

Minnesota TRS Complaint Tracking

June 2003

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2551	06/01/03	4	Inbound voice caller was upset because she said that she had just placed a call and the CA was typing back and forth with the TTY user and not keeping her informed. She said that she asked what was going on and the CA then said they were asking if the typing speed was acceptable. When the call ended she asked the CA what had been going on and the CA responded with "the CA no longer has that information" and hung up on her. I told the customer that she was correct that the CA should keep her informed of what is happening while it is happening but explained that once the call is over the CA is not able to discuss the call. She said she uses relay quite frequently and felt that the CA typing back and forth without keeping the customer informed was unacceptable. Customer would like a follow up.	06/01/03	Spoke to the CA. She said the TTY caller asked her to type slow so she adjusted her speed and asked if the speed was acceptable; while waiting for a response the voice caller asked what was going on and she explained she was asking the TTY about the typing speed. CA was coached on responding to questions while in relay mode. The call then ended, so the CA responded to the voice question with "CA no longer has that info." The voice was speaking and the mic was muted so the CA could ask what to say to voice. The voice hung up before the CA was able to respond. CA followed procedures for after a call has ended. Followed up with customer on 6/1 and informed her of the resolution.
6527X	06/02/03	33	VCO customer upset that her COC was no longer in database. Gave customer the # for her office mgr. to call customer service to set up the COC in database. Assured customer that a TT would be written up about the matter. No follow up necessary. Wrote up TT # 10000967181	06/02/03	TT #10000967181. Tech contacted customer; she was not sure how COC is within the state. She will call back - but didn't.
1847	06/02/03	24	Called into relay from work and heard TTY tones.	06/02/03	Apologized to the customer and explained. Customer understands.

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Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3285-I	06/03/03	17	TTY customer reports problem when calling company. CA typed recording and when line was transferred to live person the line disconnected. CA typed (person hung up). Customer doesn't believe person hung up; blames CA for disconnect. Stated CA should have asked if TTY wanted to redial. CA was rude. Advised caller that many times line is disconnected when transferred to live person, either due to tech problem or done accidentally done. Advised that CA typed what was heard and CA's are not required to ask if caller wants to redial. TTY needs to instruct CA of how to proceed. TTY customer requests RCS call business and find out why line was disconnected. Advised RCS is not allowed to become involved in those situations. Customer states it is the job of the RCS and relay to find out. Customer requests contact from supervisor.	06/03/03	TL on duty was aware of this call. Mentor was also monitoring this call. CA did not disconnect the line. When the call was transferred the call (outbound line) hung up. CA followed correct procedures. CA responded appropriately and was not rude. Attempted to contact the customer three times. No answer and no machine.
1848	06/04/03	24	Customer called in to relay via VCO and only got clicking noise. No CA and no VCO.	06/04/03	Apologized to the customer. Provided VCO direct number and explained the service.
3299-I	06/05/03	26	MN voice caller reports her mom is getting garbling on most of her calls to or from her daughter and friends with MN relay. Customer uses Ameriphone product and has had it serviced recently and feels that it is a relay issue. I apologized for the problem and let customer know I would enter a TT on the issue. Provided MO RS numbers for them to try through roaming. Customer would like contact from the Account mgr. TT976636	01/08/04	No TT found in database and no contact number listed. No further action possible.
3300-I	06/05/03	24	TTY customer that lives in GA who likes to use MN relay and is not able to connect using ASCII. Verified the settings and everything is correct. Customer can call to the SC number and get connected and was able to connect to customer service using ASCII. Apologized for problems and told customer a TT would be turned in. Customer would like an update on the situation by email. TT# 976746	06/06/03	When using MN relay customer must use setting up greater than 300 band and less than 19.2K band. Currently 300 band connection time out. T & I is attempting to correct to SC relay with these settings, as they are having the same problem. Customer was contacted no further complaints.
1849	06/05/03	24	Customer called relay from work and heard tones.	06/05/03	Apologized to the customer and explained. Customer understands.

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2557	06/09/03	21	Voice outbound was upset that CA would not repeat when asked by voice person because they did not understand CA. I explained that procedures for this have recently changed and we would meet with CA to coach. Follow up was offered and declined. Voice said CA would not give CA # until directed.	06/10/03	Spoke with CA and outbound voice asked for a supervisor. CA continued to relay per relay procedures. CA was coached on repeating when asked and also to give CA # when asked by outbound.
3312-I	06/11/03	26	Neighbor of customer called CS to report problems user has been having the last two months with garbled text. Customer tracked the CA ID numbers for the time period 7pm to 8:45p on 6-10-03 to see which ones were coming in garbled. Out of 7 calls only 2 through MN Relay were garbled. The Ameriphone VCO device had been sent to Teltex for repair several weeks ago and is working fine, but the problems still persists. I apologized and worked with neighbor on several recommendations to check on the device and in the relay database to help clear up the garbling issue. TT#988455 was entered. Told the customer the TT would be entered to try to resolve the problem. Asked the customer to let us know if the problem persisted. Customer would like to be contacted with follow up on the garbling issue.	06/13/03	Since this is a known issue that is being handled by T & I, we have opened one single tracking ticket for everyone to refer to - I0000989484. All VCO callers that experienced this problem are being routed to the MO Relay Center instead of other call centers. Customer contacted. No further complaints.
1000m	06/18/03	24	Called relay from work and heard TTY tones.	06/18/03	Explained the customer that it was the PBX. The customer understands.
3333-I	06/18/03	35	STS customer reports volume problem when making a call. Volume kept going up and down for entire call. Caller suggest checking relay call terminal. Apologized for problem encountered advised complaint would be forwarded to supervisor to check equipment. Customer did not request a call back.	06/19/03	Unable to follow up as there is no operator with that number. No further action possible
1002m	06/25/03	24	Called relay from work and heard TTY tones.	06/25/03	Apologized to the customer and explained. Customer understands.

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Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2571	06/26/03	29	TTY concerned that when he tries to call a certain # through relay it is always busy but it is not busy when he dials direct. Apologized for inconvenience and said would put a trouble ticket on this issue. TT 1027099	07/24/03	TT results - The number is invalid. Tech opened a ticket with SAMC because was unable to connect with IFB. SAMC reported that the number was invalid. Attempted to contact customer back concerning TT resolution. 7/2 - called and left a message on TTY. 7/21 - called and left a message on TTY again. Customer has never called back.
32861	06/03/04	26	Customer having problems with garbling when using the relay agents on both incoming and outgoing calls and he is missing business calls due to this problem. Customer keeps being told that it will be fixed but has not been. Customer received an apology for the problem and frustration. Informed that a TT will be made. Customer would like a call from acct. mgr. TT # 970824	08/06/04	This is a known issues. Problem is being address.

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July 2003

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3404-I	07/07/03	24	TTY customer says that he can not dial to a certain number using Minnesota Relay. Thanked the caller for letting us know. The customer was told that a TT would be turned in so that the problem could be investigated further. TT# I001047130 The customer would like a call back when the problem is fixed.	07/15/03	TT results - The MO and MN tech's can no call this number from their 1fb, so this is n a relay problem. It cannot be found using a of the reverse lookup tools available to the tech, so tech suspects it is not a working number. 651-203 numbers belong to Allegiance Telecom of MN. Tech recommends customer contacts them if thi supposed to be a working number. Informe customer of the tech's findings.
2584	07/14/03	3	The customer stated that this CA did not do specific person request and also dialed wrong number afterward. Apologized to the customer for the inconvenience it may have caused her. No follow unnecessary.	07/14/03	CA was coached on proper specific person request procedure. CA was also coached o disregarding previous call and double checking the calling to number before dial out.
2597	07/21/03	3	Customer requested female agent. CA said there were no females available and when customer hung up and redialed they reached a female CA. No follow up requested. Thanked customer for the information and said we would review with CA.	07/23/03	Agent followed proper procedure by ringin for TL. There were no female agents available in the center at that time.
1003m	07/22/03	24	Customer called into relay from work and heard TTY tones.	07/22/03	Apologized to the customer and explained. Customer understands.
3453-I	07/22/03	21	The customer did not understand what the operator read; they asked the operator to repeat. The operator did type verbatim what the customer had said and the TTY person insisted that the operator repeat again to the person from the text provided before. The operator read verbatim what the TTY person typed because they did not repeat again the original question. Operator followed relay procedures as closely as customer service can tell from the documentation provided. No response was given since the complaint came in the form of a fax with no further contact info provided to contact the customer. No follow up requested.	07/22/03	Reviewed call with CA. CA followed relay procedures correctly.

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2600	07/23/03	5	TTY upset that CA's interrupted and hung up on TTY when typing their message to leave. TTY also upset with Minnesota Relay and the explanation of relay. When TTY was called back gave another CA # who did the same thing the day before. Follow call requested. Told customer we would discuss this with the CA and coach them.	07/24/03	Met with 1st CA who does not remember t call. Went over procedures for waiting for message to leave answering call from TTY CA understood correct procedures. 2nd CA does not exist - no follow up possible with this CA. Called TTY to follow up.
2600	07/23/03	17			
2600	07/23/03	35			
2601	07/24/03	21	Customer stated that the CA interrupted her typing process - caller asked CA to wait until GA is given before redialing the number. Would like a follow up call. Apologized to the customer.	07/24/03	TTY customer had typed out message to leave and typed SK. CA understood this to finished and redialed to leave the message when the customer said he was interrupted CA is able to demonstrate correct procedur and knows to wait for GA to dial out. Left message with someone there requesting a c back if necessary.

Minnesota TRS Complaint Tracking

August 2003

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3484I	08/01/03	21	Customer called to report a "frustrating experience" with the relay operator while working the business switchboard, she was not allowed to transfer the call on to the person requested. Customer informed the caller that the staff member was not in and would have to send to voice mail of that individual. That operator kept typing and telling the customer to "please hold" over and overall. Customer felt she was not allowed to "expedite the call to the proper party". Thanked the customer for taking time to call and apologized that she felt frustrated. Explained that everything that is heard must be typed to the caller, as the relay operator appeared to be doing.	08/05/03	Followed up with this CA and CA elaborat that this was a specific person ask - CA outlined correctly on this particular call processing.
2612	08/06/03	17	Customer said CA was not professional. Customer was receiving half sentences and did not receive a reply from CA when customer typed "Thanks operator SK".	08/07/03	Followed up w/ CA. CA does not recall th particular call. CA was coached on importance of typing complete messages as well as responding to call closure. The foll up was left on customers answering machi
1004M	08/06/03	06	Customer called MN CRO & left message that CA did a very bad job with spelling and long, long pauses where CA did not finish the sentence. Customer states this was a terrible experience. CRO returned her call and apologized for her bad experience.	08/07/03	CA was coached to pay more attention to calls and be careful with spelling.
1004M	08/06/03	07			
1005M	08/12/03	24	Customer called back from work and heard tones.	08/12/03	Apologized and explained to customer. Customer understands.

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3026-J	08/15/03	29	<p>Customer called to report that the volume is too low to hear on the outbound line with his STS calls (customer has no hearing loss). This started a couple of months ago intermittently but is now almost every call. The operator had his mic volume turned up as loud as possible and the supervisor was assisting the call. The supervisor provided the TT number that had been entered 8-11-03 of 1001127045 on the same issue with a different operator and different call terminal. I thanked the customer for letting us know and told him another TT would be entered. TT#1001140292 to AZ techs. I apologized that this problem is continuing and offered to place the test call and customer could hear me loud and clear. Customer replied that he will continue to report the problem until it is corrected. He asked that the account mgr. contact him regarding this issue.</p>	08/18/03	Spoke to customer on 8/18/03. There is a limitation in the hardware which causes a reduction in audio levels on Speech-to-Speech calls.
2622	08/19/03	4	<p>Customer placing a DA call to obtain a number, however CA only gave the customer an 8 digit number. When asked for a 10 digit number the CA did not provide the number. Apologized to the customer and assured CA will be followed up with.</p>	08/19/03	CA restated that CA had placed the call an was typing the recorded message including the number. She immediately got a red flag indicating that the inbound caller has disconnected the call. This may have contributed to possible technical problems. Call dropped.
2630	08/27/03	4	<p>The customer states that this CA would not provide a calling numbers from a recording. Apologized for the inconvenience it may have caused him and explained that CA has followed proper protocol in this situation. Customer accepted the explanation and redialed.</p>	08/27/03	CA adhered to proper call processing procedure. No follow up needed.
3066J	08/30/03	03	<p>Customer was not satisfied with the service provided by the CA. Customer uses HCO and the agent typed to him. Loud tones hurt the customer's ears. Customer reported the problem to the supervisor. The CA came back on line for his next call and she was then rude to him. Apologized and told customer we appreciate him bringing this matter to our attention. Follow up requested.</p>	08/31/03	Went over procedures with CA to handle HCO calls. Spoke to customer regarding issue, informed customer that CA was coached on HCO calls.

Minnesota TRS Complaint Tracking

September 2003

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2638	09/01/03	21	TTY user was calling a number and is upset that CA could not assume to drop off last letter to get the call to go through. TTY user called 3 times with CA's advising they could not place a call. Advised CA's could not assume, needed to type or dial per TTY user's instructions. TTY user said companies always do that on a regular phone the number would go through and thought relay should assume and drop last letters off and place call anyway. Advised of procedures and said would register their complaint. Also transferred to customer service per TTY users request. No follow up necessary.	09/02/03	CA followed correct procedures.
3072-J	09/02/03	8	Customer states that this CA left a message on her answering machine and she could not understand the message as the agent talk too fast and had a very high pitched voice. Assured that a complaint would be sent on the problem so that a supervisor could investigate it further.	09/04/03	Followed up with CA. Went over complain and CA is now aware she needs to slow down and speak in a clear voice with a good tone
2643	09/04/03	3	TTY user complained that CA was not following customer instructions and would not redial. Also said that CA was lying about beginning the call the TTY instructed. I told TTY user that CA was not allowed to redial unless specifically instructed to do so.	09/04/03	I observed CA on this call. CA was followi customer instructions to the best of her abil and was keeping customer informed. CA di begin call per TTY instructions and did red upon TTY request.
2647	09/06/03	25	Customer was unhappy that agent hung up on him. Disconnect was caused by a dropped call. Apologized to customer for inconvenience.	09/06/03	Disconnect was caused by mechanical technical problem. No agent coaching necessary.
2649	09/08/03	21	The customer states that it seems that sometimes the CA was speaking to the customer assuming that she is a voice user and not a VCO user. It has become somewhat frustrating.	09/08/03	Offered the customer if she would like her phone number banded and see if this will resolve this issue. VCO wanted to try this a if any further problems she will contact Spr CS.

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Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3087-J	09/09/03	35	STS customer called in stating that when he made a call through relay to an 800 number they were unable to hear him. Thanked him for calling in and let him know that I too was having difficulty hearing him, and that he may need to get his cordless phone checked. Let him know I would go ahead and have the techs check into this as he also stated that he made a call earlier without difficulty. TT# I001196590 Customer does not want contact with resolution.	09/10/03	Consulted party concurs. All evidence point to problems on the customer end.
6651X	09/11/03	2	Agent did not use caller's calling card as stated in the customer notes. Apologized for inconvenience and called operator for an immediate credit. E-mail follow up requested.	09/12/03	Coached agent on thoroughly reading customer notes. E-mailed customer with resolution.
2655	09/14/03	10	HCO user upset because CA typed instead of voicing. Apologized for inconvenience and stated the CA would be coached on proper procedures. Customer requested follow up e-mail.	09/15/03	CA was coached on proper procedures for HCO call. E-mailed HCO user for follow up to inform the CA had been coached on prop HCO procedures.
3114-J	09/16/03	6	TTY customer unhappy with CA's typing and incorrect spelling. Customer stated CA needs to type carefully and neatly. Apologized for problem. Customer requests contact from supervisor.	09/17/03	CA had a supervisor at her station during th call. CA typing was very clear and accurate on her screen. There must have been technical problems causing garble on TTY user's end. Supervisor instructed CA to transfer customer to customer service. Attempted to reach customer several times with no answer.
1007m	09/17/03	33	Caller needs to establish a COC authorization and B&C agreement. Let customer know this would be handled.	11/09/03	Explained process to customer. Mailed customer the paperwork and processed it upon receipt. Will call me if he has any questions.
1008m	09/30/03	24	Customer called into relay from work and heard tones. Apologized to customer.	09/30/03	Apologized and explained and customer understands.

Minnesota TRS Complaint Tracking

October 2003

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2676	10/06/03	03	TTY customer said that CA didn't follow instructions and hung up on him. He said he told the CA not to announce and told him exactly what to say. He said CA ignored his instructions and typed everything back and forth. He thought outbound had hung up and CA was still typing. He asked for a supervisor, he said the CA held up his line a few minutes without typing, then disconnected him. Apologized told him supervisor would follow up with CA.	10/06/03	Coached CA on reading and following customer instructions to the "T" including initial instructions and to ask for supervisor need help with difficult a call.
2676	10/06/03	05			
3207J	10/15/02	03	Customer dialed to relay and he requested a specific person. The operator didn't follow his instructions. The call was confusing because of agent error. He wants agent to be coached about the need for paying attention. Apologized to customer. No follow up requested.	10/16/03	Coached CA. CA indicate knowledge on specific call.
1009M	10/17/03	24	Called relay from work; heard TTY tones (PBX). No follow up necessary.	10/17/04	Apologized and explained. The customer understands.
2694	10/17/03	09	States that this CA did not explain clearly when providing date of birth. Had to repeat 3 times. No follow up.	10/17/03	CA relayed the message verbatim. Checked this particular contents and computer indicates the confusion came from the voice person. CA followed correct procedure.
6703X	10/14/03	17	Caller said the call wouldn't go through and when they tried to ask the CA to try again the CA seemed rude. Didn't specify what happen. Apologized to customer. No follow up.	10/16/03	No such ID # in Center.
2711	10/30/03	21	Customer said the phone rang 10 times, CA went back to voice line and asked if customer would like to continue ringing. Customer asked CA to repeat the calling to #. Please mail a follow up. Apologized for the inconvenience and said the matter would be brought up to CA supervisor and a follow up would be sent in the mail.	10/30/03	Coached CA on giving the calling to # as requested by customer. Letter of apology se to customer as requested.

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2708	10/28/03	17	TTY user stated they asked the CA who answered the phone. The CA would not answer. TTY asked for an apology and TTY felt the way it was worded was rude. The TTY asked for a supervisor and the CA hung up on them.	10/29/03	Coached CA on proper procedures. CA was reading a magazine. Coached CA on keeping all reading material closed during a call. Customer understood.
1010M	10/28/03	24	Called into relay from work and heard tones (PBX).	10/28/03	Apologized and explained. The customer understands.

Minnesota TRS Complaint Tracking

November 2003

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2718	11/06/03	11	Agent not processing VCO calls correctly. VCO says agent keeps asking for # to call after VCO gives the #. Follow up requested. Apologized to customer and said CA would be coached.	11/07/03	Agent does not recall a problem with MN VCO customer. She sometimes asks VCO users to repeat number calling if it is unclear or not heard. Agent is familiar with proper VCO procedure.
2719	11/06/03	11	Agent not processing VCO calls correctly. VCO says agent keeps asking for # to call after VCO give the #. Doesn't type what the voice person has said - VCO also said voice person could hear him but VCO got typing. No follow up requested.	11/06/03	Went over VCO procedures. CA now understands correct procedures.
2730	11/11/03	1	Customer stated that this CA apparently has fallen asleep or was reading a book. The calling number and a GA was given for approx. 30 sec and the call hadn't been placed so they hung up and called back into relay. Apologized for the inconvenience.	11/11/03	Followed up with the CA. CA stated that the keyboard had gotten stuck and was unable to enter the number. When this occurred CA had requested supervisor assistance and I was there to correct the problem but the call had disconnected.
3288J	11/12/03	6	A MN VCO customer called to say that she received an answering machine message from her daughter in WA and that the agent spoke too fast, had a Spanish accent that was hard to understand, was not clear and very rushed. Plus did not follow standard procedures with announcement of call. She has had three calls in the last week that were very bad. Agents could not spell basic words. Apologized to the agent's service and explained that a complaint would be filled out with the agent's supervisor. No contact requested.		Unable to follow up with agent as agent no longer employed with the company.
3288J	11/12/03	7			
3288J	11/12/03	8			
2748	11/22/03	26	Customer was upset that there was garble 3 different times on their call. Explained that sometimes happens. Customer did not want a call back. Entered TTI001376626	11/22/03	Tech could not reproduce the problem. This may have been a temporary issue with the network or may have been related to tech's normal garble / echoing issue that is reported every Saturday morning.
2747	11/22/03	4	Customer had provided credit card info during relay call. Once outbound hung up customer asked CA to erase info. CA did not respond to this request. Apologized for inconvenience and said would discuss situation with CA.	11/22/03	Discussed situation with CA. CA understands the importance of keeping customers informed at all times.
1010mb	11/25/04	24	Customer called relay from work and heard TTY tones.	11/25/04	Apologized and explained. The customer understands.

Minnesota TRS Complaint Tracking

December 2003

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1011m	12/03/03	24	Customer called relay from work and heard tones. Apologized.	12/03/03	Explained the tones were PBX and custom understood.
1012m	12/08/03	24	Customer called relay from work and heard tones. Apologized.	12/08/03	Explained the tones were PBX and custom understood.
2777	12/19/03	4	Caller stated that this CA did not confirm whether or not specific person was on the line. Apologized to the customer and assured them that CA will be coached.	12/19/03	CA was coached on proper procedures for confirming if a specific person is on line.
2784	12/22/03	29	Customer stated HCO stopped working during call and they asked for a supervisor. Supervisor came on line and customer could not hear them. Customer disconnected and redialed. Apologized and entered TT1001447046. Customer requests follow up e-mail.	12/29/03	Tech was not able to reproduce the issue, b flashed all the modems for good measure. Followed up w/him via e-mail.
2781	12/25/03	2	Customer upset that CA dialed to # directly. Notes state to use a calling card. Apologized to customer for the inconvenience.	12/25/03	Reviewed reading notes in entirety and following them in appropriate situations w CA. E-mailed customer resolution.
2786	12/27/03	5	Customer upset because CA hung up when TTY wanted to place a call. I apologized for the inconvenience and said the CA would be spoken to.	12/28/03	CA doesn't remember incident. Coached C about not hanging up on TTY.
2785	12/27/03	21	Customer says 3 CA's waited too long to respond after a GA. I apologized for the inconvenience and said he would be contacted. Would like follow up from acct mgr.	01/26/04	No follow up with CA possible. No conce at this point. No contact from customer, seems satisfied as of now.
6811X	12/30/03	3	Agent made customer repeat the info. Thanked the customer for letting me know. No follow up requested.	01/02/04	Coached CA on listening carefully and onl asking necessary questions. CA was able to demonstrate correct COC process.

Minnesota TRS Complaint Tracking

January 2004

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2793	01/03/04	3	HCO customer asked CA to call number from FD list and use calling card. CA failed to use calling card as well as type to HCO user. Apologized for inconvenience.	01/03/04	Reviewed following billing procedures and HCO procedures with CA.
2793	01/03/04	10			
3457J	01/08/04	23	Customer is calling her mother. She says this has always been a local call until this week the agents have told her it is a long distance call. She would like to know why this changed and thinks it should be a local call. Apologized to customer and told her I would turn in a TT to find out why this has changed. Customer would like someone to call her back.		TT results - Customer service pulled a reco and the distance is 56 miles. There is a not from customer service that they contact the customer that it is a long distance call.
2813	01/10/04	5	Customer said CA called customer deaf and blind and when customer asked for CA number CA was inappropriate and then typed 30 seconds to disconnect and then hung up. Apologized to customer and thanked them for letting us know.	01/19/04	The agent ID# is not assigned to any employee. No customer follow up info was provided therefore unable to contact custom for info. Required for further investigation
2813	01/10/04	17			
1014m	01/12/04	24	Caller said they can't get any calls from relay to their home (local or long distance). They can place local calls from home through relay but not long distance. Apologized to the customer.	01/16/04	I called through relay and was connected fine. Checking to see if because COC info on his file with Sprint. Customer called LD with relay. Call worked fine. Tested several times and calls worked fine and customer w satisfied and said he didn't need any furthe help.
1015m	01/13/04	24	Customer called into relay from work and heard TTY tones. Apologized to customer.	01/13/04	Apologized to the customer and explained Customer understands.
2815	01/17/04	10	On an HCO call CA was typing to customer. Apologized to customer and said I would discuss situation with CA.	01/17/04	Reviewed HCO procedures with CA, specially no typing. E-mailed customer wi resolution.
2822	01/23/04	17	HCO customer said they didn't hear CA voice greeting and CA began typing right away. Customer felt CA was rude and wanted follow up. Supervisor offered follow up right away after meeting with CA and customer agreed.	01/23/04	Met with CA and went over HCO procedures. I did voice this to HCO custom Customer apologized and accepted agent change.

Minnesota TRS Complaint Tracking

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3022K	01/25/04	0	Customer states relay is getting slower and slower about answering his calls in the early morning. He has to call security to get in the building where he works. Thanked the customer for letting us know and assured that a complaint would be sent on so that the problem could be investigated further. No call back was requested.	01/27/04	We experienced additional call volumes during this time frame. We continued to monitor answer time and will make adjustments as needed.
3019K	01/26/04	3	MN STS user reports agent took over his call and announced his calls fine, but never repeated any info to his callers. Customer always instructs agents to repeat only as needed. CA has a very strong Spanish accent and the person he called could not understand when she did speak. Customer uses STS often and says operators usually do a great job. Apologized for the problem explaining STS operators are specially trained to process those calls and that I will let the agent supervisor know for follow up with the agent. No contact requested.	05/21/04	The customer did not provide an agent number, therefore, the call center is unable provide specific follow up. Regular quality assurance is performed on all STS operato
2828	01/27/04	17	TTY said was speaking to outbound voice and outbound voice thought he was getting upset when he wasn't. Explained it could have been the tone the tone the CA used wasn't the tone he intended.	01/27/04	I apologized for any confusion caused and thanked him for the feedback but explained w/o a CA # we would not be able to follow up with the specific CA.
2830	01/28/04	5	Caller upset that CA hung up on them . Had called into relay asked CA to repeat their CA # but the CA sent number calling to pls. Finally after a couple of times requesting CA # the CA gave their ID#. CA then hung up on caller. Apologized for the problem offered to put female operator in customer notes but caller declined. No call back requested.	01/28/04	Talked to CA who did not remember the c Did remember sending number calling to please by mistake an quickly typed their C #. CA then reports the caller disconnected. Supervisor had noticed several disconnects today. CA was coached on sending quick reply and CA knows CA should be given whenever requested.

Minnesota TRS Complaint Tracking

February 2004

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2842	02/03/04	34	Customer stated he tried to use relay but couldn't get a hold of a CA. Said he seems to be having problems in the last couple of weeks. Used 711 and would like to get this resolved. Apologized to the customer for the inconvenience and assured the customer a follow up will be made and he will be informed of any possible resolution.	02/05/04	Met with customer and there were no technical problems. Suggested to call VCO direct as back up.
2845	02/05/04	25	Customer said he was hung up on. TT I001543549. He also said he would like to be reimbursed for having to make the call again. Would like follow up e-mail.		TT results: Tech could not reproduce the situation. However, reset PC and flashed a modems. Met with customer and gave him prepaid calling cards.
2845	02/05/04	30			
2846	02/07/04	21	Customer asked what time it was, CA answered. Customer then asked how long until xxx time. CA said they did not have this information. Customer then became angry and asked for supervisor. Supervisor attempted to explain procedure, but customer argued the supervisor was incorrect. Customer asked that the CA be fired for not answering the question, then hung up. Supervisor called customer back immediately and customer claimed the supervisor hung up on him.	02/07/04	Agent followed proper procedures.
3076K	02/10/04	23	The customer dials 711 from her home phone and requests local numbers. Her telephone number is not being transmitted to relay properly so when the requested number is entered by relay the system wants LD info. There is no problem when calling the number by voice, only when calling through relay. Apologized. Explained we are not receiving accurate info through the system. Told customer its a technical matter and TT would be entered. TTI0015544034. Follow up requested.	02/12/04	TT results: This is not a Sprint-internal iss The customer needs to contact their LEC, a their LEC is transmitting the incorrect number. Informed customer of this.

Minnesota TRS Complaint Tracking

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2855	02/11/04	21	Voice customer is the receptionist for Minnesota Relay. After answering the phone with her greeting, the CA responded "this is relay also excuse the ring" This was a call to the center and should be relayed. Apologized to the customer and told her the contact would be sent to the appropriate center for follow up.	02/16/04	Met with agent who was immediately aware of error. The mistake was immediately corrected and the call was relayed. Agent apologized and will be more attentive to this issue.
2856	02/11/04	21	Voice customer is the receptionist for Minnesota Relay. After answering the phone with her greeting the CA responded "this is relay also excuse the ring" and disconnected. This was a call to the center and should be relayed. Apologized to the customer.	02/15/04	Coached agent on proper procedures in this type of situation.
2862	02/16/04	5	Inbound TTY said the CA disconnected the call in the middle. She wasn't finished talking and the CA disconnected. Apologized for any inconvenience and said CA would be followed up with. Also explained we had a few calls drop this morning due to phone lines.	03/01/04	Met with CA. CA remembers call. Coached on informing supervisor if it appears calls drop.
1016m	02/18/04		2-line VCO connection issues. Windows XP Laptop at work; Windows 2000/WT desktop at home. Inconsistent and problematic in directly connecting to relay via Itil graves HyperTerminal software bundled w/ Windows.	02/18/04	Suggested Direct VCO; didn't make a difference. Customer understands IT issue and 2-line VCO. Contacted Sprint for further tech help.
3109K	02/19/04	29	Customer called and said she is calling 711 and dialing a local number and it is coming up long distance and the agents cannot process the call. Customer Service asked her to try to call using the 800#. She called back and said it worked using that number. She also said someone at a different number also could not get through using 711. Apologized and entered TT 576676. No customer follow up requested.	02/20/04	TT results: This is a technical problem with the LEC.
2866	02/21/04	21	Caller gave information and CA asked to repeat twice. Thanked the customer. No follow up requested.	02/25/04	This ID# is not a valid CA# for SD. Unable to follow up with agent.

Minnesota TRS Complaint Tracking

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2867	02/21/04	21	Customer gave information and CA asked to repeat twice. Apologized and thanked the customer.	02/21/04	CA's message was garbled and so they ask to repeat. CA followed proper procedure b asking to repeat.
2868	02/21/04	35	TTY user doesn't like that info cannot be given out pertaining to the call such as gender or background after the call has ended.	04/28/04	Explained to customer that CA followed protocol. Thanked them for their input.
2870	02/22/04	17	Customer said agent was rude. Apologized to customer and said a customer contact would to filled out.	02/22/04	CA followed proper procedures. E-mailed customer with resolution.
1018	02/23/04	24	Customer called to complain he could not reach Minnesota Relay.	02/23/04	I apologized and explained the relay center having technical problems. Encouraged to call later. Customer understood.
1019	02/23/04	24	Customer upset he could not call Minnesota Relay.	02/23/04	Apologized and explained the relay center was having technical problems and they ar operating again.
1020	02/23/04	24	Customer let me know when he called this morning there was no answer at the Minnesota Relay center.	02/23/04	Apologized and said the relay center was down because of technical problems. Customer let me know he was able to mak call in the afternoon.
1021	02/24/04	24	A few d/hh customers met me to let me know they tried to call Minnesota Relay and there was no answer.	02/24/04	I apologized and explained Minnesota Rela was having some technical problems and i now operating fine.
1017m	02/24/04	24	Customer called relay from work and heard TTY tones.	02/24/04	Apologized to the customer and explained. The customer understood and is satisfied.
2873	02/25/04	24	Customer was upset that call would not go through and CA would not respond. I informed customer that I was assisting CA on that call and it was a technical issue. I explained CA was trying to type to customer and computer was not accepting CA's typing. Customer requests follow up by e-mail.	02/26/04	CA was unable to type anything to caller. I was a technical issue for which a TT was entered. TTI001591253. E-mailed custome with resolution. TT results: CA may have inadvertently hit the wrong key. Tech is no able to reproduce the situation. No further action possible.

Minnesota TRS Complaint Tracking

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2876	02/27/04	5	The customer stated this CA attempted to disconnect the caller assuming they have reached another relay center. The receptionist had to interrupt and notify the CA that this is not a relay agent. Assured the customer CA will be coached.	02/27/04	Coached CA on correct procedures.
2877	02/27/04	5	The customer stated this CA attempted to disconnect the caller assuming they had reached another relay center. The receptionist had to interrupt and notify the CA that this is not a relay agent. Assured the customer CA will be coached.	03/02/04	Coached CA on correct procedures.
2880	02/28/04	3	Customer said CA would not follow instructions when asked to use short hand when typing. Apologized to customer and said a contact would be filled out.	03/01/04	Team Lead observed call and CA only type 2 words when customer asked for supervis Coached on using approved abbreviations. mailed customer.
2879	02/28/04	35	Customer wants CA's to be trained in shorthand. Thanked customer, informed them the concern would be forwarded to acct mgr.	03/05/04	CA ID# no longer valid. No CA employed with that ID#.

Minnesota TRS Complaint Tracking

March 2004

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2889	03/02/04	17	Stated CA did not give her id # and she had to request it a couple of times before CA would tell her. Then CA was going to relay a voice to voice message rather than having the voice person call direct. Thanked customer and assured them the CA would be coached on proper procedures.	03/03/04	CA did not understand what was meant by confused. CA was just going to leave a name and phone number. Educated CA to ring for supervisor when confused by instructions.
1023m	03/04/04	35	Customer getting fraudulent orders at his computer store through relay.	03/04/04	Apologized and explained. Spoke with him and e-mailed.
3158K	03/04/04	3	Customer states he typed the 7 digit number to dial and then gave the area code. He states the agent entered the wrong area code and now he's going to get charged for a long distance call. The operator did not request instant credit for her error. Apologized. Asked customer to wait until he receives his bill and then send the entire bill to our dept so we can submit a request credit due to agent error. Follow up requested via e-mail.	03/05/04	Supervisor followed up with agent and reviewed proper procedures. Letter was mailed to customer.
6901X	03/04/04	18	Agent only retrieved half of the message from the answering machine. Apologized to customer. No follow up requested.	03/10/04	Agent did not recall exactly what happened. Coached agent on keeping customer informed as to what's going on or of any problems. Also to ring for a supervisor for assistance.
6902X	03/05/04	5	CA hung up on customer. This is the fourth problem that he had with relay in two weeks. He thinks it may be indicative of a training problem. Supervisor thanked the customer for the feedback and said complaint would be reviewed with the CA. Also said would share the customer's observations about training with training dept. Customer requested contact by letter after a follow up was completed with CA.	05/03/04	Agent follow-up not possible as agent ID# does not correspond to an agent working at that time. Mailed follow-up letter to customer.

Minnesota TRS Complaint Tracking

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2895	03/06/04	9	Customer said CA did not type everything and did not use abbreviations. Thanked customer and said contact would be filled out however abbreviation are not required by our CA's. Customer wanted to know if abbreviations could be requested by the caller for the CA to use. Explained CA still would not be required and CA must use only approved abbreviating. Customer requested a copy of the approved abbreviations. Follow up requested.	03/06/04	CA acknowledged not all info was typed. Explained to CA everything must be typed Coached CA on typing all info and pacing. mailed customer follow up.
1022m	03/08/04	24	Customer called relay from work and heard TTY tones.	03/08/04	Apologized and explained. The customer understood.
2901	03/09/04	5	TTY user called to complain about agent. Stated that they tried to call the police but were hung up on twice. I apologized for the inconvenience and said I would forward the info to the appropriate people. Follow up not requested.	03/15/04	This CA was not working at this time of th day. No follow up needed.
2917	03/16/04	3	Caller upset with CA's not following instructions. Apologized for any inconvenience and told caller CA's would be talked to.	03/16/04	Talked to CA's, both of who explained pro procedures when reaching "all circuits bus as well as regular busy tones. Coached firs CA on checking the # calling to make sure wasn't # calling from mistake by first CA only. Other steps properly followed.
1024m	03/18/04	24	Customer called relay from work and heard TTY tones.	03/12/04	Apologized and explained. The customer understood.
6915X	03/24/04	35	Customer called in to complain that supervisor transferred him to SD center. Thanked customer for feedback. Customer did not want follow up.	03/25/04	Supervisor asked for outbound # - no outbound # given. Supervisor offered to transfer to customer service. Customer hun up before supervisor was able to transfer. System does not allow a transfer to another relay center. Supervisor demonstrated knowledge of correct procedure for transferring.
6924x	03/26/04	4	TTY user asked CA if message was left and CA typed number calling please, then spoke with supervisor. Customer also stated relay agents need more training. Apologized for the inconvenience and assured that the agent would be coached on proper procedures and would pass on this information. Thanked the customer for information. Customer requested follow up by mail.	03/26/04	Supervisor assisted with the call. CA demonstrated proper procedures and follow protocol. CA sent appropriate macros. CA was coached on keeping customer informe and being polite.

Minnesota TRS Complaint Tracking

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
6924x	03/26/04	17			
3231K	03/27/04	5	<p>Caller is a receptionist for a relay center and said agent announced call to her and then assumed she was a relay operator. Agent re-announced the call then hung up on caller. Apologized for the problem with the agent. Caller did not request follow-up.</p>	04/05/04	<p>Coached agent on proper procedures for calling another relay agent vs. another relay center (business). Agent will be more attentive to verify this on future calls and g supervisor if needed.</p>
2953	03/31/04	5	<p>CA hung up on them. They said relay hangs up often on them would like a call back. Apologized and told them they would receive a call. They thanked me and hung up. Follow up requested.</p>	04/04/04	<p>Coached agent on proper disconnect procedures. Unable to follow up with customer as no phone number was provide</p>

Minnesota TRS Complaint Tracking

April 2004

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2937	04/04/04	3	Customer said CA didn't follow instructions. Asked to bill call through AT&T and CA didn't do that. Apologized and said a customer contact would be filled out.	04/04/04	CA coached on proper procedures and was coached on processing a call with carrier o choice.
3231K	04/05/04	5	Caller said agent announced call to her and then assumed that she was relay operator. Caller said she was not a relay operator - agent re-announced the call then hung up on the caller. I apologized for the problem with the agent. Caller did not request a follow upon this issue.	04/05/04	Discussed with agent. She remembered the call. Reminded the agent not to assume but ask directly if person is an agent. Went ove disconnect procedures. If in doubt agent wi call a supervisor.
2945	04/09/04	5	Agent hung up on caller. Apologized and assured customer I would meet with CA to discuss this. Customer requested follow up via e-mail.	04/09/04	Met with CA. CA said they had received HCO call tonight. CA when questioned, demonstrated knowledge of HCO call handling procedures and protocol. E-mailed follow up to customer.
2189X	04/11/04	5	The customer said the agent was rude, disrespectful and hung up on him. Apologized to the customer. Customer requests follow up.	04/14/04	Supervisor assisted on call. Customer was asking CA questions and CA informed customer could not participate in conversation. Customer was swearing at CA and had no number to dial. Supervisor told CA to hang up. Number was documented. CA was met with regarding the complaint. Called customer and left a message informi them of the resolution.
2189X	04/11/04	17			
1025m	04/19/04	24	Customer called relay from work and heard TTY tones.	04/19/04	Apologized and explained. Customer understands.
1026m	04/26/04	24	Customer called relay from work and heard TTY tones.	04/26/04	Apologized and explained. Customer understands.
6978X	04/29/04	1	Customer upset that agent dialed wrong number. Thanked customer for letting us know. No follow up requested.	04/29/04	Agent misunderstood number. Customer typed extension number before phone number. Extension number looked like an area code. Reviewed proper procedures wit agent.

Minnesota TRS Complaint Tracking

May 2004

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1029M	05/07/04	24	Customer called relay from work and heard TTY tones. PBX system.	05/07/04	Tech. explained to customer why this occurred.
1027m	05/05/04	24	Called relay from work; heard tones. PBX	05/05/04	Apologized and explained - no follow up necessary.
1028M	05/05/04	24	Called relay from home; heard TTY tones.	05/05/04	Apologized and explained branding voice.
1030m	05/13/04	17	CA was very rude and sounded "put off" because he never used the service. Relay was explained to the customer and an apology was given.	05/13/04	Explained relay. Did not have the CA number. Unable to follow up with the agen No further action possible.
2986	05/19/04	03	Caller asked CA to check to see if a number was long distance. The caller said the CA dialed the number and the caller immediately hung up the phone and called relay to complain. The procedure for a CA to check to see if a number is LD was explained to the customer. Customer should check their phone bill to see if they were charged for a LD call and, if so, to call customer service.	05/19/04	No CA # given. No further action possible.
2995	05/28/04	0	TTY customer was upset that they had tried to reach customer service to see if their TTY was working. Each time they were placed on hold in excess of 15 minutes without having anyone answer their call. An apology was offered and the customer was told that a complaint regarding the wait time with customer service would be filed.	06/07/04	Verified with TMCC that there were no oth known routing issues on this date. Custome service was busy this day so long hold time were likely.
6044xa	05/24/04	5	Customer made a call, and then started typing to make another call and CA hung up on them. Customer was thanked for the information and customer requested a call back.	05/25/04	CA is aware of CA protocol of not disconnecting the call without going throug certain steps first. Customer was called on 5/27 but had to hang up and stated that they would call back.

Minnesota CapTel Consumer Complaints for June 1, 2003 to May 31, 2004

Date of Complaint	State Program	Nature of Complaint	Explanation of Resolution or Status	Date Resolve
03/02/04	MN	Echo Sounds	E-mailed echo tips to customer. 3/19/04 Customer responded via e-mail interested in obtaining audio jack	3/19/04
03/17/04	MN	Disconnect/Reconnect during calls	E-mailed customer disconnect troubleshooting letter and instructions on how to adjust the ringer pitch and volume. Customer said they would see if these suggestions fix the	3/17/04
03/29/04	MN	Disconnect/Reconnect during calls	Customer called on 3/29/04 regarding disconnection problems. E-mails exchanged w/ solutions for disconnect experience. Customer took phone to another house and it worked OK. Customer noted high humidity and rain could cause problems, because disconnection problems noted when humidity and rain occur. Customer will have a phone	4/7/04