Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

June 2002

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

July 2002

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

August 2002

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

September 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
4935	09/24/02	3	The customer was concerned that the agent dialed the wrong number twice, and said that the agent did not pay attention. The customer said that the agent should have asked him to repeat the number if she did not understand. The person taking the complaint apologized to the customer, and told the customer the complaint would be documented and the agent would be coached. The customer does not want a call back.	9/24/02	The team leader spoke with the agent, and told her to be sure to ask customers to repeat a number if she does not understand it. The agent explained to the team leader that after she opened the line to hear the customer she only heard the last seven numbers, and assumed that the area code was the same as the customer's area code. The agent agreed to open the line to the customer more quickly in the future.

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

October 2002

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2201	10/08/02	4	A VCO user was upset because the CA did not keep him informed at all during the call setup. The customer was using a calling card to bill the call, and the only macro he received during the call was the "ringing" macro. He didn't know what was occurring as the CA was processing the call. He hung up and called back to get a new CA. The customer wants this CA to be taught how to do these calls.	10/9/02	The team leader met with the CA, who said that she had difficulty logging into the computer when taking over the call from another CA. The team leader coached her that keeping the customer informed is a higher priority than logging into the computer. The team leader verified that the CA does have knowledge of how to process calls which use a calling card.

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

November 2002

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

December 2002

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

January 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3364H	01/29/03	27	The customer said he made multiple calls using his calling card, and he had to repeat the calling card information for each call. On his calling card it advises the customer to press the # sign to proceed with the next call, and that option will temporarily store his calling card information in the system for as many calls as he desires to make. The customer said the deaf do not have the convenience of all of the calling card options available when using Relay. The customer said that the Relay procedure currently in place is discriminatory and needs to be changed. A Customer Services Representative told the customer that his concern was being documented and forwarded to the Wyoming account manager. The customer wants a follow-up sent to his e-mail address.	01/31/03	The Wyoming account manager met with the customer in person and discussed the customer's concerns. The account manager suggested that the problem could be resolved by updating the customer's Customer Database Profile. There is a section where the customer can add a note with calling card information so that he does not have to repeat the information each time he makes a call into Wyoming Relay.

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

February 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

March 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

April 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11316	04/16/03	29	When the VCO user dials 711 from his home, he receives the greeting (voice or typing now). He then gives the CA the phone card data and dialing instructions for his long distance call. The CA then receives the message, "All circuits are busy. Please try your call again later." The customer is using an MCI calling card which he purchased from Costco. When the customer uses the dedicated VCO access number and the same calling card from his home or elsewhere he does not experience this problem. The customer is using a Krown Speak and Read VCO device when making calls and reports that this problem began in March.	5/19/03	A trouble ticket was issued to a Sprint technician to investigate this problem. The technician reported that he was unable to track the problem due to lack of information. The Wyoming account manager e-mailed the customer asking him to list and document all the calls he made using 711 with his phone card information. Sprint needs the agent #, the date, and the time of the call in order to track down the root cause of the problem. The customer responded that he would do his best to document the details to help us resolve this situation.

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

May 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution