

Complaint Tracking for New York

June 2003

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|---|--------------------|---|
| 3279-I | 06/01/03 | 24 | NY voice caller using 711 from home is unable to make a local call. When calling they received "your LD is temp disc" recording. I apologized for problem and agreed to enter TT. Customer does not want contact. TT# 964277 | 06/02/03 | This is an invalid "to" nbr using ATT and Sprint. Customer satisfied. |
| 8821-I | 06/02/03 | 4 | Customer said he told Opr he wanted to type out the information for the DA Opr. Opr did not inform him that he opened the bridge for him to type. He said it took a while for him to gain communication with her and she didn't seem like she knew what she was doing. I thanked the customer for his feedback and apologized for the confusion. Customer did not require further contact | 06/02/03 | Opr was pulled and we went over the correct procedure for the VCO switches to typing. Opr understood. |
| 8822 | 06/03/03 | 21 | Customer was not happy that his background conversation was typed. Supervisor explained to the customer that relay must type everything heard including background sounds. Customer understood the concept of relaying everything from the deaf customer's end and was satisfied with the Supervisor's explanations. No further contact requested | 06/03/03 | Opr followed procedures and remained professional. No further action required. |
| 3289-I | 06/04/03 | 26 | Customer has garbling 3-4 times a week. Customer dials the NY TTY relay nbr to reach an Opr. Customer tried for 5 hours to get a call made but the typing is garbled from 10pm to 1am every time she calls relay. She could not read the agent id. Apologized to customer. Opened TT# 972543 | 06/04/03 | Told customer to turn off Turbo Code. No further complaints |
| 8823 | 06/05/03 | 8 | Opr left a message on customer's voicemail and the message was very hard to understand. Opr spoke too fast and said the phone nbr too fast. Thanked the customer for the feedback and letting us know about the Opr. Let the customer know this Opr would be spoken to and the customer was satisfied. No further action required | 06/05/03 | Reviewed complaint with Opr and advised him to make sure that he is speaking slowly and clearly when relaying a message as it is very important. Opr understood. |
| 8824 | 06/05/03 | 4 | Customer asked Opr to make another call and received no response. Thanked the customer for taking the time to express their concerns and advised them that the complaint would be dealt with immediately. Customer requests no call back | 06/05/03 | Opr recalls event and explained that the TTY user was very frustrating and was being very argumentative with him so he disconnected the call. Appropriate action taken. |
| 2561 | 06/15/03 | 11 | The customer said they had to repeat things several times. Thanked the customer for informing us of the problem. Customer would like a follow up letter. | 06/15/03 | Coached CA on proper VCO procedure. CA understands how to properly handle call. Follow up letter sent to the customer. |
| 3324-I | 06/15/03 | 21 | Customer requested agent to out-dial and instructed according to notes in her customer database. Agent informed customer that Customer Database information was not showing at that time. Customer is concerned that the agent did not inform them of this before out-dialing. Customer is also concerned that CUSTOMER DATABASE information was not available. Apologized for the problem and let the customer know techs were aware of the database issue and currently working to correct the situation. Supervisor who assisted on the call let the customer know she would discuss the situation with CA. Customer did not request contact. TT# 997994 | 06/15/03 | Spoke with agent regarding this complaint. The agent understands that this information should be shared with the customer before out-dialing. TT results - database issue resolved. Customer did not request contact. |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|--|--------------------|--|
| 3328-I | 06/16/03 | 21 | NY VCO user complains that agent did not respond for 5 minutes on his call after he said "hello, hello," a few times. Customer feels this is not a system error and should be discussed with the agent. Customer does not want to see "Thank you for calling SRCS info sent just a simple thank you is fine. Customer was able to read my response fine with no delay. Thanked customer for calling | 06/19/03 | Agent coached that she needs to listen for the VCO user to speak. The Thank you for calling...is a macro that is sent. |
| 8828 | 06/16/03 | 5 | Opr disconnected caller while customer was on hold with his lawyer. Apologized to the customer for the inconvenience and told him we will follow up with the Opr. Customer requires no further contact. | 06/16/03 | Opr was pulled for discussion. Opr stated that the outbound hung up. This was typed to the TTY customer, and there was no response, so the Opr terminated the call. The Opr was coached on proper disconnect procedures, and told that if anything was in question to call over a supervisor for assistance. Opr understood |
| 8829 | 06/17/03 | 21 | TTY user came on the line and Opr did not respond, so TTY user was forced to hang up and redial. Thanked the TTY user for taking the time to give us his feedback. He would like a call back regarding this issue. | 06/17/03 | The Opr was pulled immediately and remembers TTY hanging up - the message came in garbled and the Opr sent message garbled macro GA, and the TTY user hung up. Coached Opr on the procedure to send message garbled. If the problem happens again Opr was told to call over a supervisor. Left a message on customer's machine as instructed by customer informing them of the resolution to problem |
| 3944 | 06/19/03 | 29 | VCO customer stated that any time they place calls through relay the outbound is unable to hear or understand them. The customer would like follow up by phone. Apologized to the customer. TT#I0001007316 | | This is an Ameriphone problem and is currently under investigation. For now we are rerouting callers to MO Relay Center. Unable to reach customer. |
| 3343-I | 06/20/03 | 9 | Caller said agent did not give any gender or how the person answered the phone when placing a call for her. I apologized to the caller for the problem and let her know a complaint would be sent to agent's work location. Caller did not require a call back. | 06/23/03 | CA said she had a call where the person didn't give a greeting when answering the phone just began speaking right away so CA typed what was said. CA demonstrated knowledge of call set up and is aware it is necessary to gender and type greeting |
| 8832 | 06/20/03 | 5 | The user stated the Opr called to our phone line and said the person hung up. TTY user feels the Opr said the voice person hung up when Opr hung up on voice and TTY user is very upset. Supervisor apologized for any inconvenience that may have been caused and assured that the matter would be discussed immediately. The customer hung up on the supervisor and did not ask for follow up contact. | 06/20/03 | When attempting to pull this Opr for discussion it was discovered that the Opr was not even here on this day (customer said it happened this day.) It was an incorrect Opr nbr. No further follow up possible. |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|---|--------------------|---|
| 8621 | 06/21/03 | 5 | Customer complained that the Opr disconnected without a reason. The customer was not finished. Thanked the customer for calling and informed customer that the matter would be reviewed by the supervisor and a follow up letter would be fwd back to him explaining what happened. The customer was satisfied. | 06/21/03 | Team Lead held a discussion with the Opr about the call and asked if any technical problems or ASCII may have caused the disconnection. Opr said she did not hang up on any customer and does not recall anything during her shift that may have contributed to the call being disconnected. Account Manger sent a follow up letter to the customer as requested. |
| 3363-U | 06/25/03 | 0 | Customer states agents do not respond to her calls, they disconnect her and they are not well trained. Customer uses relay button to connect and does not know what nbr she is dialing to reach NYRS. Customer also complained their branding is not working after supervisor assured her today they would brand her line and it would fix the problem. Apologized for the problem with service provided customer with designated VCO nbr explaining the benefits of using this nbr. Also explained branding takes 3 business days. Customer does want contact from acct mgr. | 08/15/03 | Relay ambassador has made contact with VCO customer. Appointment scheduled to discuss phone. Customer satisfied. |
| 3363-U | 06/25/03 | 2 | | | |
| 3363-U | 06/25/03 | 5 | | | |
| 3366-I | 06/27/03 | 5 | TTY user reports that Oprs disconnected her calls to medical office. The call was urgent and relay disconnected and needed to redial. Medical office stated the relay disconnected not the medical personnel. Apologized for the problem encountered and advised caller that relay does not disconnect. Also advised complaint would be fwd to supervisor. Customer requests contact regarding this issue. | 07/01/03 | Discussed with Oprs that if any problems happen with a call to alert a supervisor immediately. Also informed Oprs that disconnecting calls can result in corrective action or termination. Opr said that the medical office hung up on TTY user when the call was still in progress. Then the other Opr took over the call at that time. TTY user was complaining that she was hung up on. Dialed back to medical office and they explained they hung up the line in the office because they thought the call was over. I contacted the customer and told her that the Oprs had been spoken to and that they said that the medical office hung up first customer then asked why they did not type (person hung up) - the phone just went dead. I informed the customer that we apologize for the incident and that a report would be filed. Thanked me and hung up. She |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|--|--------------------|---|
| 3370-I | 06/28/03 | 3 | Customer states that agent was not able to connect to the phone nbr that was to be dialed and the agent then took it upon herself to redial the nbr without asking the customer if she should do so or not, thus taking control away from the customer on the call. The agent also was asked if she read the call notes and upon reaching answering machine the agent did not follow the customers instructions to type "answering mach beep GA" but instead typed "answering mach GA". This confused the customer that she did not type the word beep so the customer would know when to leave her message. Thanked the customer for letting us know and assured that the complaint would be sent in so that the issues could be investigated | 06/28/03 | The agent was coached on these issues. |
| 3369-I | 06/28/03 | 33 | Customer has problem using Verizon when calling long distance through relay. Customer is making calls from her beach house on a barrier beach island in NY. Apologized. TT I0001030528 opened. Follow up requested. | 06/30/03 | TT results - Tech completed several test call and no trouble was found. Left message with customer to try them again. |
| 3378-I | 06/30/03 | 24 | Voice caller calling VCO customer and always gets a busy signal. Apologized to customer for the problem and opened TT# I00010304345. Customer requires follow-up. | 07/01/03 | TT results - tried to call customer again without success and left a message for customer to call back and make some test calls. The call rings through ok but there is no answer. Let customer know. Problem now resolved |
| 3376-I | 06/30/03 | 29 | Customer is unable to make long distance calls through relay. When she makes the same call without relay the call goes through without any trouble. Thanked the customer for calling in about this and let her know that a techs will check into it for her. TT#I001033218 Customer does want contact with resolution. | 07/07/03 | TT results - ticket is being resolved under duplicate ticket number 1044049. Verizon is blocking the customers long distance. Tech is attempting to work with them to get their switch to accept calls through Relay. The problem has been resolved and customer can now make calls |

Complaint Tracking for New York

July 2003

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|---|--------------------|---|
| 8836 | 07/02/03 | 3 | Customer asked the Opr to repeat last typed text an e-mail address and the Opr kept telling customer to ask the caller. The Opr did not repeat and customer was very frustrated because it took up unnecessary time. No call back requested. Did explain to voice person that last sentence can be repeated. She asked if someone would please speak to the Opr. | 07/03/03 | There is not an agent at this center with this number at the current time. No further action possible. |
| 8837 | 07/02/03 | 3 | Customer was completing a call and gave the Opr another nbr to dial. Opr said sorry for the confusion and it was a misunderstanding on customer's part. Customer resented that they did not know what happened. Customer all of a sudden saw phone calling and they were still on the line with the Opr. It could have been a computer problem but not a misunderstanding on their part the customer felt. Thanked the customer for calling and informed customer that the matter would be looked into and complaint would be reviewed. Customer was satisfied - no further contact needed. | 07/02/03 | Had a discussion with Opr and what happened is that after the customer gave the nbr to dial the dial verification came up and the customer thought that the Opr was asking for the nbr again but she was not. The Opr said the customer became irate and then disconnected. Opr was reminded that she should call over a supervisor in the case of an irate customer. If there is not time for a supervisor to arrive at the position Opr was advised to explain the situation to a supervisor. |
| 8512D | 07/05/03 | 21 | Customer has had continual problems connecting to TTY user through the relay service. No specific agents, just all agents in general do not process her calls. She wants someone in upper management to call her back and tell her what is going to be done. Thanked customer for her feedback. I apologized for the inconvenience. | 07/15/03 | After several attempts I spoke with the customer. She became angry and hung up on me after I told her that without an Opr nbr we could not pull an Opr for discussion. This call could have been routed through any center and any Opr. No further resolution is possible. |
| 3393-I | 07/05/03 | 21 | Customer cannot make long distance calls through relay. She lives in a beach house in NY and uses Ameriphone VCO phone. Apologized to the customer and told her a TT would be opened. TTI001044049 Follow up requested. | 07/08/03 | TT results - Tech is closing ticket since it is a Verizon issue. Tech has opened a ticket with Verizon and requested via email that the customer open a ticket with Verizon as well. Customer has contact information for tech and can give that information to Verizon. Communicated to customer via email. |
| 8838 | 07/05/03 | 5 | Customer complained that relay Opr disconnected him. He had given bye GA to SKSK to voice party and line was disconnected suddenly. Customer was told that the supervisor would follow up by speaking to this Opr and that a complaint would be registered. Customer was satisfied that supervisor was going to handle the situation and he did not request follow up. Thanked customer for the feedback. | 07/05/03 | Advised Opr that extreme caution needs to be used and if there is ever difficulty with a call to advise a supervisor immediately. Also advised that intentional disconnects can lead to termination. |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|--|--------------------|---|
| 3403-I | 07/07/03 | 2 | NY TTY user upset that he receives Sprint bills for his LD calls from home as his carrier is Frontier which is in is database. Customer feels inconvenienced having to provide copies of his bill and info in order to receive credit for the error. Checked to make sure the customer's notes are in place as is his selected carrier. | 07/07/03 | A TT was issued on this previously which techs suggest customer contact his local phone company for resolution. Through testing it was determined that the nbr digits apparently are not transmitting correctly from the local phone company. Apologized for the problem and provided RCS fax nbr. Explained findings to customer and suggested customer should contact their local phone company regarding this issue. No contact requested. Customer informed to contact their LEC to resolve this issue. |
| 3401-I | 07/07/03 | 34 | TTY user unable to call a particular nbr through NY Relay. A Recording is heard that the nbr is disconnected or no longer in service. The nbr can be dialed directly without a problem. Customer has carrier of choice info in their database for NY Relay. Apologized from encountered and advised complaint and TT would be entered. Customer requests contact. TT 1045527 | 07/29/03 | TT results - The calls are now working for the customer. Customer satisfied. |
| 8340 | 07/08/03 | 3 | In this customer's notes it states if a fax picks up don't hang up it will either go to a voice person or to an answering mach. Customer states that each time she uses relay service Opr always hangs up when they hear a fax machine. Customer did not request a call back. Thanked the customer for the feedback and apologized for the inconvenience | 07/08/03 | As there was no Opr nbr given supervisor could not do a follow up with any Opr. |
| 8340 | 07/08/03 | 4 | | | |
| 8340 | 07/08/03 | 21 | | | |
| 8341 | 07/10/03 | 21 | Opr was really slow to answer when talking to customer. Customer spoke to her twice and hung up. Thanked customer for her feedback and apologized for the inconvenience. Customer would like a call back. | 07/15/03 | Opr was pulled for discussion. She did not remember the call. Was advised to stay alert on all calls and respond immediately to customers. Contact customer and left a message on the answering machine telling her what the resolution was |
| 8343 | 07/12/03 | 5 | Relay Opr interrupted and cut off TTY typing. TTY saw that it was garbled and told the Opr to stop but the Opr did not respond. TTY user saw red light on TTY, meaning that the Opr hung up on them. Thanked the customer for the feedback. Customer would like a call back about this. | 07/12/03 | Reviewed complaint with Opr. Explained to the Opr that she should always call for a supervisor if she is having difficulties with calls. I informed her that disconnecting a call is grounds for termination. I called customer and informed her that we discussed the situation with the Opr. I apologized for the inconvenience that she experienced |
| 8343 | 07/12/03 | 21 | | | |
| 6571X | 07/12/03 | 1 | Agent dialed the wrong nbr. When caller asked for agent to redial agent disconnected caller. Apologized for inconvenience and informed caller that we would make sure agent is followed up with and coached. Also thanked caller for the feedback. No call back necessary. | 07/13/03 | Agent was reminded of the severity of hanging up on a customer. Agent was advised that if there are any problems with any calls to contact a supervisor for assistance. |
| 6571X | 07/12/03 | 5 | | | |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|---|--------------------|---|
| 2582 | 07/12/03 | 26 | VCO user called twice in a row. Both times asked for a supervisor. Both times VCO could not read typing. No call back requested. Entered TT# I001059366 Unable to communicate to customer or apologize for situation. | 07/12/03 | TT results - Tech cannot reproduce the garbling so he had the nbr added to the list of numbers that don't get routed the MN center. |
| 15119 | 07/12/03 | 5 | Customer stated agent hung up on her. Apologized to the customer and stated that the complaint would be fwd to the appropriate center for follow up by the Quality Assurance dept. No follow up necessary. | 12/23/03 | Agent coached on importance of maintaining connection with inbound customer. |
| 8347 | 07/14/03 | 3 | VCO customer gave pre-paid calling card instructions to Opr. Opr did not respond back to the caller. VCO user called back to complain about this. Supervisor took the complaint and call proceeded with new Opr. VCO user did not want a call back. Thanked the customer for the feedback. | 07/14/03 | VCO customer came in on F2 and Opr out-dialed call not realizing that the VCO user was on the voice line. After connecting with outbound Opr realized that she could nor process request and explained to the voice person. Opr said the VCO was not getting the info due to the call being on the wrong line. Explained to the Opr that VCO calls have to be F1 to process and to look for that the next time. |
| 8347 | 07/14/03 | 21 | | | |
| 8345 | 07/14/03 | 6 | Customer complained that there have been lots of misspellings on her calls. Customer provided Opr nbr saying she did not do a good job on her call either. The customer also noted that the supervisor was making a lot of mistakes and that there was garbling on our end. I thanked customer for her feedback. Customer does not want any further contact. | 07/14/03 | Spoke with Opr and advised that she should be careful about errors/ accuracy. |
| 8345 | 07/14/03 | 21 | | | |
| 3431-I | 07/15/03 | 4 | Customer called in stating she tried to make a call and did not get the agent ID in the initial greeting. She then asked the agent to please repeat their ID and there was no response. She said hello, hello and finally there was a response from the agent. The customer asked the agent why he hesitated in giving the ID. Thanked the customer for calling in. Let customer know that we are able to give our ID any time it is asked for as soon as it is asked for. Let her know that I would write this up and forward to the appropriate center. Customer does not want contact with resolution. | 07/15/03 | Agent gave ID as soon as possible. Caller may have been talking over agent's typing. |
| 3448-I | 07/20/03 | 29 | NY VCO user receiving Sprint bills for LD calls. Customer has notes entered in database as an AT&T customer. Apologized for problem and let her know I will enter a TT Customer does not request contact. TT I001076338 | 07/21/03 | Made test calls. Notes came in fine, call completed with ATT fine. Customer records correct. May be an agent failure. |
| 3447-I | 07/21/03 | 21 | Customer states that this agent was holding on a call and instead of typing to the customer "do you want to continue to hold" the CA typed "GA" and the customer thought someone thought had answered the phone and was on the line. Thanked the customer for letting us know and assured that a complaint would be sent in so the problem could be investigated further. No call back requested. | 07/21/03 | Spoke to and coached agent regarding this matter. |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|--|--------------------|---|
| 3446-I | 07/21/03 | 21 | Customer called in to let us know that this CA had some problems on the line while they were placing her call and CA took it upon herself to redial the nbr without the customer's approval. The customer did not like this. Thanked the customer for letting us know and assured that a complaint would be sent in so that the problem could be investigated further. Customer did not request a call back | 07/24/03 | Coached CA on keeping customer informed and waiting for customer to given instructions on how to proceed. |
| 8334 | 07/26/03 | 5 | Customer was cut off by the Opr. Thanked the customer for calling and informed her that the matter would be looked into. Customer does not request further contact. | 07/27/03 | Opr was pulled and Opr remembered a very long call with many redials to get through to customer service - stated that she did not disconnect. The line was disconnected on the outbound end. Opr was spoken to about the consequences of hanging up on either end of the call. Reviewed procedures with Opr |
| 3475-I | 07/29/03 | 21 | Customer made a call through relay and informed the Opr that she would reach a "tree" then she instructed the Opr to ask for a certain person in the service dept. The Opr had to call the service dept twice but just kept getting the receptionist and not the person they asked for. On the 3rd try the Opr did get the person they asked for and they referred the customer to another person and transferred. Upon transfer they reached the answering machine. The line was disconnected and the Opr redialed the call, taking control of the call away from the customer. I apologized for the inconvenience and told the customer that the report would be sent to the call center supervisor. I thanked the customer for taking time to call. Follow up | 08/01/03 | Left message on answering machine and informed customer that agent redialed due to technical problem knowing what customer had requested. Agent has been coached not to redial unless instructed to do so. |
| 3474-I | 07/29/03 | 4 | Customer states the agent did not keep him informed. Customer states he was closing his call and there was no response from the outbound. He re-stated his closing and still received no reply. Advised customer his complaint would be fwd to the supervisor. | 07/31/03 | Opr was advised to keep customer informed at all times as to what is going on even if it is nothing. I contacted the customer and left a message on his answering machine letting him know the resolution of his complaint. |
| 2606 | 07/30/03 | 3 | The customer stated that CA would not dial out using the numbers mentioned in the recording. Apologized to the customer and explaining that the nbr is no longer available and suggested to redial to obtain such nbr and provide this # to the Opr. VCO accepted and placed the call. No follow up necessary | 07/30/03 | CA followed proper call procedures by not obtaining a phone nbr from a recording message to place the next call. |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|--|--------------------|--|
| 3482-1 | 07/31/03 | 3 | Customer asked agent to dial 1st nbr and reached answering machine asked agent to dial 2nd nbr and person answering said they could not talk at this time, asked agent to dial 3rd nbr and customer could not read what was being typed so the customer asked the agent what is going on what happened did someone answer, the agent then dialed the 1st nbr again and got the answering machine then dialed the 2nd nbr again and got the same person and customer had to apologize for calling again then agent dialed the 3rd nbr and finally for connected the customer did not tell the agent to dial the first two numbers again and customer does not understand how the agent still had the numbers to dial all of them again without asking customer for the numbers. Apologized to customer told him the agents supervisor would notified. No follow up requested. | 07/31/03 | Met with CA and discussed the call. I was the supervisor that assisted with this call. When it appeared to the VCO that the 1st and 2nd numbers had been dialed again they actually had not. The VCO requested the last thing said from the voice person so the CA used the scratch pad to retype last text. The macro did not work correctly and retyped the beginning of the call including the 1st couple dialing macros so it appeared the numbers were dialed again when in fact they were not. |

Complaint Tracking for New York

August 2003

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|--|--------------------|--|
| 3485-I | 08/01/03 | 3 | Voice caller unable to process cell phone call. Customer advised CA he was calling from cell phone at beginning of call. A recording was heard stating they were not a Sprint customer. Customer is using a Sprint PCS phone. Customer wants credit for PCS minutes wasted on the call. Apologized for problem encountered. Discussed cell phone call processing problems. Customer is providing correct info to relay per our conversation. Customer requests contact ASAP. | 08/05/03 | Opr pulled for discussion - Opr explained that she did try local override several times and the call would not go through. Supervisor was called over and informed the voice caller that we were experiencing tech problems with the station and customer was asked to call back to reach another Opr. Called customer regarding this issue after the Opr was spoken to. Got his voice mail and left a detailed message regarding the problem and the resolution. I left a phone nbr where he could reach me should he need further contact regarding this |
| 8843 | 08/04/03 | 6 | This Opr was not typing everything correctly - it made no sense - VCO complained to Opr and wanted to know what he was typing - Opr responded that Opr typed everything heard. Customer was upset cause everything he typed made no sense. Apologized to customer for the inconvenience. Customer does not request a call back | 08/06/03 | Opr said that voice person kept talking over the VCO person and vice versa. He tried to get them both to wait for a GA but was unsuccessful. The inbound disconnected. Opr was advised of the rules of disconnecting a call, and the consequences of doing so |
| 3028-J | 08/15/03 | 21 | Customer states agent took control of her call. The requested nbr did not go through the first time the Opr dialed, so she took it upon herself to redial. Thanked the customer. No follow up requested. | 08/19/03 | CA stated that call was placed and reached a fast busy signal so CA typed fast busy phone and redialed. CA followed proper call procedures. |
| 3033-J | 08/15/03 | 4 | Customer made two phone calls. The first one was an answering machine and the agent typed answering machine but did not type that it had hung up. So customer told the agent they should have typed answering machine hung up. The second call the person hung up the phone. The agent did not type that the person hung up and did not respond to the customer. The agent disconnected the call. Apologized to customer. No customer contact requested. | 08/16/03 | Coached agent about keeping customers informed and on disconnection. |
| 3033-J | 08/15/03 | 5 | | | |
| 3025J | 08/15/03 | 21 | Customer states agent took control of her call. The requested nbr was dialed. Opr typed "fast busy" and then she took it upon herself to redial. Customer states when a problem in encountered with the call, it is for the customer to decide what action will be taken. Thanked the customer. No follow up requested | 08/20/03 | Reviewed proper procedures for fast busy with agent. No customer Follow up requested. |
| 3041-J | 08/18/03 | 4 | VCO reports CA took control of the call. There was a problem out-dialing and then CA took upon themselves to redial and did not inform the customer. Apologized to the customer for the problem encountered and advised complaint would be fwd to supervisor immediately. Customer did not request contact. | 09/15/03 | Agent was coached regarding proper call procedures. |
| 3041-J | 08/18/03 | 21 | | | |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|--|--------------------|--|
| 8854 | 08/21/03 | 5 | The Opr hung up too quickly after receiving the nbr to redial. Customer told him to call the number again and before they finished typing he hung up. Apologized to the customer for the situation and thanked customer for providing feedback to the center. Customer would like a call back. As no nbr was given a letter will be sent to the customer. | | Reviewed complaint with Opr and explained that he should always call a supervisor if having difficulties. Reminded that disconnecting on a call is grounds for termination. Follow up letter sent to the customer. |
| 8854 | 08/21/03 | 21 | | | |
| 3056-J | 08/25/03 | 17 | Caller said there were two agents on the call. They were both laughing and talking with other agents during this call. Caller did not have the first agents ID #. He only had the second agent's nbr that took over the call. I apologized to caller for the problem and let them know a complaint would be sent to the agent's work location. No call back requested on this issue. | 08/27/03 | Met with agent. Coached agent on being professional throughout the call. Agent advised of consequences of talking and laughing on a call. Due to the nature of the complaint appropriate action to be taken. |
| 8861N | 08/29/03 | 5 | This Opr hung up on a deaf blind customer because of customer's delay in time reading Braille and responding. According to caller Opr probably waited for instructions and after waiting with no response finally hung up / disconnected. Apologized for the inconvenience. Customer wasn't angry or upset but wanted to let relay know that there is a delay because of the time it takes to read Braille. Customer did not want further contact on this. | 08/29/03 | Opr was pulled for discussion- said he waited 3 minutes prior to disconnection and had no indication this was a BDRU customer. Opr apologized. Went over procedures with Opr on BDRU calls. |
| 8860N | 08/29/03 | 21 | Did not respond to VCO - might have been striking the wrong keys. Thanked the customer for giving feedback and assured her that we would speak to the Opr who is new. No further contact required. | 08/29/03 | Opr was pulled for discussion- stated that he was nervous being new and may have made an error. Procedures for handling VCO calls were reviewed with the Opr. Opr was reminded to call over a supervisor if having problems on a call. |

Complaint Tracking for New York

September 2003

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|---|--------------------|--|
| 3069-J | 09/01/03 | 21 | Customer states that he wanted to make sure he was reaching CA relay service in order to get a free long distance call to CA. He asked agent several times if he had reached the CA relay service and the agent never answered or acknowledged his question but just kept asking Nbr you are dialing to pls. Let the customer know that a complaint would be sent in on the problem to be further investigated with a supervisor. Customer did call back to let rep know that several agents were having a hard time hearing him hen he was on his speaker phone. And he stated that this could have been the earlier problem on this complaint | 09/02/03 | Agent didn't know caller was asking that question. Thought was asking if it was CA relay service so sent macro. |
| 3073-J | 09/03/03 | 2 | Opr did not follow customer database instructions "if answering mach type answering mach beep GA". Customer wants to leave a message w/o redialing. Opr dialed nbr and typed entire message and needed to redial for customer to leave msg. Apologized for problem encountered and advised complaint would be sent to supervisor. Customer does not want to be contacted | 09/03/03 | This CA was not working at the time the call took place. No follow up. |
| 3074-J | 09/03/03 | 2 | Opr did not follow customer database instructions "if answering mach type answering mach beep GA". Customer wants to leave a message w/o redialing. Opr dialed nbr and typed entire message and needed to redial for customer to leave msg. Apologized for problem encountered and advised complaint would be sent to supervisor. Customer does not want to be contacted | 09/04/03 | Spoke with agent who sent voice now instead of beep. Agent said she did not type out answering mach msg. Coached agent on reading customer notes. |
| 3075-J | 09/03/03 | 2 | Opr did not follow customer database instructions "if answering mach type answering mach beep GA". Customer wants to leave a message w/o redialing. Opr dialed nbr and typed entire message and needed to redial for customer to leave msg. Apologized for problem encountered and advised complaint would be sent to supervisor. Customer does not want to be contacted | 09/03/03 | Coached agent regarding proper customer database procedure. |
| 8864N | 09/04/03 | 17 | This Opr called the doctor for customer. She typed November, it was supposed to be September. When I asked Opr she would not tell customer. Customer was furious. Opr is rude. Thanked customer for taking the time to give us feedback. Customer did not request a call back | 09/07/03 | Opr remembered the call and TL coached Opr on keeping the TTY user informed. Or will keep this in mind for future calls. Apologized for not answering TTY user - she thought it would be a break in transparency |
| 3102-J | 09/11/03 | 35 | Caller upset due to receiving an obscene phone call through NY relay and does not believe that should be allowed or that it is legal. I apologized to caller and let them know a complaint would be sent to acct mgr for a return call .Caller requested a call back from relay acct mgr. | 09/11/03 | Customer service did place a global block on this nbr immediately. However, AM was able to call using VRS. AM spoke with customer and explained again about equal access through relay. Also explained caller ID will be available in NY soon, however some numbers are private numbers and may not show up. Customer very happy that global block has been applied through Sprint |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|---|--------------------|---|
| 8868n | 09/12/03 | 17 | Opr was rude because the outbound voice could not interrupt the call in order to inform the Opr that there was trouble with their phone system which produces an intermittent echo when receiving calls from relay. Opr would not stay on line after inbound disconnected to assist resolving problem just kept repeating in a rude voice "Opr cannot get involved in conversation". I explained our policy on what happens when inbound disconnects from outbound and referred caller to customer service to assist in fixing problem. Customer mentioned they had not understood before and felt better about what happened. No call back requested. Thanked customer for feedback. | 09/17/03 | Coached CA on correct procedures for informing outbound when inbound disconnects. |
| 8869N | 09/16/03 | 8 | Opr had a monotone and she did not enunciate her words. Thanked the customer for taking the time to give feedback. Customer does not require follow up call. | 09/16/03 | Reviewed complaint with Opr. Explained to her the importance of enunciating emotion during calls. Opr explained that the TTY user disconnected causing the line to automatically disconnect on the outbound caller. |
| 8871N | 09/16/03 | 11 | Customer placed call to mother and the Opr asked her mother for the nbr u r calling to pls. It took 5-7 minutes for this Opr to get this call going when all she had to do was make a VCO announcement. Thanked the customer for the feedback. Let customer know the Opr's TL would be informed and VCO to voice procedures would be refreshed with her. The customer was satisfied. | 09/17/03 | Agent explained to voice person. Agent's computer locked up and when voice person hung up it disconnected the VCO person. Agent's computer fine was thereafter. |
| 3117-J | 09/17/03 | 18 | Customer called in stating that she gave the agent specific instructions that if an answering mach was reached to let her know the name and then to follow her customer instructions regarding answering machines. The agent then told her the name and answering mach then there was a long pause and the GA. She questioned the agent why she didn't give her the beep like it says to do in her instructions. The agent replied there wasn't time to which the customer said something about why there was a long pause then between the answering mach and the Ga. Thanked the customer for calling let her know that since she had been working with the acct mgr. I would email the acct mgr. to see if we could come up with a better solution to this situation. Customer would like contact back | 09/17/03 | Coached agent on the importance of following customer notes and instructions. No customer follow up needed. New York AM did follow up with customer. |
| 3128-J | 09/18/03 | 3 | No VCO customer calling through NTRKs from work had informed agent that she would probably reach answering machine and to just type the name beep and GA so she could leave her voice message the first time. Agent did not comply with her request and there was a long pause. When caller asked agent why this happened, agent said they didn't have enough time. Customer cannot understand why agents will not follow her requests. Apologized to customer supervisor assisted on call and explained that we will inform the agent supervisor for coaching. Customer does not want contact | 09/20/03 | CA was coached to be quicker. Machine timed out because CA was slow. Knows proper procedures now. |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|---|--------------------|---|
| 8876N | 09/24/03 | 6 | This Opr had awful spelling - customer has complaint about spelling over and over and is really dissatisfied. Thanked customer for giving feedback on our Opr. They require no call back. | 09/24/03 | Spoke to Opr about her spelling - advised to be more aware on the calls to improve quality. |

Complaint Tracking for New York

October 2003

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|--|--------------------|---|
| 3168J | 10/03/03 | 3 | Customer states that CA handled his first call correctly but then on the second call she didn't dial the nbr correctly and even after the customer tried to verify the correct nbr several different times she never could seem to hear him correctly. The customer then told her to turn her headset up and she never did respond to the request so he disconnected the call. Apologized for the inconvenience and assured that a complaint would be sent in so that the problem could be investigated further. No call back requested. | 12/31/03 | Spoke to agent. I told the agent to make sure she calls a supervisor for assistance when this happens. She said she understood. |
| 8880N | 10/06/03 | 3 | Customer upset that Opr wasted their time. Customer gave instructions again and again and she still did not get it. She did not understand and wasted time. Thanked customer for giving feedback and told him the matter would be addressed by a supervisor. No call back required. | 10/06/03 | Had a discussion with the Opr about the call. The Opr was following the instructions given by the customer. He first gave a nbr and it was the wrong nbr. Then he gave added info and the info was incorrect so the Opr was not able to complete the call. Reviewed the policy on following customer instructions with Opr. |
| 3196J | 10/13/03 | 34 | Customer is unable to connect to number when dialing through relay. They get either a fast busy or the "all circuits are busy" recording. When the number is called without relay the line rings. Thanked the customer for calling and let her know that I would have the techs check into why she was unable to make her call. TT# 1275445 Customer does want contact with the resolution. | 10/14/03 | TT results - added 248 to NY offset tables. Tested 5 calls using all others from this number. all dialed through and reached ACN company. Customer notified. |
| 8894N | 10/20/03 | 5 | Called credit card company and Opr was unclear. The TTY user asked relay to repeat the msg. There was no response. TTY typed hello and then received red light that relay had hung up on them. Apologized to customer for the inconvenience and thanked customer for taking the time to give us the feedback. No further contact required. | 10/20/03 | Opr was pulled for discussion. Was informed that hanging up on callers can result in termination. Asked her to let supervisor know if there are technical issues during a call that may lead to a complaint. Opr was unable to remember the call. Will have QA monitor this Opr frequently throughout the month. |

Complaint Tracking for New York

November 2003

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|--|--------------------|--|
| 3257J | 11/01/03 | 4 | Customer called to a nbr and reached a recording that the office was closed. Agent typed that the office was closed but did not type any other info pertaining to when they would be open. Customer asked if the agent caught that info. The agent didn't ask if the customer wanted her to redial to get that info she just redialed. Thanked the customer for calling and let her know that I would write this up and fwd it to the appropriate center. Customer does not want contact with resolution. | 11/01/03 | Coached agent regarding caller control. |
| 8903N | 11/01/03 | 1 | Called to complain about Oprs who do not know how to process VCO-VCO calls. Customer asked them if they know how this process works. Oprs type (one moment please) and take longer than normal to respond. Thanked the customer for letting us know - no further contact required | 11/05/03 | Met with Opr and coached on the importance of speedy processing of VCO-VCO calls. Reviewed proper procedures with the Opr. |
| 3260J | 11/02/03 | 2 | Customer says that every month she has Sprint showing up on her phone bill and she clearly has a different carrier showing on her database and also in her call notes. She is not sure which agent took the call as there were 2 agents on the call at the time this happened. She would like to get this fixed as she is tired of it happening repeatedly. Thanked the customer for the info and assured that a complaint would be sent in so the problem could be investigated further. Explained it might be the call notes were not showing clearly to the agent and suggested she ask the agents from now on if her notes are showing clearly. Also let her know that a TT would be sent in on the problem. No call back requested. TT# I001324509. | 01/27/04 | Agents were coached regarding customer database procedures. TT: Need additional info. for further investigation. Need customer -name and COC info before Database can be updated. This number has not yet been registered. |
| 3267J | 11/04/03 | 24 | Caller reported problem of getting a constant busy signal when dialing a nbr. I apologized to the caller for the problem and opened TTI001331714. Follow up required for problem resolution. | 11/05/03 | Number added to offset tables. Attempted to contact customer three times and there was no answer. Left a message with resolution. |
| 3276J | 11/06/03 | 24 | NYRS voice customer unable to reach her son in FL using FRS voice nbr. She receives a recording that her call can not be dialed from that location. I apologized for the problem and provided customer NYRS toll free voice nbr to try. Customer did not provide CA ID#. Customer does not want contact. TT#1336677 | 11/10/03 | TT results - Customer needs to dial 711 or 800 for NY Relay for call to go through. Customer notified. |
| 8884N | 11/11/03 | 7 | Customer states agent was relaying slow-long pauses. Says he wasn't informed about a person speaking slowly. Says that all callers should be informed when others are speaking slowly. No call back required. Chose to leave no personal info. Thanked the customer for the feedback. | 11/11/03 | went over complaint with Opr but when supervisor attempted to type, the TTY user typed over supervisor. Opr reported that this happened during the call as well. Advised Opr to pay attention at all times to call processing, and if the voice person is speaking slowly please let the TTY user know |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|---|--------------------|---|
| 8913 | 11/13/03 | 3 | This Opr dialed a nbr for customer and received an answering mach. I left a message and the Opr said they had to redial to leave a msg. Opr redialed and typed the answering mach again and told me I had to type the message all over again. The Opr wasted my time. Apologized to the customer for the inconvenience and assured the customer that the Opr will be coached. No further contact required. | 11/13/03 | The Opr was pulled for discussion. Opr redialed the number to leave the message and a live person picked up. The TTY user was upset or didn't understand that it was a live person on the line. Opr is not allowed to give pre-typed messages to the person who answers the phone. Reminded Opr to gender at end of recording and at the beginning if the person picks up. Also reminded to call over a supervisor if having trouble with a customer. |
| 3297J | 11/15/03 | 2 | Customer states agent was given instructions in the call notes to leave a message first time if answering mach came on. The agent took upon himself to redial without the customer giving him authorization. Also on the call back the agent did not give the beep so the customer would know when to leave the msg. Thanked the customer for letting us know and assured that a complaint would be sent in so that the problem could be investigated further. No call back required. | 01/20/04 | CA was coached on VCO answering mach procedures. Understands to read notes. |
| 3298J | 11/15/03 | 21 | Customer states he has been trying to reach Sprint OSD 4 times by asking to be transferred from NY relay service and each time that OSD answered was by voice and they did not switch over to TTY line so he could place his call request. Thanked the customer for letting us know and assured that a complaint would be sent in so the problem could be investigated further. No call back requested. | 04/26/04 | TRS Training Mgr. forwarded concern to OSD for development of refresher training for OSD operators. |
| 8920N | 11/19/03 | 0 | Customer says Opr was being a smart mouth. Thanked the customer for the feedback - customer was satisfied - no further contact required. | 11/19/03 | Had discussion with Opr. He made a call for customer then the customer instructed the Opr to hang up and immediately hit F5 but forgot to hit space bar. Ringing macro continued through to completion. Supervisor assisted on this call - customer thought the Opr did not hang up, but he did. Explained that it is important to pay attention to all details of the call. |
| 3316J | 11/20/03 | 9 | VCO user reports that Opr placed a call requesting a specific person when someone answered they said the person requested wasn't there and hung up. The Opr only typed that the person hung up. When VCO asked Opr if the person said anything the Opr typed what was heard. When VCO asked why Opr didn't type that info before the Opr responded that they aren't required to type it because the person didn't accept the relay call. Apologized for problem encountered - advised the complaint would be fwd to supervisor. | 11/20/03 | CA was coached on informing the VCO what was said before person hung up. CA is now aware of proper procedures. |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|--|--------------------|--|
| 3319J | 11/21/03 | 3 | Customer called to report confusion from the Opr after he had typed the instructions on how to retrieve his voice mail including nbr to dial and pin nbr. The Opr kept repeating for him to place the headset next to the answering machine messages. I thanked the caller for taking time to let us know and told them the report would be sent to the call center supervisor. who would fwd to the training dept. Apologized for delay in processing his call according to his directions given. No follow up requested. | 11/25/03 | Spoke to operator concerning this issue. She was confused about the answering machine and voice mail. Procedure was gone over with her. Was reminded to call over supervisor when having trouble with a call. |
| 3321J | 11/21/03 | 3 | Customer reports for the second time today she reached an agent who needs additional training on the difference between AMR and simply retrieving voice mail. The customer specifically typed the request to dial to her voice mail service and she gave the codes necessary to obtain her messages. The Opr did not follow her instructions. The customer further stated that she depends on relay to be efficient. Apologized to the customer and advised the supervisor would be notified. Follow up requested. | 11/21/03 | Agent misunderstood customer's request. Coached on proper procedures for voicemail and ans. machine retrieval. Left message on customer's voicemail regarding this. Informed customer that agent had been re-trained. |
| 8921N | 11/27/03 | 7 | Agent was lousy. Their typing was so slow with a pause after each letter. Thanked the customer for calling and informed customer that the matter would be looked into and customer was satisfied no call back required. | 11/27/03 | Had a discussion with the Opr. The voice person was on a cell phone and her voice was breaking up because she was on a cell phone. Opr asked customer to repeat. The TTY user kept typing GA over the relay Opr and would not give time to reply. Opr could not understand what the voice person was saying. Customer became irate. Opr was advised to call over a supervisor with any difficulty on a call. |
| 3329J | 11/26/03 | 4 | Customer states the agent made the decision to redial a number and take control of the call. The supervisor was asked to come on line and the supervisor argued with the customer. The customer states the agent made an error in assuming it was acceptable to redial without her permission and the supervisor should know and support procedure. Thanked the customer for calling. AM follow up requested. | 11/26/03 | On out-dialed not ring happened no ring - so CA informed customer not out-dialing...redialing. The call had not begun yet so there was no call to take control of as there was not even an out-dialed ring yet. When explaining to customer what took place customer decided supervisor was being argumentative. Emailed customer that training would ensure agent and supervisor are coached. |

Complaint Tracking for New York

December 2003

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|---|--------------------|---|
| 8923N | 12/01/03 | 5 | Customer wanted to make a long distance call gave the CA her calling card info and got disconnected by the CA. Customer is upset and confused and said they never want to use 711 again. They didn't believe that they were speaking with a supervisor because they don't trust CA's anymore. Thanked customer for feedback She would like a call back. | 12/02/03 | Spoke with the Opr. Reminded her that it is grounds for termination if she disconnects a caller. If having difficulty with a call she should call over a supervisor immediately. QA will monitor frequently during the month. Attempted to contact customer 12/4 (4pm, 5pm), 12/17 no answer |
| 8925N | 12/02/03 | 7 | CA couldn't type. it was a 2 hr call and ridiculously long call because of CA. 10 min pauses in typing with no reason. Too many xxx's and mistakes that were too hard to read. Customer would type GA and still got no response from the Opr and voice with no reason. Let the customer know the complaint would be documented and fwd to the Opr's TL and spoken to about this. The customer was satisfied | 12/04/03 | Met with agent concerning complaint. Agent did not remember the call. Coached agent on the importance of remaining focused on calls. Advised agent to make sure that conversations are typed accurately to ensure that the call flow is not interrupted. |
| 3356J | 12/09/03 | 4 | Customer states that there was a change of agents in the middle of the call and the person he was talking to hung up the phone in the middle of the conversation. He asked the agent if she had explained that there was a change of agents and she did not answer his question but simply redialed the nbr as he had requested her to do. Thanked the customer for letting us know and assured that a complaint would be sent in on the issue so that it would be investigated further. No call back requested | 01/22/04 | Coached agent on importance of keeping customers informed at all times. Coached agent on importance of responding in a timely manner. Agent does remember this incident. |
| 8931N | 12/12/03 | 4 | I had Opr dial a nbr; Opr dialed the nbr, person picked up then hung up when relay was announcing call. Relay did not tell TTY user that the person hung up-told TTY nothing after out-dial. Thanked customer for the feedback. No further contact required. | 12/16/03 | Coached Opr and Opr explained that she called TL for assistance with this call and typed to the TTY. The TTY user was still typing and the Opr interrupted. The Opr did not tell the TTY user the voice customer hung up. The TTY user said they were going to file a complaint. Opr will be monitored by quality assurance department more closely |
| 3383J | 12/15/03 | 24 | VCO customer hang problems when he received a call that no macro comes across nor can the agent or caller hear him. I made a test call through NY relay and it would ring once and then clicking noises but agent said she could not hear ringing or him answer. When he called back into CO and I was typing to him he was missing some words on his screen but it was good on mine. TT I001424164. Apologized to customer | 10/18/04 | Closed because customer never called technician back to troubleshoot. |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|---|--------------------|--|
| 3405J | 12/21/03 | 3 | Customer advises he asked the CA to call collect to someone on his FD list and the CA said it couldn't be done. He then told the CA it had been done before and the CA explained that she couldn't get the FD nbr into the window for collect calls. CA asked the customer to provide it manually. The customer advises the CA wasn't helpful. didn't ask for supervisor assistance in her struggle and she had trouble understanding what he was saying. He called again and got a CA who was able to process his call. Apologized for the frustration. Thanked customer for calling. Follow up requested. | | Talked to agent about correct call processing of FD #'s. Account Manager contacted customer and left a message that the customer's concerns were shared and agent was coached. |
| 3415J | 12/25/03 | 3 | Customer states that he gave the agent the name of the person that he wanted to dial in his frequently dialed list. He also let her know that he wanted to make a collect call and wanted her to verify in the info. He then said that agent then placed that call without verifying the info back to him so that he could make sure it was all correct. Thanked the customer for letting us know and assured that a complaint would be sent in on the problem so that he might add that he wanted the agent to verify the info that he had just given back to him so that he would know that she understood him correctly. No call back requested. | 01/27/04 | Operator no longer works here no follow up possible. |
| 3416J | 12/25/03 | 3 | Customer states that he gave the agent the name of the person that he wanted to dial in his frequently dialed list. He also let her know that he wanted to make a collect call and wanted her to verify in the info. He then said that agent then placed that call without verifying the info back to him so that he could make sure it was all correct. Thanked the customer for letting us know and assured that a complaint would be sent in on the problem so that he might add that he wanted the agent to verify the info that he had just given back to him so that he would know that she understood him correctly. No call back requested. | 12/25/03 | Agent couldn't understand customer and asked him to repeat the info 3 times. The customer hung up. |
| 3419J | 12/28/03 | 1 | Customer states that this agent was given on of his frequently dialed numbers and asked to make a collect call. She then mis-dialed the nbr and his call would not go through. The customer had to correct the problem and then the call went through just fine. The agent then asked if the problem as he didn't wish to wait for a supervisor to come to the phone. Thanked the customer for letting is know and assured that a complaint would be sent in so that the problem could be investigated further. No call back requested. | 12/30/03 | Met with CA. Went over frequently dialed procedure. CA demonstrated knowledge and understanding of proper protocol for frequently dialed numbers. |
| 3427J | 12/31/03 | 4 | NY VCO customer called to say that the agent had a problem dialing a collect call for him but did not inform him of what was going on. Agent dialed the wrong # a couple of times and then changed the nbr by one digit but never let the customer know of what was going on. Explained that a complaint would be issued for this issue. Customer did not request any contact. | 01/03/04 | Agent dialed a lot of numbers for this customer and kept customer informed. |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|---|--------------------|--|
| 3407J | 12/22/04 | 3 | Customer typed all info necessary to call directory assistance and obtain a nbr. Agent did not accept the info and let him know the call could not be processed that way. Thanked the customer for calling in and let him know that I write this up and forward to the appropriate center. Customer does not want contact with resolution | 12/22/03 | Talked to agent to remind of new DA procedures. Agent understands. |

Complaint Tracking for New York

January 2004

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|--|--------------------|---|
| 3496J | 01/02/04 | 3 | Customer states he wanted this agent to make a collect call for him and verify the nbr before out-dialing. The agent did not understand what he was asking so he repeated the request. The agent then said one moment please and the line disconnected. The call never went through. Thanked the customer for letting us know and assured that a complaint would be sent so the problem could be investigated further. Also updated the customer's notes. No call back requested. | 01/24/04 | CA recalls asking person to hold. Then took a few minutes to review process with supervisor. This was his first collect call. Reviewed following customer's instructions. |
| 8916N | 01/02/04 | 11 | I asked if this Opr was familiar with VCO to VCO calls. She never answered. She redialed three times, typing (one moment please) and only typed back to me what I was saying. Thanked the customer for giving feedback on Opr performance. Customer does not require follow up. | 01/02/04 | The Opr was pulled for discussion on 1/2/04 the day the complaint was registered. Reviewed VCO to VCO procedures and showed Opr where to find instructions in PRG. This is a brand new Opr. |
| 3433J | 01/04/04 | 2 | NY PRG user upset that none of the agents speak English on calls to her friends and they cannot understand what the agents are relaying to them; agents are not following her customer notes to not explain relay when calling certain parties. Apologized for the problems explaining the need for agent ID #'s for follow up with a particular agent. Explained ID # is included on all relay greetings. Further explained that customer notes may not be available immediately for the agent but suggested she ask if the agent has read her notes before making her calls to be sure, and if need be, let them know her request. | 03/10/04 | AM attempted to call customer again for follow-up, busy, unable to contact. |
| 3433J | 01/04/04 | 21 | | | |
| 3440J | 01/05/04 | 1 | Customer states that he asked the agent to verify his information before out-dialing and the agent told him she couldn't understand him because of computer problems. There was a long pause before the nbr was out-dialed and he let the agent know that she had neglected to inform him as to what was going on and she also didn't verify the nbr to out-dial as he had requested before out-dialing. Thanked the agent for letting us know and assured that a complaint would be sent in so that it could be investigated further. No call back requested. | 04/21/04 | Spoke to CA who demonstrated knowledge of protocol in this particular situation. |
| 3439J | 01/05/04 | 1 | Customer states he asked the agent to verify the info before out-dialing the nbr and the agent had to ask him twice to repeat what he had said. The third time she finally understood and placed the collect call for him correctly. Thanked the customer for letting us know and assured that the complaint would be sent in so that it could be investigated. | 01/06/04 | Agent asked customer to repeat so that agent could dial correct number. |
| 3444J | 01/06/04 | 0 | Customer states that when he gets this particular agent she never responds to his call. He gets the macro and then no response after that. This has happened several times on his calls into relay. Thanked the customer for letting us know and assured a complaint would be sent in so that it would be investigated further. No call back requested. | 11/11/04 | Discussed with agent. |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|---|--------------------|---|
| 8938n | 01/06/04 | 21 | The customer stated that when she on the line the Opr had to ask three times what to do and still did not do it. Customer finally hung up. Thanked customer for feedback. Apologized for inconvenience. No call back required. | 01/06/04 | Opr was pulled for discussion same day. Call came in as ASCII - couldn't connect with the customer. Rolled over three times - after that customer hung up. Opr did nothing wrong. |
| 3450J | 01/07/04 | 5 | Customer says this agent does not respond to him after the macro and after making his call tonight hung up on him. Explained to customer that I would file a complaint on his behalf since he has made numerous complaints about this agent. No contact requested. | 11/11/04 | Discussed with agent. Said calls do come in and person starts giving # and then it disconnects. Gave agent suggestions on what to do if this happens again. |
| 3450J | 01/07/04 | 11 | | | |
| 3445J | 01/07/04 | 11 | Customer reported that the CA was rude because she typed everything that was heard back to the deaf parent calling in to the school about their student. She said the parent became upset because they thought everything the Opr was typing to the school about their student. She said their parent became upset because they thought everything the Opr was typing about sounds in the background was the office personnel speaking to the parent. Thanked the caller for taking the time to call explained that it is the CA job to type everything that is heard during the relay conversation, including any background sounds. Also provided the explanation of service which does state everything heard will be typed back to them. No follow up required. | 01/07/04 | Opr was not pulled for discussion as the Opr processed the call according to procedures. |
| 7417za | 01/07/04 | 3 | VCO caller reported that these Oprs were unable to complete a call involving automated payment for the caller's account. The caller called the NY relay three times and her transaction was not completed because instructions were not followed. | 01/08/04 | All three Oprs were pulled for discussions. Each time the VCO asked if the Opr knew how to do automated payment. One Opr called a supervisor for assistance - by the time the supervisor got there the VCO hung up. The third Opr was looking up the procedure and the VCO disconnected. All three Oprs met with TL's and the procedures for automated payments was reviewed with each. QA will monitored these Oprs frequently throughout the month. |
| 3454J | 01/08/04 | 3 | Caller said he requested to dial a collect call and agent dialed call direct. I apologized to the caller for the problem and sent the complaint to agent's work location. No follow up required for this issue. | 02/04/04 | I confirmed that agent would offer immediate credit and the agent knows and understands proper collect call procedures. |
| 3458J | 01/08/04 | 3 | Customer asked agent to make a collect from his FD list. The agent dialed the call direct. Customer asked the agent at the end of the call why they did not dial collect and the agent would not respond and kept typing what the person said when hanging up. Apologized to the customer. No contact requested. | 01/13/04 | Coached agent on the proper procedures. |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|---|--------------------|--|
| 8941N | 01/12/04 | 0 | Customer says agent did not place the call for them. They waited and there was no response. Thanked the customer for the feedback. He would like a call back regarding this. | 01/12/04 | met with Opr. He did not remember the call. Opr asked if the message could have been garbled or an ASCII call. Reviewed call procedures with Opr-advised to call over a supervisor if there is any problem on any call. Attempted to contact customer several times and there was no answer. |
| 3471J | 01/13/04 | 6 | Customer reported that CA misspelled often and mixed up conversation. Apologized for problem encountered advised complaint would be fwd to supervisor. Customer requested contact. | 01/14/04 | met with Opr -she did not remember the call but she admits to some spelling difficulties. Urged Opr to be very careful with spelling. Reviewed call procedures especially typing verbatim. Called customer and left a message on answering machine, apologized for service and told him that the Opr had been spoken to and will be more careful in the future. |
| 6825X | 01/14/04 | 3 | Customer said agent was typing slow. Asked agent to speed up. Agent said hold for a supervisor and customer never asked for a supervisor. Customer hung up and redialed relay. Apologized and informed them that the agents supervisor will follow up with them regarding this call. | 01/15/04 | Spoke with Opr. Opr said that customer informed her that the Opr was not typing what the voice person was saying. Opr stated that she typed verbatim. The voice person had a very heavy accent so when the Opr was asking the voice person to repeat there were pauses. Opr gave this info to the VCO person. Reviewed procedures for letting TTY user know what was going on in all aspects of the call. Opr will be monitored by QA more frequently due to complaint. |
| 6825X | 01/14/04 | 7 | | | |
| 3488J | 01/17/04 | 3 | Customer states that he told the agent he wanted to make a collect call and he wanted the agent to verify the nbr before calling. He gave the name of the person on his FD list and then got no response from agent. Customer states this has happened before with the agent and wondered if it might be a problem with the agent's computer. Thanked the customer for letting us know and assured that a complaint would be sent for further investigation. No call back requested. | 01/18/04 | At the time of the call agent was in process of selecting collect call when inbound hung up. Agent notified supervisor on duty at the time. |
| 3062I | 01/20/04 | 4 | NY VCO customer said this agent is horrible and is passing this complaint to acct mgr. Agent out-dialed and once answered she hung up on the outbound then kept pushing the wrong macros-male, female, male, female and then would type "one moment". Did not keep customer informed that she hung up on the outbound and had to redial. This confused the outbound and made for a very long confusing call. apologized to the customer for a confusing call and would pass this complaint onto the correct center. | 01/20/04 | Opr pulled for discussion immediately after. Opr recalls complaint. Opr out-dialed to voice customer and accidentally hit F5 instead of F6 which disconnected the voice party. Opr informed VCO user what happened exactly and apologized for the mishap. The Opr offered to redial, as it was her fault, and the VCO user was screaming at the Opr. The Opr said she felt terrible and she apologized more than more, but the VCO user was very unhappy. The Opr completed an abusive call ticket. Advised Opr to be very careful when hitting F5 and F6 and to call a supervisor over whenever something like this occurs. |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|---|--------------------|--|
| 3498J | 01/21/04 | 17 | Customer states he called to say something was wrong with his system and he doesn't appreciate the cold rude treatment he received from the rep. The customer advises he missing some calls, and next time he contacts CS. Thanked customer for calling. No follow up. | 01/25/04 | Coached agent on proper procedures. No customer follow up needed. |
| 8946J | 01/23/04 | 5 | Customer was upset that Opr could not understand the nbr they typed and had to repeat too many times. Said the Opr said the message was garbled and explained they couldn't get all the numbers then the customer said the Opr hung up on them after leaving a message on answering mach. Said they got message saying the Opr hung up on then and this happened many times. Thanked the customer for letting us know. | 01/24/04 | Opr remember call. The TTY users message on the voice and mach. Sent alt9 and the inbound caller disconnected. Sounds like the Opr processed the call correctly. Seems like the TTY user was having problems with his TTY. Opr was reminded to always send Cntrl 2 which she did do. Opr understood never to hang up on a caller, to always call a supervisor over to assist |
| 3013K | 01/25/04 | 2 | Customer just received her telephone bill. Her long distance is noted as TT she tells the agents which carrier to use and it is selected in the database. This agent did not bill the call through her carrier. Thanked the customer for calling in and let her know I would write this up. Customer does not want contact with the resolution | 01/25/04 | Reviewed importance of following customer notes / instructions with agent. No customer follow up needed. |
| 3013K | 01/25/04 | 3 | | | |
| 3017K | 01/25/04 | 29 | Customer cannot get through privacy manager. The customer is upset that her caller ID does not automatically show when dialing to this nbr in order for her to get through the privacy manger. Customer requested that a trouble ticket be put in on the problem and the account manager be notified. It was suggested that the customer put a call note to the agents stating to leave her nbr when calling this particular nbr. | 01/29/04 | This agent ID nbr is currently unassigned. Therefore further investigation is not possible Emailed follow up to the customer. |
| 3018K | 01/26/04 | 5 | Customer called and said that the CA had lost contact with him during the call. The line went dead. He would like this CA to be reprimanded and expects a written response from the acct mgr. at the above address. Thanked the caller for letting us know and took the contact info so the acct mgr. could follow up as requested. Apologized for the inconvenience and told him the report would be sent to the call center. Follow up requested at the above address in writing from the acct mgr. | 01/26/04 | Spoke to TL who assisted agent on this call. The Opr is a brand new. He got the call and out-dialed as the caller had asked him to do but the party he called could not here him. He called a TL over to get assistance because he didn't know what to do when someone could not hear him. The TL looked at the situation and determined that the Opr had plugged his headset in upside down which would cause the outbound not to be able to hear him. By the time the TL discovered what had happened and corrected it the caller had hung up. We explained to the Opr to be careful in the future. Sent follow up letter to the customer sharing this |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|---|--------------------|--|
| 3030K | 01/28/04 | 17 | Customer stated that this Opr's mannerisms left a lot to be desired and she felt as though the Opr was scolding her and was being very curt and rude. There was a lack of patience on the Opr's part. She kept redirecting the customer to speak directly to the person and not to her. The customer is familiar with relay. Thanked the customer for calling in and letting us know about this. Apologized for the frustration. Let her know I would write this up and get it to the appropriate center. The customer does want contact with the resolution. | 01/29/04 | This is not a valid CA # for the SD center. No further action possible. Spoke with customer explaining there was no such agent ID#. Customer said she will contact me if she finds the correct number. |

Complaint Tracking for New York

February 2004

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|--|--------------------|--|
| 3046K | 02/01/04 | 4 | Customer received a call through relay from her brother in Long Island. She typed to the Opr 5 times to open the VCO bridge the Opr never let her know that it was open. Her brother kept hearing TTY tones instead of her voice. Thanked the customer for calling in. Let her know I would write this up and fwd to the appropriate center. Customer does not want contact with resolution | 02/01/04 | Spoke to Opr reviewed VCO calls with her. If not branded VCO there is garbling, check to see if you have a VCO person on the line. |
| 8952N | 02/02/04 | 3 | Customer said Opr was rude and would not answer a question. Caller asked if Opr was going on break soon because she did not want another Opr to relieve her call and mess it up. Thanked the customer for letting us know and assured her this complaint would be handled immediately. | 02/10/04 | An email was sent apologizing to the customer and the email also informed the customer that the Opr was correct in letting them know they were leaving in 10 minutes. |
| 8952N | 02/02/04 | 8 | | | |
| 8952N | 02/02/04 | 17 | | | |
| 3052K | 02/03/04 | 4 | VCO customer reports Opr did not indicate she reached an answering mach if the customer would not have known there was an answering machine at the calling to nbr the customer wouldn't have known it was an answering mach customer requests the Opr be coached. Apologized for problem customer notes instruct Opr to type as much of message as possible before beep and customer leave message without redial. Customer did not request contact | 02/03/04 | Agent followed customer database notes. Typed as much of answering mach as she could and customer disconnected. |
| 8953N | 02/03/04 | 5 | Caller asked agent to get a supervisor. Caller was disconnected. Caller felt Opr was very unprofessional the way she spoke to caller. Customer requests a call back. | 02/10/04 | Opr recalls call. Opr explained that customer was very vulgar and she told him she was going to request a supervisor. When she did TTY user said he had a printout of the call and disconnected the line. Explained to Opr that she can never disconnect a call even if the TTY user is impolite make sure to get a supervisor. Called customer back and we discussed complaint and informed him of the resolution |
| 3065K | 02/06/04 | 0 | The Opr did not respond even after 5 minutes after the nbr to dial was given. No out-dial complete so customer hung up. Thanked the customer for letting us know and told him the report would be sent to the call center. Upon this the customer wanted verification that something would be done with this Opr and said he would be calling back on Monday to make sure it was and threatened to report it to the general office etc. Then proceeded to use profuse profanity at the customer service rep. and hung up. Customer said he will place a follow up call to the relay center on Monday | 02/10/04 | The Opr who was cited did not and does not work those hours. He was not in the center at the time of the call. However, I coached him anyway that if there is a delay in out-dial to press alt K to keep the customer informed. |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|---|--------------------|---|
| 8954N | 02/06/04 | 5 | Customer complained that supervisor hung up on him while on a call with outbound person. Thanked the customer for the feedback and he does want a return call. | 02/06/04 | Consulted with Opr who was on the call when it was disconnected - verified what the AIC had done. AIC was pulled for discussion the next day. Stated that the TTY user was abusive to him and the Opr and that was about the 4th call from the same person he had taken. Opr is off the AIC list permanently. He was also placed on corrective action. I phoned customer the same day. I told him what the resolution was. He was fairly polite and was not rude at this time. He complained of TTY garbling on our end. Will pass along to our |
| 8956N | 02/11/04 | 5 | Customer told Opr to get a supervisor and Opr hung up on customer. Customer felt this was rude. Thanked customer for his feedback. Does not require a call back. | 02/11/04 | Pulled Opr for dissuasion this complaint. Reviewed call procedures with her. Emphasized that our Oprs must follow customer instructions and can never hang up on a customer. Also told Opr that she should call over a supervisor if any part of the call presented a potential problem |
| 8957N | 02/12/04 | 17 | Agent used foul language. Caller asked for a supervisor and he typed he was the supervisor. Thanked the customer for his comments and told the customer that the Opr would be talked to immediately. Customer wants a call back. | 02/17/04 | Opr was pulled immediately for discussion. He said he remembered the call and the customer had him redial 7 times. Emphasized the importance of following customer's instructions. Emphasized the importance of following the customer's instructions no matter how many redials. Reminded Opr of company requirements for politeness and leaving control of the call on the hands of the customer. Attempted to contact customer 3 times on Tuesday Feb 17th - left message on answering mach |
| 3102K | 02/16/04 | 35 | TTY caller reports 711 is reaching recording and then disconnects. Been happening for past three weeks. Number is programmed into the relay button of TTY. Calling from residential nbr. Advised caller 711 is routed to relay by local company and this problem should be reported to them to check out. Also suggested may be a problem in TTY programming or intermittent problem with relay button function. Provided 800 TTY to use until problem is resolved. Suggested again that local phone company should be contacted regarding routing 711 to relay service. Customer requests complaint be filed. Customer requests contact. | 04/16/04 | 711 is working. AM contacted customer. |
| 8961N | 02/17/04 | 17 | Customer complained that supervisor was rude. Every time supervisor attempted to type to the customer typed over the supervisor so that the supervisor finally just sent "nbr calling to please" macro. Customer was rude and called supervisor an idiot. Hung up on supervisor. | 02/17/04 | The reason this supervisor got involved was because another supervisor was being verbally abused. Nothing wrong was done. Attempted 3x to contact customer and left a message on his answering mach |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|--|--------------------|--|
| 8965N | 02/20/04 | 17 | Customer complained that their messages were garbled in the beginning and when they asked the Opr to repeat their id# the Opr sent the nbr calling to please repeatedly. Customer does not want feedback. Thanked the customer for letting us know. | 02/20/04 | Supervisor explained to the customer that because of the garbling there was a misunderstanding between the Opr and customer and that the Opr could not understand the message that was coming across the screen either. There was no intention of being rude to the customer. The customer accepted this and asked to be returned to the same Opr. |
| 3128K | 02/24/04 | 7 | Customer states the Opr needs improvement in her spelling. The customer advises the misspelled words continued throughout the 20 min call. Thanked the customer for bringing the matter to our attention. Follow up requested. | 02/26/04 | Opr was spoken to. Told to be very careful when typing. QA will monitor for this. Called customer back and got answering mach. Left a message stating the Opr was spoken to regarding this. |
| 3132K | 02/25/04 | 4 | The customer called LD and first got through and the Opr said the person hung up so asked her to call again and she said one moment. After a wait the light showed either busy or interruption and customer could not get the Opr to respond so hung up and called supervisor. Apologized for the inconvenience and thanked the customer for letting us know. Told them the report would be sent to the call center. | 02/26/04 | Opr pulled for discussion. Technical problem connecting to TTY. Connection instructions not clear. Reviewed procedure with the Opr. |
| 3134K | 02/25/04 | 5 | Customer said the agent typed the recording was privacy mgr. and the customer requested to leave his name, then the agent typed the answering machine hung up and customer asked to redial to leave a message and did not get any response from the agent, then hung up. Apologized for the error. No customer follow up requested. | 02/28/04 | Agent was reminded of call processing procedures. |
| 8971N | 02/26/04 | 5 | Customer stated after she finished the call the Opr didn't give her the option of making another call, the Opr just hung up. Customer stated even with his good skills customer didn't appreciate that. Apologized to the customer and thanked them for the feedback. | 02/26/04 | Pulled Opr for discussion. Went over VCO calls - how to hit alt V to see if customer wants to make another call. |
| 8972 | 02/27/04 | 5 | The Opr was very unprofessional when caller explained to her they wanted her to hang up and redial she refused to dial and hung up on caller. Caller states Opr was not paying attention. Thanked the customer for the feedback. Customer does not want call back. | 02/27/04 | Discussed complaint with Opr. We reviewed procedures for the Opr to get a supervisor for assistance with a difficult customer. Opr remembers the call and said the inbound disconnected first. Reminded of consequences for hanging up on customer. |
| 8973N | 02/27/04 | 5 | Customer said Opr hung up on them. Thanked the customer for the feedback. Customer requests a call back. | 02/27/04 | Opr pulled for discussion. Had told bridge earlier that the terminal disconnected a call automatically. Happened twice. Red banner automatically came up. Supervisor recalls Opr coming to bridge with this issue. Called customer back and explained what happened and customer was satisfied. Apologized for the inconvenience. |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|---|--------------------|--|
| 8975N | 02/27/04 | 21 | Customer says Opr never gave their ID nbr. Caller had to ask for it. She didn't let the macro go through before she typed the voice person's greeting. And no gender after the macro went through. Thanked the customer for letting us know. Told the customer that the Opr would be spoken to and reminded of proper call processing procedures. Customer was satisfied. No follow up needed. | 02/27/04 | Opr pulled for discussion. She remember this call. Reminded Opr that providing ID nbr whenever requested is policy. Opr said she understands this. |
| 8974N | 02/27/04 | 7 | Customer told Opr to type slower at 35 wpm before she dialed but she typed too fast. Customer tried to interrupt her but she remained typing to fast. Caller said slow down but she wouldn't. Thanked the customer for commenting. Told him the Opr would be spoken with immediately and reminded to follow customer instructions. Customer requested follow up by phone. | 02/27/04 | Opr was pulled for discussion. She remembered this call. Reminded Opr always to follow customer requests and reviewed procedures for lowering transmission speed. Called customer back at nbr provided and there was no one at the nbr by the name provided. |
| 3145K | 02/27/04 | 3 | Customer gave agent specific instructions that said the person she is calling has VCO experience and if answering machine answers type (answering mach beep) the customer does not feel this agent was paying attention because she had to repeat the calling to nbr and then the agent typed (answering mach) the agent did not type beep and customer did not know it was time to leave a msg. Apologized to the customer no follow up requested. | 03/01/04 | CA was at fault. Supervisor reviewed proper procedures. |
| 2281 | 02/29/04 | 5 | Customer said after greeting from the agent came across her screen customer typed nbr to call and agent hung up. Apologized to customer and said a customer contact would be filed. | 04/27/04 | Operator reminded of the penalty for hanging up on a customer. QA will monitor throughout the month |
| 8959N | 02/17/04 | 17 | Customer complains that supervisor was rude. This supervisor had the Team Leader take over the call. TL did not see any rudeness from the supervisor on the screen. In fact, the customer's language was foul and abusive. Customer eventually hung up on TL. | 02/17/04 | Attempted to call customer several times, left messages on answering machine. Customer did not return calls. Forwarded to Acct. Mgr. for review. |

Complaint Tracking for New York

March 2004

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|--|--------------------|--|
| 8977N | 03/03/04 | 7 | Customer told Opr to type slow 30 wpm. Opr typed too fast. Tried to interrupt but the Opr continued to type fast then I hung up. Thanked customer for calling and apologized for the inconvenience. Customer was satisfied, no call back requested. | 03/03/04 | Held discussion with Opr - she sent the alt 2 ringing macro before she slowed the speed to 30wpm. Told Opr that before she starts the call to slow the speed down as requested. |
| 8979N | 03/04/04 | 5 | Customer upset the agent typed "no response" as he disconnected the airline voice line for no reason as the customer asked for their fax nbr. The agent threatened to hang up on the airline voice. Thanked the customer for feedback and apologized. No follow up requested. | 03/04/04 | Opr remembered the call in detail. The outbound stopped talking and the Opr typed no response and person has not responded. TTY user became abusive. Opr asked for an assist. AIC typed the person was not responding and asked how they would like to proceed and there was more abuse. The AIC typed not to use abusive language toward the Oprs as it is inappropriate. Customer hung up. Opr did the right thing according to AIC and TL. did not hang up on caller as witnessed by the AIC. |
| 6905X | 03/06/04 | 21 | The Opr asked for the customer's (voice person's) phone nbr. Opr was asking voice person to do explicit things with him. Apologized for inconvenience informed customer Opr's supervisor will follow up with Opr and contact them. Follow up call requested. | 03/09/04 | Coached agent on always remaining professional on calls and not engaging in personal conversation. Agent advised of consequences of breaking transparency. Called customer several times and left message. |
| 2896 | 03/06/04 | 17 | Customer said agent was asking the customer inappropriate questions and making derogatory comments. Apologized to customer and said a contact would be filled out. Follow up requested. | 03/09/04 | This agent ID# not valid for an agent working in the center. Attempted to contact customer at nbr given 3x. Fax machine pick-up or TTY w/ no response. |
| 8982N | 03/08/04 | 3 | Caller told agent the nbr to dial and then told the agent to hold right after to be sure they had the correct nbr and she failed to see the hold and dialed out. Thanked the customer for calling and informed customer that the matter would be looked into and complaint fwd for review. Customer was satisfied. | 04/21/04 | Coached agent on staying focused throughout the call and the importance of following customer instructions. |
| 2902 | 03/10/04 | 7 | TTY user stated that incoming messages were garbled. Stated either that the machine was not working at the typing was sloppy. Thanked the customer for bringing this to our attention and would have people look into the situation. No follow up necessary. | 03/10/04 | The screen indicates that the type was clear and accurate. Caller also experience garbling when supervisor attempts to communicate with the customer. Assure that the problem lies with the machine. |
| 3189K | 03/11/04 | 3 | Customer called to say agent did not follow his instructions. He gave all instructions for making a collect call and the agent asked if was to be billed Sprint or collect when he had given specific instructions for a collect call. Then agent typed back to him that the person had hung up. Apologized for the handling of the call and explained that a complaint would be sent. Request no contact. | 03/16/04 | Agent said they attempted to place collect call but computer dialed out with customer's billing request. Agent announced call, voice person said they would not accept charges, agent relayed that info to the caller but caller was still upset and hung up. Agent explained correct procedures. Appears to be possible technical problem. Unable to do any follow up on technical check because of lack of information. |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|---|--------------------|---|
| 3187F | 03/11/04 | 3 | Caller gave agent dialing instructions to reach her bank. The agent dialed and reached a recording similar to a 900 call and typed the recording verbatim. VCO tried to type hang up but the agent did not respond. The customer was appalled that the Opr typed the recording verbatim. When the Opr came back on the line the caller instructed that was not the correct nbr and again repeated the nbr to dial. The second dial reached the same recording and was typed verbatim once again. The 3rd try the agent reached the correct nbr to the bank. Thanked the caller and apologized for the inconvenience. Did inform the caller the Opr is not able to see any typing during the time they are typing the recorded msg. Told the customer the report would be sent to call center supervisor. No | 03/11/04 | The agent followed the customer's instructions. |
| 8985N | 03/15/04 | 8 | Voice person could not understand the message left by Opr. The message was not clear. She hung up on the supervisor before supervisor could ask her anything. She requested that Oprs speak slowly and clearly. Could not determine if person wanted call back, as she hung up. | 03/17/04 | Opr was coached on how to properly process answering mach to speak clearly and distinctly so that a message can be retrieved. |
| 3203K | 03/16/04 | 3 | Customer said he was making a collect call and the agent mis-dialed the nbr making it a local call instead of a long distance call and when he interrupted the agent just typed GA and never responded to him again. Apologized for the handling of this call explained that a complaint would be filed. No contact requested. | 4/4/04 | Agent coached on following customer instructions. |
| 3218K | 03/22/04 | 29 | Caller could not make calls to Israel through NY relay service. I apologized for the problem and opened TT 1001645419. Follow up required by acct mgr. to ensure resolution of the problem. | 03/23/04 | Verizon added customer's nbr to MCI database. Called customer and all is well. She is now able to place her call. |
| 3243K | 03/30/04 | 24 | Caller said he could not dial 900 relay in NY. Apologized for the problem. Opened TT 1001665910. Call back requested. | 04/02/04 | Tech spoke with customer explaining he needs to call his LD carrier to add 900 numbers to his phone plan. Customer agreed. |
| 3245K | 03/31/04 | 4 | Customer states the CA redialed without his permission. The customer asked the CA a question and instead of answering she redialed. The customer explained he wanted to be kept informed and that a simple answer was all he was asking for. Apologized. No follow up requested. | 03/31/04 | CA does not remember this happening. CA confirmed procedures relay uses. |

Complaint Tracking for New York

April 2004

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|---|--------------------|---|
| 8998n | 04/01/04 | 3 | Customer said the Opr was not responding to the customer's request. The customer said she tried to get the Opr's attention. The customer does not want a follow up call. Apologized to the customer and told them the Opr would be coached on proper call procedures. | 04/02/04 | Opr did not remember this call. Opr coached on paying attention to all aspects of the call and following caller's instructions. |
| 8998n | 04/01/04 | 21 | | | |
| 3260K | 04/06/04 | 35 | Customer is very upset the company she is calling will not except any relay calls and she cannot get through to them when using relay NY. Thanked the customer for letting us know about this problem and assured that a complaint would be sent in to the account manager so the problem would be acknowledged and investigated further. Did request a call back from the account mgr | 04/30/04 | AM called customer to get detailed information. Customer to send will send AM the company's contact information. |
| 9003n | 04/07/04 | 17 | Voice person asked the Opr to repeat what TTY said - voice said the Opr refused. The caller was very upset, the flow the of the call was interrupted and the Opr was rude. Apologized to the customer. Customer would like a call back regarding this. Thanked the customer for the feedback. | 04/07/04 | Opr was coached on proper procedure for responding to customer's request to repeat. Conversation typed by TTY user should have been repeated for voice customer. Opr was also coached on the inappropriate response when responding to the customer's request. Followed up with the customer with the resolution. |
| 9002n | 04/07/04 | 17 | Customer states the agent was rude and hung up on them and used abusive language. Thanked the customer for the feedback. Caller would appreciate a call back. | 04/07/04 | Opr did not recall any difficulties with a customer at anytime during her shift. Team Lead explained that as an Opr abusive language can never be used toward a customer and do so can result in termination. Connected customer - apologized and informed them that the Opr had been spoken to. |
| 2187X | 04/07/04 | 5 | Customer said Opr placed a call to a potential employer during the conversation he asked the person a question and for a long time there was no response he finally asked what happened the Opr told him she was waiting for a GA. The customer said the Opr was forcing him to say GA at the end of his speaking making the call awkward. When the customer asked the Opr to speak to her supervisor the Opr hung up on him. TL apologized to the customer and assured that the complaint would be fwd to the proper center. Customer wants follow up via email. | 04/14/04 | Opr typed to the VCO user that the voice person was waiting for the GA and not speaking. Opr stated at the end of the call, the voice person thanked her and hung up and she sent alt to indicate voice hung up. VCO said thanks and hung up. TL let Opr know that if caught hanging up on callers it can lead to corrective action or termination. Left a message on email of VCO user explaining the Opr was pulled for discussion and what was said. |
| 2187X | 04/07/04 | 17 | | | |
| 3296K | 04/08/04 | 29 | Caller received incorrect billing from NY Relay calls. I apologized for the problem and opened TT I001691353. Follow up required. | 04/26/04 | Cannot determine if Sprint was used. The system should work now. Customer informed. |
| 9005n | 04/09/04 | 3 | Customer complained that each time the Opr typed she typed the same background over and over even when asked to stop. I thanked the customer for the feedback. No further contact required. | 04/12/04 | Reviewed complaint with Opr. Opr explain that VCO was complaining that the Opr was not suppose to type background noises. Opr explained to VCO user that it is part of her job to type background. The TL informed the Opr she does not have to type background repeatedly if the customer requests no background. |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|--|--------------------|--|
| 3278K | 04/10/04 | 33 | Customer is showing verizon in the call notes and internally in the database system. She does not have international rates with Verizon and has used this many times before. Her calls are going through using NY relay service. She is trying to call India. Thanked the customer for letting us know and assured we would turn in the problem with the technicians. Call back requested. TT I001690514 | 04/13/04 | TT results - Verizon added to database. Customer tested. |
| 3273K | 04/10/04 | 4 | NY VCO user complains they had to ask the NYRS Opr 4 times to identify themselves by ID#. Customer is very frustrated with this. I apologized for the problem and let customer know I will inform the agent supervisor for follow up. No contact requested. | 04/08/04 | Met with agent. Coached agent on the importance of always giving their ID # at all times remaining professional focused and responsive on every call. |
| 3290K | 04/14/04 | 2 | Customer states they clearly have in the call notes on her line that when receiving calls customer answers TTY 1st then requests agent go to VCO. The customer typed 4 times, VCO please GA, to the agent and the agent never responded. The agent never turned on VCO mode and finally turned on the VCO mode, Thanked the customer for letting us know and assured that the complaint would be sent in as stated so that the problem could be investigated further and corrected. No call back requested. | 04/14/04 | Opr was pulled discussion-said that she thought the call went into ASCII mode. VCO procedures were reviewed with the Opr. |
| 3303K | 04/16/04 | 4 | Customer states this agent was very abrupt on the phone and never gave the relay announcement at the beginning of the call and when the customer said they were ready to hang up the agent simply disconnected the phone and never said if the caller was ready to hang up or not. The rep explained that an explanation of the relay service may not have been given at the caller's request and that the agent was simply following the caller's instructions. Apologized and thanked the customer for letting us know and assured the complaint would be sent in. No call back requested. | 04/16/04 | Coached agent on keeping the customer informed and following the customers instructions. |
| 3306K | 04/18/04 | 33 | NY voice caller receives recording that the nor they are dialing from has been disconnected when trying to make a call through NYRS. Verizon representative was online with caller and she explained everything was in place for him through their service. I apologized for the problem and let customer know I will request relay technicians to check this for him and let him know the results. Customer wants a return call. Entered TT 1706176 | 04/19/04 | Technician did test calls and calls worked. Verizon confirmed. |
| 6959X | 04/19/04 | 21 | CA was asked to repeat what the TTY had typed and agent said he could not do that. Apologized for any inconvenience this may have caused. Customer requests follow up. | 04/19/04 | Opr pulled for discussion - stated that customer requested more than one line of conversation to be repeated. Informed Opr that he should have read that last line typed and to call over a supervisor if assistance is needed with a customer. Followed up with customer and informed them of the resolution. |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|--|--------------------|---|
| 9014n | 04/21/04 | 5 | Caller is TTY user branded TTY but receives the VCO greeting type or voice now. They have contacted customer service but when they type or voice the Opr disconnects. Thanked the customer for the feedback. Customer would like a call back. | 04/24/04 | Complaint seems very unclear. If the call came in VCO and the customer was typing the Opr would hear TTY tones, she should have hit Alt V. Called customer and he explained the problem with the relay he has been having. He stated that sometimes his calls are processed well and sometimes not. I apologized for the problem and assured him that the Opr was spoken to. Customer was thankful for the call back and was satisfied. |
| 9014n | 04/21/04 | 21 | | | |
| 3224 | 04/22/04 | 4 | NJ caller using NYRS complains that she instructed agent not to type the recording but the agent never typed anything. She did not know if she had been disconnected or what happened or if she was holding for a representative. Apologized for the problem let the customer know I will inform the agent for follow up. No contact requested. | 04/22/04 | Agent sent holding macro and was waiting for someone to answer. Agent said inbound disconnected her. |
| 3325K | 04/23/04 | 33 | VCO customer reports not being able to use Verizon for international calls customer called yesterday and COC info was entered plus customer database note indicating Verizon for international calls. Customer called again today reporting he continues to have problems. Cannot dial international nbr using Verizon his long distance and international carrier of choice customer has checked with Verizon and call plan in effect. Apologized for the problem and advised complaint would be entered regarding this issue. TT 1718153. Customer requests contact. | 04/26/04 | TT results - Verizon has added this to their database. Informed customer. |
| 3339K | 04/27/04 | 24 | NYRS TTY user unable to place international call via 711. Receives fast busy and all circuits are busy recordings. Apologized for problem and verified we have Qwest in place for his LD carrier. Let him know I will request the techs to check this. Customer does want contact with the resolution. Entered TT 1727312. | 04/30/04 | Qwest was not updated. Now has been updated. Customer informed. |
| 9020N | 04/27/04 | 3 | This Opr did not know how to do a prepaid calling card. Opr kept interrupting the customer and was very rude when saying this would not work. Thanked the customer for the feedback. No call back requested. | 04/29/04 | Reviewed pre paid calling card procedures with this Opr who remembered this and caller. Reminded Opr of the importance of being polite and patient. |
| 3345K | 04/30/04 | 24 | TTY customer is unable to make international call. Apologized. TT I001736417 was opened. Follow up requested. | 05/03/04 | Number invalid. The Tech completed an international call without problem. Account Manger informed the customer. |

Complaint Tracking for New York

May 2004

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|--|--------------------|---|
| 3350K | 05/02/04 | 11 | Customer states the Opr took control of the call. The nbr was busy so he automatically redialed. Apologized to the customer. Follow up requested. | 05/03/04 | Met with CA. CA understood instructions on reaching a busy signal. Coached CA on proper protocol. Called customer and informed them of the resolution. |
| 9028N | 05/03/04 | 0 | Customer upset that she has been unable to get through to customer service for 40 minutes. Thanked customer for calling and informed customer that the matter would be looked into and complaint would be fwd to the proper individuals. Customer was satisfied. | 06/10/04 | Customer service followed up with the customer. |
| 3354K | 05/03/04 | 3 | Customer called to say agent did not follow specific instructions if they reached an answer machine. The agent typed answering mach GA and this was not what the customer had asked to do. Apologized to the customer for handling of call. Did not request a call back. | 06/10/04 | Agent is aware of following customer instructions and was coached on this procedure. |
| 3372K | 05/09/04 | 2 | Customer states the Opr did not follow their database instructions. Her notes clearly state she will leave a message without redial. Apologized. No follow up. | 05/09/04 | No follow up possible. The CA number in question did not work on this day. No further action possible. |
| 9035n | 05/10/04 | 4 | Customer saw the ringing macro and then there was no response from the Opr. Customer asked the opr what happened and she said the other party hung up thank you for using NY relay skis. Apologized to customer. Caller requests a call back. | 05/11/04 | Opr recalled connecting a TTY to TTY call which may have been this call and that the greeting that goes across at the end. Call may have disconnected after she logged on at a different position. Advised Opr to let supervisor know if she's experiencing any difficulties on a call. Called customer and informed them of the resolution. |
| 9037N | 05/12/04 | 17 | Customer placed a call and reached an answering machine. The Opr did not type out the message on the machine clearly so caller was unsure of the nbr they reached. When caller asked her to repeat what message said Opr became very rude and would not confirm who they had reached. Thanked customer for the feedback. Does not require a call back. | 05/12/04 | Spoke with Opr. The TTY user wrote up a message for the Opr to leave. The Opr left the message and did all the appropriate macros. TTY user wanted to know if they reached wildlife and Opr then offered to redial so she could type the msg. Opr was informed that she could give the info to the TTY user. Was reminded of the penalties for disconnecting calls. |
| 9038N | 05/14/04 | 4 | Customer states the Opr does not know how to process VCO calls. Customer told her to call a nbr and not to announce relay. Opr dialed the nbr and it rang and then there was no response. Then the Opr said the other party had hung up. Thanked the customer for the feedback She did not request ant further contact. | 05/14/04 | Opr was reminded of proper procedures. Opr said she hit the wrong key which blocked the voice party from hearing her. Reviewed VCO procedures with her. |
| 3394K | 05/15/04 | 0 | NY voice customer asked the agent to repeat as they could not understand what the agent said. The agent was rude would not repeat and gave caller the GA. After 2 seconds the agent rudely said GA. Asked for ID# and agent was hesitant and would not give her RCS nbr. Apologized to the customer explaining agents supervisor would address the agent. Thanked her for letting us know. no contact requested. | 05/16/04 | Unable to resolve due to ID# not assigned at this time. No further action possible. |
| 3394K | 05/15/04 | 21 | | | |

Complaint Tracking for New York

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|--|--------------------|---|
| 9044N | 05/20/04 | 21 | Opr told customer they did not place international calls. Customer usually does this with their prepaid calling card. Thanked the customer for their comments and apologized for any inconvenience. | 05/20/04 | Reviewed procedures with Opr. Reminded Opr that NYRS does process international calls. |
| 3404K | 05/23/04 | 2 | Customer states the Opr did not follow her instructions. The notes are clear. The customer wants the Opr to type the word beep and she will leave a VCO message on answering machine without redial. The customer advises she clearly explained her request at the beginning of the call but the Opr took control. the customer wants her instructions precisely followed. Apologized and advised the supervisor will be notified. Follow up requested. | 05/23/04 | Reminded CA to read customer notes before every call and coached CA to give full attention to the call. Called customer and informed them of resolution. |
| 3424K | 05/25/04 | 3 | Customer states he gave an instructions to ask for the credit dept but the Opr didn't follow it. Customer advises that he would repeat his instructions if the Opr had told him they didn't understand. Apologized. Follow up requested. | 05/25/04 | Unable to follow up with the agent as no agent has the ID assigned at this time. No further action possible. Followed up with customer and apologized again for inconvenience. |
| 9049N | 05/26/04 | 29 | 11 user dials out relay number get a relay Opr and sees the nbr calling GA. He starts to type 609 and then there is an interrupt and dialing nbr coming across the screen and he did not finish giving the Opr the nbr to dial. He called two different times and two different Oprs did the same thing. Thanked the customer for feedback. Customer would like a call back | 05/27/04 | As this sounds like a technical problem the Oprs were pulled for discussion. Advised to call over a supervisor and fill out trouble tickets when computer problems arise. Attempted to contact customer and left a message on answering machine explaining the resolution. |
| 3439K | 05/31/04 | 2 | Customer stated that this agent did not type the "beep" after the phrase "Answering Machine playing..."beep...as is instructed in her call notes. Customer stated this was the only problem they had with this agent. Agent simply did not follow instructions. No Follow up was requested. | 06/01/04 | Talked with CA who remembered the call and admitted mistake. CA was reminded to always read customer notes. CA says after mistake, caller pointed out customer notes and how they wanted calls done. CA followed notes and processed next call correctly. |
| 3437K | 05/31/04 | 21 | Customer is unhappy with the rigid insensitivity of the agent who handled her call. The customer attempted to correspond with her sister but received no response. The Opr typed everything the customer said but there was no response. The customer told the Opr she was officially ending the call. Customer stated that the Opr was no help in ending the call and was annoyed that their sister may not have received the new information. The customer got tired of the silence so she asked for a supervisor. After waiting 4 min. the line disconnected. The customer received and explanation of the agent's role in call processing and apologized for the frustration. A follow up was requested. | 06/02/04 | Met with agent. Although agent followed call processing procedures by typing everything, he agent was coached on closing the call correctly. Agent was also advised of the consequences of hanging up on a customer. Was not able to contact customer due to the above nbr being invalid. |
| 3438K | 05/31/04 | 2 | Customer stated that this agent did not type the "beep" after the phrase "Answering Machine playing..."beep...as is instructed in her call notes. Customer stated this was the only problem they had with this agent. Agent simply did not follow instructions. No Follow up was requested. | 06/10/04 | Agent was coached on following customer instructions and customer notes. |