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JUN 29 2004
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June 28, 2004

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Rm. TW-B204
Washington, DC 20554

Overnight Mail: Airborne

RE: Docket No. 98-67

Public Notice DA 04-1599
Released: June 2, 2004

Dear Ms. Dortch:

As directed in the above-mentioned Docket and Press Release, enclosed please find four copies of the following:

- Sprint Relay's and the State of Illinois' Annual Complaint Log, which includes the number of complaints received for the period June 1, 2003 through May 31, 2004, that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution and the CapTel Complaint Log covering the period from February 1, 2004 through May 31, 2004.

- Annual Tally Report with total complaints by category.

A 3.5 diskette containing the Annual Complaint Log and Annual Tally Report is also enclosed.

No. of Copies rec'd 0
List ABCDE

Please contact me if you require any additional information.

Sincerely,

Patty Kress

Patty Kress,
Administrative Manager

cc: Emma Danielson, Illinois Account Manager, Sprint Relay (without disk)
Christy Pound, Illinois Commerce Commission (without disk)
Erica Myers, Federal Communications Commission (without disk)

Enclosures: Attachment #1: Four Copies of Annual TRS Complaint Log and CapTel Complaint Log
Attachment #2: Four Copies of Annual Tally Report
3.5 Diskette

Illinois Relay Service

June 2003 - May 2004

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
	SERVICE COMPLAINTS														
#00	Answer Wait Time				1									1	1%
#01	Dial Out Time			1						1				2	2%
#02	Didn't Follow Database Inst.	1			1	1								3	3%
#03	Didn't Follow Cust. Instruct.	3	4		1	2	1	3	2	1		2	1	20	19%
#04	Didn't Keep Customer Informed	1	1		1	1	1	1	2		1			9	9%
#05	Agent Disconnected Caller	2	1	4	1	2		2	4	1	1	5	2	25	24%
#06	Poor Spelling		1	2			1							4	4%
#07	Typing Speed/Accuracy	1	1	2			1							5	5%
#08	Poor Voice Tone								1					1	1%
#09	Everything Relayed							2						2	2%
#10	HCO Procedures Not Followed													0	0%
#11	VCO Procedures Not Followed				1			1						2	2%
#12	Two-Line VCO Procedure Not F													0	0%
#13	Background Noise Not Typed													0	0%
#14	Feelings Not Described													0	0%
#15	Recording Feature Not Used													0	0%
#16	Noise in Center			1				1						2	2%
#17	Agent Was Rude	4	1	1			1	3	2	1		1		14	13%
#18	Problem Answer Machine		1											1	1%
#19	Spanish Service													0	0%
#20	Speech to Speech										1			1	1%
#21	Other Problem Type Complaint		2			1	1		2	2	1	1	3	13	12%
	TOTAL	12	12	11	6	7	6	13	13	6	4	9	6	105	
	TECHNICAL COMPLAINTS														
#22	Lost Branding													0	0%
#23	Charged for Local Call													0	0%
#24	Trouble Linking Up										1			1	7%
#25	Line Disconnected													0	0%
#26	Garbled Message	4						1	1					6	40%
#27	Database Not Available								2					2	13%
#28	Split Screen													0	0%
#29	Other Technical Type Complaint	1			2		2		1					6	40%
	TOTAL	5	0	0	2	0	2	1	4	0	1	0	0	15	

Illinois Relay Service

June 2003 - May 2004

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
	MISC COMPLAINTS														
#30	Rates													0	0%
#31	OSD													0	0%
#32	No 900 Number													0	0%
#33	Carrier of Choice	1										1		2	29%
#34	Network Recording													0	0%
#35	Other		1		1	1		2						5	71%
	TOTAL	1	1	0	1	1	0	2	0	0	0	1	0	7	
	TOTAL CONTACT	18	13	11	9	8	8	16	17	6	5	10	6	127	

Complaint Tracking for Illinois

June 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4184Z	06/03/03	4	CA did not respond when TTY user typed "hello ga". CA did not type background noise until after TTY user typed "goodbye sksk".	06/05/03	CA followed proper procedure by typing exactly what the voice person said. CA typed the background noise that could be heard while the voice person was not saying anything.
4184Z	06/03/03	17			
2552	06/04/03	17	Voice caller said the CA's tone was not very nice.	06/05/03	Left a message with the customer thanking them for the feedback and letting them know the CA was coached.
3306-I	06/07/03	33	IL TTY customer irritated with the way IRC has billed his phone service.	06/07/03	No further action required after RCS credited his account. Customer sent email stating he received credit and all was set.
3304-I	06/07/03	26	Customer called in stating that she is still experiencing garbling on her 3 year old Ameriphone. TT# I000980138	06/11/03	Called customer and left a message explaining that one of the centers was having problems. Asked her to contact me in the future if she experienced the same problem again.
7831A	06/08/03	3	TTY user said this CA did not let her type her message before dialing out.	06/19/03	Unable to conduct a follow up with this CA as they are no longer an employee.
3316-I	06/10/03	26	VCO customer has garbling issue, could not read what CA typed to her. TT #000990214.	06/12/03	TT results - this is a known issue that is currently under investigation by T&I and TRS techs. Attempted to contact customer several times that TT was closed but was unsuccessful.
3322-I	06/13/03	26	VCO customer called to say she gets garbling on every call she makes through relay IL. TT #I000995532	06/16/03	TT results - This is a known issue that is currently under investigation. TT was closed and the equipment fixed .
3334-I	06/18/03	26	Customer uses an Ameriphone dialogue VCO phone and dials to relay using 800 number. For the last two weeks she has had garbling on her line. TT #I0001006909.	06/19/03	TT results - this is a known problem with Ameriphone VCO phone and relay calls that is currently under investigation.
6546X	06/18/03	3	CA dialed wrong number.	06/19/03	CA was coached on this.
3341-I	06/19/03	17	Caller said CA was very rude.	06/27/03	Talked with CA and TL who assisted on this call. CA said there was a delay on TTY's response for the # they were calling and the CA's computer went over into ASCII search. Data crash followed when CA switched back to TTY. TL verified CA's comments and added there was no garbling on the CA's computer but did see the data crash as well. Attempted to contact customer three times and there was no answer.

Complaint Tracking for Illinois

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
5424	06/20/03	7	Voice user was upset that the CA was frequently using the slowdown and not repeating the last words typed to the VCO user.	06/30/03	CA coached to repeat last words typed and to improve typing speed.
2567	06/23/03	3	VCO user was upset that CA did not follow instructions when typing (answering machine) GA to VCO person. Complained that CA waited too long to type (voice mail cut off) so VCO was unable to leave message.	06/23/03	CA followed relay protocol and demonstrated knowledge of answering machine procedure per customer instructions.
3354-I	06/24/03	2	VCO customer reports CA did not follow customer database instructions, causing customer to spend excessive time on phone.	06/30/03	Contacted and informed customer that CA was coached on following customer notes.
4221Z	06/29/03	5	IL voice user complaining that they received a call from a TTY user through relay but CA disconnected the call.	07/22/03	Coached CA on the importance of processing calls correctly, responding in a timely manner and the consequences of not doing so. Advised CA to request for supervisory assistance when a call needs to be disconnected, and to documented the incident.
3375-I	06/30/03	5	Customer says when they typed "please do not announce relay" the CA hung up on them.	06/30/03	Coached CA on repercussions of disconnecting calls.
3371-I	06/30/03	29	Customer says she cannot call out or receive calls through relay services. TT #I0001030810.	07/03/03	TT results: It appears the number has changed, reaching a fast busy signal or a recording saying the number has been disconnected. TT was closed due to customer not responding.
5423	06/13/03	17	Customer was upset because she was asking the CA questions and the CA would not answer but continued to type what she was saying. She then proceeded to ask the CA what her ID number was but CA wouldn't give it to her.	07/27/03	CA followed proper procedures, did provide ID# when asked, and remained calm and polite.

Complaint Tracking for Illinois

July 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6558X	07/01/03	7	Customer stated the agent had sloppy typing and was lazy.	07/27/03	Agent typed exactly what outbound said but was unaware that transmission may have been garbled for the tty user. Agent coached.
2575	07/02/03	17	Voice customer was upset that CA yawned in her ear while relaying.	07/03/03	Coached agent on importance of professionalism and transparency.
3400-I	07/07/03	3	Customer called to report that the agent did not follow the typed instructions not to announce relay and to ask for a specific person by name.	07/21/03	Follow up with agent. Agent was aware of the error and reported it immediately. She regretted the mistake and normally follows customer instructions.
5429	07/08/03		The tty user was complaining that the operator did not follow instructions when told to disable turbocode and because of that TTY user could not see typing.	07/09/03	No agent assigned to that number. Unable to coach the agent.
6568X	07/10/03	3	Customer called and gave CA instructions for phone number and address and CA provided phone number.	07/18/03	CA gave the instructions to DA operator and DA operator gave number and hung up. CA followed proper procedures.
3436-I	07/16/03	6	Customer said that agent did not spell very well.	07/31/03	CA was coached on spelling words correctly and word clarification.
6581X	07/20/03	35	Customer was having problems with prank calls through SRO.	07/20/03	Supervisor transferred customer to customer service as stated. Supervisor suggested customer may be able to block incoming calls.
6583X	07/22/03	4	Customer complained on two CA's. First CA dialed the wrong nbr. The second CA didn't let the customer know the outbound had hung up.	07/22/03	CA was coached on proper procedures.
7323za	07/25/03	18	Agent retrieved one voicemail msg for vco user. Agent followed cusotomer notes to allow caller to save or delete the msg. Since the agent typed the msg and voicemail options and then listened to response the voicemail timed out. VCO caller was very upset.	07/25/03	Agent coached on clarifiying instructions if unsure.
7323za	07/25/03	21			
6594X	07/28/03	5	Customer wanted to make another call and CA hung up.	07/28/03	Customer typed sksk and CA already hung up as customer changed their mind to make another call. Agent followed proper procedures.
2605	07/30/03	3	TTY user was upset that CA made him wait after he typed a msg to leave anans mach. CA.	05/25/04	Spoke with the customer and stated she hasn't had problems with relay. Case closed.
2598	07/22/03	21	The caller stated that the CA did not explain why there was a problem (TTY/VCO unable to read or respond).	07/22/03	Explained to the caller that CA was coached and CA was given several examples what should have been said to the voice person.

Complaint Tracking for Illinois

August 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2623	08/19/03	5	Customer states that she gave the CA the call in number but no call was placed. Said CA disconnected call.	08/21/03	Supervisor reviewed proper procedures with the CA.
3049J	08/21/03	16	Voice customer complained that they could hear the noisy keyboard during the call and it was very loud. They also heard people in the background.	08/26/03	Spoke to agent and coached on turning down microphone if customer requests.
6627X	08/24/03	1	Customer had typed out messages to answering machine but the messages delayed in sending. Customer got frustrated and hung up. Thanked the customer for the feedback. No follow up required.	08/15/03	Supervisor reviewed complaint with CA. CA was at fault. Reviewed proper procedures with CA.
2626	08/25/03	6	TTY customer was dissatisfied with the service she received from this CA. She said she had poor spelling and typed incorrect information. Several times typed "missed information".	08/25/03	Coached CA on listening closely for sound alikes. Asking for spelling on important names and details and pacing appropriately to avoid missed info.
2626	08/25/03	7			
2627	08/25/03	5	Agent disconnected caller after they gave the number to dial.	08/29/03	Coached agent on the proper call procedures to follow when a call needs to be disconnected and the consequences of disconnecting a call.
2635	08/30/03	5	Operator cut customer off from talking and they received a bunch of x's and numbers on TTY screen.	09/01/03	Coached agent to try disabling turbo code.
2635	08/30/03	6			
2635	08/30/03	7			
2635	08/30/03	17			
4272Z	08/30/03	5	Customer asked if answering machine to please leave a message. Customer noticed TTY signal flash and CA had hung up on them.	09/02/03	Agent claims to have not disconnected any call. Understands the consequences of disconnecting a call.

Complaint Tracking for Illinois

September 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4274Z	09/02/03	2	Operators are not following customer's notes which say do not use any abbreviations. Also operators are not giving their ID numbers.	05/17/04	Customer informed supervisor issue was due to TTY technical problem. No further action. Customer resolved issue.
2646	09/16/03	4	Customer typed "VCO please GA" - no response from CA. Typed it again and again-no response-feels CA should be refreshed as to how important calls can be.	09/18/03	Reviewed VCO procedures. CA was able to demonstrate correct handling.
2646	09/16/03	11			
2663	09/22/03	3	VCO customer said that agent didn't listen and follow her instructions.	09/30/03	Agent coached to follow customer notes instructions when processing calls.
3143-J	09/22/03	35	Caller would like relay policy changed so that either inbound or outbound party can request an agent change during a relay call.	05/25/04	Spoke with customer and she said all was working well.
6673X	09/23/03	5	Agent hung up on customer.	09/26/03	Reviewed procedures with agent.
8539	09/28/03	0	VCO user said GA, voice started talking but could still hear VCO user saying hello GA. CA not responding to voice. Voice user said CA must have fallen asleep. Voice and VCO customer hung up.	01/20/04	Unable to follow up with CA as CA is no longer with relay. No further action possible.
3163-J	09/30/03	29	Customer says the caller ID block is not working. TT I001247609	05/27/04	TT results - Caller id did not transmit on any test call, looks like training issue for that agent. TL will be informed.
3147-J	09/24/03	29	IL VCO customer rqsts IRS to make caller ID available as much as possible.	05/26/04	TT results - Tech reset the ACC. This cleared the problem.

Complaint Tracking for Illinois

October 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2671	10/01/03	21	Voice caller upset CA said the person hung up. The voice person has said under her breath something about the TTY was bugging her. Apparently TTY had not hung up because CA had typed the comment.	10/30/03	Unable to follow with this agent as this agent is no longer with relay. No further action possible.
6691X	10/05/03	2	Customer is very upset because agent redialed to erase messages on his voicemail when he wants it done the first time.	10/05/03	Supervisor showed agent how to process the call correctly. Agent understood.
3173J	10/06/03	4	Customer's daughter called through relay and the CA ignored customer and was not relaying what she was saying as she was typing, she waited until customer's daughter stopped typing to tell her what was said.	10/06/03	CA followed proper procedures by waiting for a complete sentence / concept before voicing to ensure a natural voice flow. CA understood upon request of a voice person CA can read word for word back to the voice person.
2682	10/08/03	3	Voice person said CA sounded like CA was faking voice. Customer could not understand CA and asked for a new agent. CA said was unable to make agent switch or call a supervisor.	10/13/03	Unable to follow up with this agent as this agent # is not used at this current time.
6702X	10/14/03	5	Customer asked agent to tell them if the voice person sounded young or old and agent hung up and did not answer the question.	10/14/03	CA is not aware of this call. CA is familiar with agent protocol of providing question upon request similar to situation indicated above.
6707X	10/17/03	35	Customer tried calling a number with a (976) area code. Informed customer that the system will not allow (976) calls. Customer wld like to know why. TT I00103300	05/24/04	TT results: Tech says (976) is a reserved area code, no one is allowed to call it, and therefore it is not a valid number
2698	10/20/03	3	Customer stated that a lot of operators seem unfamiliar with specific person ask procedures.	11/03/03	CA coached on proper procedures.
6716X	10/24/03	5	Customer complained that he was looking for a phone number for 3 mins and CA hung up on him.	10/24/03	CA had waited 4 mins for caller to come back on line. After 4 mins CA followed proper disconnect procedures.

Complaint Tracking for Illinois

November 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
7600C	11/29/03	21	Agent didn't tell the customer what was going on.	12/01/03	Coached CA and role played vco call handling. Reviewed PRG for correct handling of VCO.
3270J	11/05/03	29	Caller said she wants customer service to be able to transfer her back to a relay operators	05/26/04	Explained that agent at customer service would not be able to send call to relay due to not knowing which centers ad CA's who were available.
3269J	11/05/03	29	Caller said she thinks caller ID is not transmitting correctly.	05/26/04	TT results - Placed test call using customers dialing information to 2500 set with caller id. Customer caller id information transmitted without any problem.
6743X	11/07/03	3	Customer states they asked the CA to block their caller ID and relay asked them to voice. And then said they pressed the wrong button and hung up and redialed the call.	11/07/03	Operator was pulled for discussion - she made a mistake and apologized for her mistake. Will pay more attention in the future.
2726	11/09/03	17	VCO caller saif that CA interrupted her conversation with 3 lines of XXX's or SSS's but CA would not let her speak.	11/10/03	Customer would give the GA and no agent would type what voice person was saying and then VCO customer would start talking and yelling during the typing before the GA for her to speak. This would cause garbling. Supervisor on floor witnessed this.
2728	11/10/03	6	Customer states the CA did not spell well and she typed to slow.	11/10/03	Typing on the screen appeared accurate CA said they had to pace customer frequently as voice person was speaking very fast. CA also asked for spelling of cities for clarification.
2741	11/17/03	4	VCO customer said that CA sent her no data when she called. She got the incorrect CA number.	11/17/03	Supervisor 1950 coached on customer contact procedure. Agent was coached regarding proper call procedures.
6764X	11/21/03	7	Agent was polite but got confused when number for security was assured by Pizza services.	12/04/03	Agent coached and reminded of call porcessing guidelines.

Complaint Tracking for Illinois

December 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2758	12/03/03	9	Customer says CA did not respond to GA and evetually the OB hung up. Thought that CA was sleeping.	12/16/03	CA was coached on proper vco procedures.
6788X	12/06/03	5	Customer had wanted to place another call after their call was over. CA hung up on customer.	12/08/03	Supervisor reviewed complaint with agent. Supervisor reviewed proper rprocedures.
6798X	12/07/03	3	Customer states agent dialed the wrong number	12/30/03	Unable to dispute the charge with Verizon. Customer will have to contact Verizon directly.
6791X	12/08/03	17	Customer states that agent was very rude. There were long relays that even the hard of hearing customer was asking the OB what was going on was there a probem.	12/09/03	Coached agent on proper procedures on pacing customers and using appropriate phrases to pace so that there will be no personal interactions.
3372J	12/11/03	35	TTY customer receiving extremely fast transmission of typed messages via IL relay. Problem for past two weeks, happened approx 10 times. TT I001418663	05/19/04	TT results - Tech attempted to reach the customer twice to give him this information, but there was no answer.
5456	12/15/03	9	TTY customer said they always have several complaints about IRC operators always minsunderstanding them.	05/17/04	Spoke with customer and customer says all is fine now, no complaints.
3402J	12/20/03	3	Customer states that she asked this agent not to announce relay. She asked the agent if he did announce the relay and he said no he had not. But the way the phone was answered she could tell that they know it was relay services.	12/22/03	Met with CA and went over not announcing procedures. CA domestrated knowledge and understanding of proper procedures.
3409J	12/22/03	11	VCO user complains that CA is not connecting her calls correctly and she is unable to communicate with her daughter each time she encounters this agent.	12/23/03	MN relay has no CA with this number.
2778	12/22/03	5	IB upset because she said OB wasn't understanding her and she did not feel the CA was relaying properly.	12/27/03	Reviewed the importance of never disconnecting a caller as well as relaying feelings as best possible.
2778	12/22/03	16			
5459	12/22/03	35	Customer requests someone from relay adminstration call them back about fraudulent calls to his business through relay placing order with bad credit cards.	05/19/04	Spoke with the customer who stated these calls stopped after he called Sprint relay to complain.
3414J	12/23/03	26	IL VCO customer experiencing garbling. TT 1443938.	05/27/04	TT results - Unfortunately there is not enough information on the ticket to investigate. I could not determine where the agent was sitting to investigate the hardware. Suspect it was a bad connection at the CO.
6807X	12/28/03	4	Agent sent ringing 1...and then stopped typing for a long time. Customer asked what was going on and then agent typed (F) and then stopped.	12/02/03	Coached CA on keeping customer informed with appropriate progress reports.
6808X	12/28/03	17	Customer says agent was rude.	12/29/04	Agent coached on proper procedures and not being rude.

Complaint Tracking for Illinois

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2787	12/30/03	3	Caller was very upset with services when caller asked CA to disable turbocode and CA did not.	01/04/04	CA said she did disable turbocode and customer apparently was still receiving garbling. CA was able to demonstrate correct turbocode disablement. Account Manager followed up with the customer.
2757	05/18/04	17	Customer stated that the CA wasn't patient, friendly, or willing to assist on call processing.	12/04/03	Agent was coached on not being rude.

Complaint Tracking for Illinois

January 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6816X	01/01/04	17	Customer called to let us know CA typed hung up to her daughter when she was trying to place a call.	01/01/04	Agent number was not available - supervisor unable to follow up.
6820X	01/08/04	5	Operator hung up on customer while redialing to leave her message. So operator did not tell customer whether or not her message was left.	01/08/04	No agent number provided so no follow up was possible.
6821X	01/08/04	4	Customer was angry because the business she called was closed and relay did not tell her the time.	01/08/04	Agent followed proper procedures by not getting involved in conversation and remaining transparent while call was on process.
3460J	01/09/04	8	Customer states that it was very hard for the voice person that she was calling to understand the relay agent.	01/14/04	Met with agent and coached on the importance of voicing clarity and to make sure that the headset is always adjusted accordingly.
4388Z	01/09/04	29	Customer upset that she dials 711 from her house and receives TTY tones then ASCII. Then an operator. She wants to receive the opr first.	05/25/04	TT results - System is functioning as designed.
3467J	01/12/04	27	Customer called in to let us know when she attempted to make a call using her FD numbers they were not available. TT 1474977.	05/17/04	TT results - verified frequently dialed list was available for both numbers.
5462	01/16/04	3	Caller asked for a live person. Agent relayed recording but did not select the option for a live person as instructed by caller before outdial.	01/21/04	CA coached to be more careful and pay attention to customer instructions. Supervisor reviewed proper procedures with CA.
4418Z	01/16/04	5	S2S customer says everytime he gets this operator she hangs up on him.	01/21/04	Agent is aware of the policy and consequences of hanging up on a customer.
6826X	01/17/04	21	Customer was not familiar with the relay svc and thought it was solicitation from LD carrier. When the customer was talking to herself about how she the customer was handlign the call and told the agent not to type what she was saying the agent typed eveything.	01/17/04	Customer did not get agent number - explained we were not able to follow up with agent.
6836X	01/17/04	21	Customer was not familiar with the relay svc and thought it was solicitation from LD carrier. When the customer was talking to herself about how she the customer was handlign the call and told the agent not to type what she was saying the agent typed eveything.	01/17/04	Customer did not get agent number - explained we were not able to follow up with agent.
7846C	01/21/04		Opr didn't put a GA and customer got frustrated waiting for it. Then operator didn't send person hung up GA to SK and customer didn't know if they were still on the line.	01/22/04	Supervisor coached agent on making sure GA is sent at the appropriate time. Also coached agent on sending correct macros.

Complaint Tracking for Illinois

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2825	01/24/04	26	Customer was angry that there was garble on her call.		TT results - Tech made several test calls but only experienced one garbled character. The Adtrans have been installed for over a year, so if the customer has only been experiencing garbling in the last few months, it may be due to a change on their equipment.
3023k	01/26/04	27	VCO customer says call was transferred in from relay and when on the call with RCS there was not DB info available and the call showed as orignating in WI.	05/26/04	TT results - Unable to duplicate problem. Logged into test position and placed test call using customers ANI and call populated with customer information.
2835	01/30/04	5	Customer stated call disconnected in process of voice mail retrieval.	01/30/04	Without CA ID number no further action possible.
2836	01/31/04	3	Customer stated CA did not follow customer notes.	01/31/04	CA stated they did not fully understand notes. Advised CA to ask for clarification if notes unclear. Advised of the importance of following customer notes.
2834	01/28/04	5	VCO said she told the CA she wanted to make another call and the CA hung up on her in a rude manner.	02/13/04	Spoke with agent regarding proper call processing procedures.
2834	01/28/04	17			

Complaint Tracking for Illinois

February 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2843	02/05/04	21	The customer wanted to speak to this CA to clarify the email address from a customer in West Africa who called in to purchase her prodcuct. I explained the relay protocol of privacy of relay calls and we may not be able to provide this info.	02/11/04	Coached agent on the usage of symbols when typing email address.
3094X	02/13/04	21	Customer states she does not like the new policy that agents all seems to be doing recently. They are interrupting calls more than ever typing (no background noise or Silence in background.	05/17/04	Advised training department of this issue.
5468	02/14/04	1	The customer called to say they were very angry because they had to repeat the number 3x to the CA.		CA followed proper procedures by asking for the number again as it was illegible. Reviewed proper procedures with CA.
2860	02/14/04	17	Voice customer concerned that CA was rude.	02/14/04	CA advised that was absolutely in oppostition of relay protocol and cautioned her against that.
6881X	02/21/04	3	Customer asked agent to call DA and asked for persons address only no phone number customer was upset at agent and disconnected	02/21/04	CA dialed CA and asked for address. DA transferred to recording giving number only. CA states they did not disconnect caller. Reviewed follow customer instructions. Reviewed not disconnecting caller.
6881X	02/21/04	5			

Complaint Tracking for Illinois

March 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3156K	03/03/04	20	S2S customer called to report that all S2S oprs were bust so customer was transferred to a regular operator. Customer asked to be trasnferred back to S2S and asked for a supervisor to assist. Supervisor wld not transfer to S2S and told customer to hang up.	03/10/04	Supervisor states she did not assist on speech call. Supervisor shows knowledge of how to transferred speech to speech calls.
2900	03/08/04	5	Customer said agent hung up on them.	03/08/04	Met with CA who said because of the slow typing tranmission voice person kept hanging up. He said then the "red inbound box appeared and inbound disconnected. CA did not feel call dropped.
7734D	03/23/04	4	The agent did not explain relay to voice person and they did not understand what she was talking about.	03/23/04	There is not agent with this id. Unable to discuss with agent. No further action possible.
7741D	03/25/04	21	Caller could tell the agent was chewing gum and it was distrubtive and caller could not concentrate on what they were saying.	03/25/04	Talked to operator and he understood that chewing gun was not permitted.
3240K	03/30/04	24	Customer states her calling from number shows incorrectly to relay.	05/17/04	TT results - LEC working issue on the customer's end. Cased closed.

Complaint Tracking for Illinois

April 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2934	04/01/04	21	Customer stated her daughter received harassing obscene calls through relay. Wants to know why CA's continue to relay such calls.	04/01/04	Explained the procedure and offered then Sprint CS.
8621D	04/05/04	5	Customer gave the agent the number to dial and waited a few minutes. Customer then saw the light that indicates the agent hung up.	04/08/04	Spoke with the agent and she stated there may have been problems getting connected with the TTY user. She understood the correct porcedure.
2185X	04/05/04	5	Voice customer asked to speak to a supervisor. Agent told customer that she would have to call relay customer service and proceeded to give her the number. Before agent finished giving the nbr he disconnected the line.	04/06/04	Spoke to agent who said inbound customer hung up. Reviewed proper procedures with agent. Syterm timed out before agent could finish giving number. Agent did not hang up.
3231K	04/05/04	5	Caller is a receptionist for a relay center and said agent announced call to her and then assumed that she was a relay operator Caller said she was not a relay operator - agent renounced the call then hung up on caliler.	04/05/04	Reminded agent not to assume but ask directly if person is an agent. Went over disconnect porcedures.
2939	04/06/04	3	TTY very upset that operators are not listening.	04/06/04	Both CA's demonstrated correct porcedures invloved with disabling turbocode.
6942X	04/10/04	17	Customer complained that agent had insulted him during his previous call.	04/10/04	Unable to follow with either agent or customer.
9008n	04/14/04	5	Customer gave the agent the number to dial and the asked the calling from number. The customer got upset and the agent disconnected caller.	04/14/04	Agent is aware of disconnect procedures and to get a supervisor if something like this occurs.
9009n	04/14/04	5	Voice person called for clarification on procedure when relay calls a business and asks the operator if they can hold. I explained the opr cannot get involved but can redefine role. She states the opr just ignored her.	04/15/04	CA recalled this call and was coached on proper procedures with the person requesting CA to hold. CA did not disconnect the call.
3289K	04/14/04	33	VCO customer experiencing problems making long distance calls from work place for past two weeks. No problem in past. Employer had Sprint LD account but call will not go through Sprint Network via IL relay.	05/04/04	Invalid Ticket number. Unable to resolve.
9021D	04/28/04	3	Customer gave agent 800 number to dial, states agent dialed 630 - no excuse for such a careless mistake.	04/28/04	Coached agent to be careful to dial correctly and to attend to the area code.

Complaint Tracking for Illinois

May 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2971	05/05/04	3	VCO user said she gave CA specific instructions on how to process the call and the instructions were not followed.	05/05/04	Coached CA to follow customer instructions when processing calls.
2989	05/25/04	21	Customer stated that she was upset that when talking to her client, the client know some of the conversation customer made to other people.	05/25/04	It was explained to the customer that CA protocol is to relay the background information either verbatim or in general to the TTY user.
5489	05/09/04	21	The customer stated that the agent added "I'll call you tomorrow" when their party had not said that.	05/22/04	CA was coached on typing verbatim and not adding any words.
6995X	05/05/04	21	VCO complained that when she calls relay from her business phone CA's are not quick about opening their handsets to hear her voice.	05/05/04	Supervisor shared this complaint with our trainer.
9032N	05/04/04	5	TTY user called 711 and the CA accused him of dialing the 800 voice number and told him to hang up and call via the 800 TTY number.	05/04/04	Operator was advised that rudeness is not going to be tolerated and that she denies this customer's right to place his call.
5495	05/29/04	5	Tty user said they would like supervisor to call them regarding CA disconnecting calls. She also complained that a CA was chewing gum but she did not have the agent's numbers.	06/04/04	Coached on penalty for hanging up on customer.

CapTel Complaints Illinois

Date of Complaint	State Program	Nature of Complaint	Explanation of Resolution or Status	Date Resolved
2/10/04	IL	Dialing issue	Collected information via email and provided to tech support. Tech support configured a change to enable calls to that regional number.	2/11/04
2/11/04	IL	Echo Sounds	Provided customer tips on echo.	2/11/04
3/2/04	IL	Disconnect/Reconnect during a call	Over the wire upgrade arranged and resolved issue.	3/3/04
3/4/04	IL	Disconnect/Reconnect during a call	Explained to customer why the disconnections might be occurring and sent letter on tips to minimize disconnections. Told customer to contact us if have further questions or problems.	3/4/04
3/17/04	IL	Disconnec/Reconnect during calls	Faxed customer disconnection tips. Learned customer has Call Waiting. Sent fax explaining how to block that as well as other tips.	3/17/04
3/29/04	IL	Connection: Captioned calls	Advised customer to re-set unit. Discussed set-up. Did test calls. Test calls for both outgoing and incoming calls successful. CS determined that customer or other parties were dialing 1800 relay number instead of the CapTel Captioning Service. Sent customer	3/29/04
4/7/2004; 4/15/04; 4/20/04	IL	Sound Quality	Provided troubleshooting tips/support ongoing. Recommended audio jack handset.	4/8/2004; 4/15/04; 4/20/04
4/8/04	IL	Disconnect/Reconnect during calls	Sent letter with disconnection tip. Attempted follow up with customer on 4, 23, 4/29. Learned customer on business travel. Connected with customer 5/26. Referred case to tech support for further investigation/ assistance with customer line interference. Ongoing assistance from technical support to customer.	5/26/04
4/23/04	IL	Disconnect/Reconnect during calls	Extensive troubleshooting with customer. Test calls with customer on 4/26. Follow up letter sent on 4/29. Referred case to tech support for further investigation/ assistance with customer line interference. Ongoing assistance available from technical support.	4/29/04
4/26/04	IL	Billing Issue	Long distance captioned calls will not be billed to customer until it's resolved.	4/26/04
5/3/04	IL	Unable to make captioned calls during part of the evening of 5/2/04.	Resolved overnight by Captioning Center/technicians.	5/3/04
5/3/04	IL	Unable to make captioned calls during part of the evening of 5/2/04.	Resolved overnight by Captioning Center/Technicians.	5/3/04
5/10/04	IL	Disconnect/Reconnect during calls; Echo Sounds	Emailed tips to reduce echo and disconnect/reconnect to customer. Customer will contact us if need further	5/10/04
5/11/04	IL	Disconnect/Reconnect during calls	Mailed tips to reduce disconnect/reconnect to customer. Customer will contact us if need further assistance.	5/11/04
5/14/04	IL	Disconnect/Reconnect during calls/DTMF Tone Interference	Customer got filter for DSL & received Disconnection tips/MM and Kurt put customer in Voicemail database.	5/17/04
5/18/04	IL	Disconnect/Reconnect during calls	Sent email explaining remedies on how to reduce the occurrence of disconnect/reconnect. Customer will let us know if need further assistance.	5/18/04
5/25/04	IL	Billing Issue	Long distance captioned calls will not be billed to customer until it's resolved.	5/25/04
5/28/04	IL	Disconnect/Reconnect during calls	Did initial troubleshooting to find what was causing disconnection. Sent Disconnection tips. Ongoing support to customer available.	5/31/04