying to place a relay call from her phone and was having problems. She thought she would have to unbrand her nbr for VCO for him to be able to place a call by tty from her number. I explained to her that he could still use TTY even though her number is branded VCO. Her cousin would just need to type and type to this agent that he wants to type for his call, give the number, etc. She said he tried that but agent 9549F kept saying "voice now" "voice now to him" I apologized to the customer and told her to have him try it again. I also told her I would put a note in the database saying that caller from her number may use VCO or type.	11/09/01	Addressed agent regarding this complaint and the agent did remember processing the call. She stated that the call came on as a branded tty call, she heard tty tones, closed the bridge by pressing the keys to receive the tty text, however the customer had stopped typing at that time. The agent states that she was unsure of what the agent had typed and just assumed that he customer had typed VCO please since the call came in branded, and send Voice now again and opened the bridge so she could hear what the customer had to say. This happened several times before the agent was able to receive the customer's text and place the call. The agent was coached on the proper procedure to follow when a branded VCO customer is on the line and does not choose to use VCO. The agent understood and will be monitored to make sure she is following the customer's instruction.

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9979	11/12/01	8	Agent was confusing. Agent was not speaking clearly. They had poor voice tone. Apologized for the inconvenience. I advised them I will take their complaint and forward it to the appropriate department and I thanked them for using the relay service	01/23/02	Spoke to the agent regarding this call. Although she does remember this specific call we did discuss proper voice tone. She will make every effort to improve.
3328E	11/15/01	17	Customer comments: "I wanted to make a report about a relay call I just received from my friend. The agent was very rude, would not respond to me, and would type to my friend the ga before I was finished speaking. I asked her to give me her agent ID nbr three times and she refused to give it to me. Then she hung up on me so I was not able to get the id nbr. I am trying to call my friend back to see if he got the id nbr printed out on his tly, then I will call you back if I can get that nbr. CS response: I apologized to the customer for the way the agent handled the call process. I told her if we know the ID nbr of the agent we can then send this report directly to the call ctr sup where the agent is located. Thanked the customer for calling this to our attention as we strive for quality service and will definitely address this matter.	12/04/01	apologized to customer and told her if she does obtain the agent ID nbr to contact me so that info can be forwarded to the proper call center sup. Customer never supplied agent ID number.
3328E	11/15/01	21			

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3339E	11/18/01	26	Customer called in and had spoke to another CS rep who instructed her that we needed agent id nbr in order to try to find out why she is experiencing garbling. Customer called in at noon today to let us know that she had an agent nbr. When I called her back after I arrived , I asked her what number she was dialing to. She was not sure what number it was so we decided to wait she knew for sure what the number was. The customer called back in to let know the agent id number and the phone number that she was calling to. I told her that i would a trouble ticket to try to find out why she is experiencing the garbling. TT 04514874 and that either Michelle or myself would call her with the resolution at her request. I thanked her very much for calling me back with the information.	11/20/01	Caller was contacted and was inquired as to the type of equipment used to reach the Relay Service. Caller indicated she uses a Ultatec Ameriphone 1140 and said she has never had it serviced since she purchased it. Florida Technician advised the caller the a little cleaning is very helpfull. As we have experience here at the Relay Center with some of our TTY units. Made my self available for Test call on 11-20 2001 3:30 Central. Unable to duplicate problem Signature: M Gwynn
3350E	11/20/01	21	This agent kept asking me to repeat myself over and over again. It makes me wonder if this agent has a language problem. I don't mind repeating on a normal bases but this was really frustrating that is was so often on my call. I would like this looked in the complaint so that the issue could be investigated further.	12/06/01	This is a new relay agent. The agent was given a typing test upon receiving this complaint. Agent does not meet Sprint typing requirement and will be transferred to another account.
3674	11/25/01	7	Caller said that when agent 9374 was typing her tity display was showing a lot of x's and it kept her from getting the full text on her display. She said that is wasn't happening with other agents processed her call. She thought it may have been because the agent was typing too fast?	11/26/01	Spoke with agent regarding this call. The agent stated that the customer's text kept coming thru garbled. Agent repeatlly informed the customer that the text was garbling and this happened throughout the call. Informed the agent to alert a sup when continuous garbling occurs, so a TT can be entered to fix the problem.

Complaint Tracking for Missouri

December 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3399E	12/03/01	24	Customer complained that when dialing to an 800 nbr they kept reaching the number cannot be completed as dialed. He said the nbr went through just fine last Friday but would not work today thru relay. CS response: Apologized to the customer for the problem he was having reaching the number and offered to place a test call from my dept. I dialed the nbr direct from desk phone and the call went through just fine. I then placed a test call thru MO relay opr. The relay opr also reached the same recording as above and when tried to put the call through reg 800 got he box appearing saying that reg 800 not necessary. Entered TT # 04570163 to MO tech to resolve the outdial problem. Told the customer I was entering a TT, but customer does not wish to be contacted by any tech, nor AM nor CS. Will await the TT resolution.	12/05/01	Tech tested this number and determined it was a SW Bell issue. Our tech entered a TT with SW Bell and they will change something over the weekend. It's a SW Bell fix.

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3473E	12/24/01	6	Customer called in stating that he always seems to have trouble with the 9000 series agents. He gets nothing but garbling and they won't slow down their typing. If he is going to be placing a call to any of his family LD he will try to hang up and get a different agent. He is upset that in calling MO relay he gets 9000 series agents. Invariably the 9000 series agents will mis handle his calls. He would like a call back from AM. Thanked customer for calling in and asked about changing one of his notes to reflect a typing speed of just don't type fast. I let him know that I would write up this and forward it to the proper call ctr as well as letting the AM know about the call and have him contact him.	01/10/02	Operation: This complain lacks sufficient information for our center to follow up on. Our on-site technicians have been notified of the garbling problem that the caller has experienced when connecting with our agents. We will keep this complaint on file as documentation. AM: few attempted to contact customer and left detailed msg and 1/10/02: contacted with customer and reviewed the scope of the problem. Explained customer that typing fast could be due to his equipment or technical glitch from our system. Advised him to send me more detailed information as agent identification and give sample problem. It will lead us to track problem better. Customer agreed that he will contact me if he has further problem with typing agent.
3473E	12/24/01	7			

Complaint Tracking for Missouri

January 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9835	01/01/02	9	Customer complained that the agent was not relaying conversation verbatim. Customer states that the agent kept conversation going with her sister. Informed the customer that I would speak to the agent regarding this call and apologized for what happened.	01/06/02	After receiving this complaint the agent was closely monitored. The agent was observed relaying the each call verbatim. Addressed agent regarding this complaint he did remember the call. He stated that the customer complained of receiving garbled text throughout the call and documented the trouble on a feedback form. Based on the info the agent did follow correct procedure.
3021F	01/07/02	26	Customer having garbling problems. A TT was opened # 04690783. Apologized to the customer for having the problem and let her know a tt would be opened.	01/15/02	TT results: caller was contacted by fl tech. Caller indicated that she has not had garbling problem since it was reported. She said that tshe uses a ultra tech 1140. During the call placed by tech we experienced no garbling problems. Tech made himself available to the caller should the garbling problem reoccur. Unable to reproduce the problem.
12022	01/15/02	17	agent was rude and did not help me at all. I couldn't get my characters to echo locally and she told me just to hang up. I apologized for the inconvenience and informed the customer that this will be followed up.	01/15/02	Addressed agent regarding this complaint. Agent stated that she did not know what the caller was talking about and she thought something was wrong with the customers computer that's why she informed the customer to hang up and call back. Informed the agent that if she is not sure what the customer is asking she should request a sup's assistance. Agent was terminated due to inappropriate call processing.

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3698	01/21/02	7	vco user said that this agent did not accurately type the outbound part of the conversation. The agent educated and paced the outbound party 3 times to speak slower. They did not comply. The relay sup was able to see where the agent advised the inbound that the party was asked to slow down so that everything could be typed. The caller was upset that the agent was not able to type the msg verbatim. he said they would be in contact with the mo AM about the issue. He also said that he might want to join the state board that handles decisions that impact relay calls. I apologized to the caller but he said that he did not want any more apologies. I assured him I would speak to the agent.	02/22/02	Operation:Apologized to customer. Coached agent. Agent did what they should have to pace the outbound party. Forwarded to contact to Account Manager to follow up. ApAM: 1/22/02 12:20pm left msg to contact me back. Customer contacted me back and arranged a meeting on Feb 6th at 10 am but he did not show up for our meeting. Several attempts to leave msg but no return calls. Recorded calls: 2/8/02 11:30 am left msg . Feb 12,2002 at 4 pm : left msg . 2/22/02 11:45 am left msg again.

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6734	01/25/02	26	Caller said the msg is always garbled when she gets this agent. I apologized and tried to explain that garbling is usually due to tech difficulties. She thanked me for my time and went back to ca.	03/20/02	Spoke with agent concerning complaint, the agent stated that was not sure about this call, but whenever she gets a call with garble she always sent the CTRL 2 macro. She also stated that she keeps the voice person informed that she is unable to relay the message to them due to garble. Agent was both scanned and evaluated and did not have any issues with typing verbatim. Agent was coached on the importance of following proper call procedures, she also encouraged to fill out a CA feedback to document when there is an issue on call after notifying the supervisor. The agent QA file was also reviewed and agent has shown a pattern of communicating and documenting problems using CA feedback form. Also, opened a trouble ticket to have the technician look into the problem that the customer is experiencing. Ticket # 048540 TT result: closure - no problem with test calls. AM : contacted with customer and she said had no further problem with garbled msg. She was satisfied with resolution.
3116F	01/25/02	21	Agent complained about several agents and his unhappiness with them He used profanity during the call. 3216F took over the call and kept telling the outbound party to slow down so they got angry and hung up. 3188F disconnect my party. 1960F typed so slow like she was in a nursing home. Wants to talk with AM	02/22/02	AM: 1/22/02 12:20pm left msg to contact me back. Customer contacted me back and arranged a meeting on Feb 6th at 10 am but he did not show up for our meeting. Several attempts to leave msg but no return calls. Recorded calls: 2/8/02 11:30 am left msg . Feb 12,2002 at 4 pm : left msg . 2/22/02 11:45 am left msg again.

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February 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3158F	02/04/02	7	Customer states that this ca didn't seem to know how to process her vco caller to her mother. Also agent was a very poor speller. This was very frustrating onher call to her mother. RCS response: Thanked the customer for letting us know also assured her that we would send in a complaint on the agent so this could be further investigated.	02/04/02	This ca was coached on the importance of spelling accurately; she understood and has since made a marked effort to spell accurately. Regarding her ability to process voice to vco calls. CA indicated that a problem occurred when the outbound vco user answered the phone; from her explanation I determined that she inadvertently pressed the key twice which delayed the set up of the call. The CA understood her mistake and pledged to be more careful when pressing the appropriate call processing keys. Agent was in training during this complaint and was retrained on vco procedures. Agent was able to demonstrate that she is able to properly handle vco calls.
3158F	02/04/02	11			

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12173	02/12/02	9	Customer stated that the agent did not do as told. After further inquiry customer informed me that what was typed was not the same msg relayed to the voice person. Apologized for the inconvenience and informed her that we would be correcting the matter as soon as possible.	02/12/02	After receiving this complaint the agent was blind monitored to further investigate this complaint. It was observed that the agent was relaying the ty user's msg verbatim using a convesational tone. The agent was addressed regarding this complaint however she did not remember this call. Agent's QA evalutaions were also reviewed and the agent scored high in voicing and voiced the conversation with expression. the qa file also showed that whenever the agent had a problem on processing a call she would call for a sup to assist her and also document the call. Whenever instructiosn were given or cusotmer notes were available the agent read and followed the cusotmer request. Based on the investigation and all of the info provided the agent follwed proper procedures however the QA dept will continue to closely monitor the agent.

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Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3293F	02/16/02	2	<p>Rev. Dunn called very upset , yelling cussing and threatening. He is extremely mad that agents keep asking him who to bill his LD calls to because he has already informed us to bill to Century Tel for all his LD calls. Customer says he is a personal friend of Rex Moers. I verified that his notes were in place on the nbr he was using which is his wifes line for VCO. Customer said his wife may also use his # to make her relay calls. I checked that that nbr and there was on;y 1 note saying "pls don't annouce relay" I entered 2 additional notes of "voice line but possible VCO user" and "COC is Century Tel" for him on that nbr. I explained to Mr. Dunn that when call volumes extremely high the calls may be transferred to a different center in order to answer the calls ASAP which can result in the CDB notes not showing up immediately to the agent and possibly not at all. I further explained that the agent ID nbr is how we identify where the calls are being handled. I apologized a nbr of times to the caller and was assisted by Brian relay Sup. Customer wants to hear from an Account Manger. I agreed to ask the account mgr to contact him.</p>	03/18/02	<p>Called James 3/18/02 @ 2:20pm - Pleased with my call back. I explained how 711 works and gave him MD relay 800#. He is satisfied.</p>

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3231F	02/28/02	21	<p>Customer said I just received a relay call for the first time a few min ago. I was very confused. I had never received a relay call before and when the opr announced that someone was call through relay she did ask if I had received a relay call before. and I replied no I have not. She then went on to say wait wait the person is typing now I must read what they are typing. Then she kept reading on and on and if I began to answer she would interrupt me. She never took the time to explain the relay service to me. I finally had to ask for her name or id nbr which she finally gave me. When I called back to the customer the next agent was very professional. I thanked the customer for taking time to call and let us know and apologized that she had not been given proper relay instructions. I then read the instruction to her, which she said made everything very clear- only wished that she had been given those instructions prior to her call. I told her this report would be sent to the call ctr sup. She welcomes contact if anyone would like to discuss this matter with her futher.</p>	02/28/02	<p>Addressed the agent regarding this complaint and she distinctively remembered the call. A CA feedback from was also filled out to document the incident. The agent stated that she announced the relay service and the voice person said, no she hadn't recieved a relay call before. She informed the voice person that the TTY user had begun typing and then she provided the service explanation. After the service explanation was provided she began relaying the call. The voice person interrupted and expressed that she was not clear on the type of call she was recieving. Once again the agent provided the service explanation, only this time the deaf or hard of hearing explanation was given. The call went smoothly after that point, the agent was informed that when a customer says no they have not recieved a relay call before that the service explanation should have been provided immediately thereafter. It was not nessecary to inform the voice person that the caller had begun to type at that point. The agent's file has been reviewed and the agent was also monitored and due to</p>

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March 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6788	03/05/02	29	I spoke with this caller on 3/4 & again today. Caller very upset at the typing speed. It came in BRDU at 10 wpm. I suggested we put a note in the customer notes & caller said no. And caller will not ask for speed increase for each call. Caller feels the agents shld know to raise speed when the he calls in. Caller wants speed increased from 10-60wpm.	03/05/02	AS I documented above I suggested we put a note in the customemotes and the caller declined. Caller will not ask for speed increase for each call. I offred customer service and he declined. I apologized for the inconvenience. No follow up necessary.
3711	03/08/02	21	Caller called in and was verbally abusing the agent (3114F) before she typed anything to him. The agent immediately contacted me (on-floor supervisor). I typed to the caller "this is the relay supervisor how may I help?" The caller then told me that Spring has "a bunch of fucking lazy ass bitches" working for them and he wanted to know why it was so difficult for the previous agent "no agt nbr provided) to dial to a local number. I repeated the nbr and once he confirmed it was correct. the agent dialed it and got a busy signal. He then was complaining that it was relay's fault that the nbr was busy because he was suppose to have been commected to the nbr "10 or 15 minutes ago". He also said that the didn't care if it was reported to Matt Gwynn. The whole time he was screaming obscenities. He then hung up before I cld tell him anything else.	03/08/02	No further action possible.

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3735	03/10/02	19	<p>Caller stated that agent 3178F typed to customer "(Sorry the agent didn't read all the msg - was talking to someone in background)" The voice person then hung up.</p>	03/10/01	<p>The agent explained to me that she meant she was not able to voice all of what was typed becuz as she was voicing, the voice person was talking to someone in the background, was not listening & then hung up. Coached the agent on how to word this info so that what happened was stately clearly. The agent understood that what she typed was confusing and if this shld happen again how to handle it.</p>
12331	03/19/02	21	<p>Customer called and stated "damn dumb" gave the opr 3x. Gave the opr a nbr to dial and the opr confused the nbr 3x. The caller also called back and got another opr who understood the very first time the nbr was given. Apologized to the customer for the svc recieved. I told the customer that his other complain regarding recordings (agents not getting a live person upon request) will be forwarded to our QA and training dept.</p>	03/19/02	<p>Addressed the agent on the compliant. Remembered getting a VCO call, but did not get the nbr. When she asked customer to repeat the nbr the customer said "oh I already gave you the nbr 3x I'll just call back through another agent." Caller hung up after that. Although the agent followed correct procedures to request the nbr be repeated becasue she ddi not hear it or clearly understand the VCO user. SHe was advised to always document when this problem happens. This could have been a problem where the call came in on wrong line and had to be switched. The agent was scanned but did not have any problems following customer requests or prprocessing calls. The QA dept will follow up the evals and scans.</p>

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12350	03/24/02	01	Agent did not process the call on time, took too long after GA was sent. Took 5 mintues to get a response back.	04/02/02	No further action possible. CA ID # didn't match any CA working that day.

Complaint Tracking for Missouri

April 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3397F	04/12/02	24	MO voice customer calling from nbr showing as 916-631-9674 is unable to reach MO relay service when she dials 1 800 735 2466, she gets nothing. I explained to her that her call showed to me as coming from a nbr in CA. She gave her home from nbr of 417 831 6963, which is a private residential designated nbr. I called the customer back at both nbrs and the 916 631 9674 reached a disconnected recording. I reached the customer at 417 831 6963. I apologized to her for the problem referring her to SW bell for them to look into this and agreed to have relay techs check it also. Customer thanked me and authorized test calls to her nbr if need be. entered TT 100002277.	04/18/02	Tested three times and it had been going three times without further problems. - Closed.
3397F	04/12/02	29			
3722	04/17/02	03	The caller complained about agent 3005. The callers notes say "do not announce the call". The agent sent a macro saying agent announcing call. The caller was not sure of the exact words of the macro, but was concerned that the agent did not follow the instructions in her notes. I did scroll through the call and see that the agent did say something about announcing the call or explaining relay. The caller wanted someone to speak to the agent personally.	04/18/02	This agent says that macros are not sent on S2S calls because you are voicing to the person called. She says she may have by mistake & habit said that the call was thru NDS2S and will be careful in the future.

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6864	04/26/02	17	Person said she has a deaf attorney. She had talked to him and had a male agent. Later someone called her through Relay was extremely rude and vile. She had complained to a supervisor and was hung upon. I explained about the 30 second time after incoming caller hungs up the call will disconnect. I apologized several times. She was very upset.	05/31/02	Few calls attempted in past weeks. Finally connected with customer. She explained that she had experiences that amle agent pretended as lawyer and then gave her sexual graphic and cussing. She was upset and extremely shocked to hear male agent since she remembered voice which she had previously reported to supervisor. Discussed with identification and advised her to record time and date at number so we can try to track harassed agent. Apologized her for bad experience call. advise her to contact me immediately when she get a problem.
3441F	04/22/02	33	VCO customer calling from 417 xxx xxxx canot call 913 xxx xxx thru Relay MO. Uses Vartec 10 10 811. RCs reponse: apologized to the customer for the inconvenience let him know we would be turning in a TT to the technicians. RCS rep tried the call with agent 9367F and agent said that COC window did not come up when trying to choose Vartec, instead alternate billing window came up. This caused the customer the customer not to be able to bill his call thru Vartec. Customer needed to make this call ASAP and we let the techs know on the TT customer would like a call back. TT # 100012.	05/29/02	TT Result 4/23/02 was able to verify that the COC window did not appear. The reason for this problem is that he setting under the caller's COC preference were set incorrectly. The setting was for optional billing, which brought up the alternate billing window. Changed the setting to the correct setting, contacted customer service to inform the caller that the problem has been corrected. Contacted customer and he said Varted issues had been resolved and he could go thru Vartec several times without problems