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DIVISION OF COMPETITIVE MARKETS & ENFORCEMENT
BETH W. SALAK
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(850) 413-6600

Public Service Commission

June 23, 2005

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

DOCKET FILE COPY ORIGINAL

Re: In the Matter of Telecommunications Relay Service and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 123

Dear Ms. Dortch:

03

As required in the above referenced docket, Florida submits the Annual Complaint Log for complaints received from June 1, 2004 through May 31, 2005 that allege a violation of the federal Telecommunications Relay Services (TRS) mandatory minimum standards. The log includes the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution. A log of CapTel complaints has been submitted separately from the TRS complaints. Also included is an Annual Tally Report with total complaints by category.

A 3.5" diskette is included that contains an electronic copy of each enclosed report.

If you have questions, please contact me at 850/413-6582 or rmoses@psc.state.fl.us.

Sincerely,

Rick Moses

Rick Moses
Chief, Bureau of Service Quality

Enclosure

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List ABCDE

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Sprint

Relay FL

6/04 - 5/05

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
	SERVICE COMPLAINTS													
#00	Answer Wait Time	0	0	0	1	0	0	0	0	0	0	1	1	3
#01	Dial Out Time	0	0	0	0	1	0	0	1	0	1	1	0	4
#02	Didn't Follow Database Inst.	0	0	0	0	1	0	0	0	0	0	0	0	1
#03	Didn't Follow Cust. Instruct.	0	0	0	0	1	1	1	0	1	0	2	2	8
#04	Didn't Keep Customer Informed	0	0	0	0	0	1	1	2	1	0	0	0	5
#05	Agent Disconnected Caller	1	0	1	1	2	0	0	1	2	0	1	4	13
#06	Poor Spelling	3	0	0	1	0	0	0	0	0	0	0	0	4
#07	Typing Speed/Accuracy	0	0	0	0	2	0	0	0	0	0	0	1	3
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0
#09	Everything Relayed	0	0	0	0	0	2	0	0	0	0	0	0	2
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	0	0	0	0	0	2	0	0	0	0	0	2
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	1	0	0	0	0	1
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0	0	1	0	0	0	1
#17	Agent Was Rude	1	1	0	1	0	2	0	1	0	0	1	0	7
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	1	0	0	1
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	1	0	1
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	2	3	2	0	1	2	3	0	0	0	0	1	14
	TOTAL	7	4	3	4	8	6	7	6	5	2	7	9	70
	TECHNICAL COMPLAINTS													
#22	Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#24	Trouble Linking Up	2	1	2	0	1	0	1	0	1	17	2	3	30
#25	Line Disconnected	0	0	2	0	0	0	0	2	1	2	1	1	9
#26	Garbled Message	0	0	0	0	0	0	0	0	0	3	4	0	7
#27	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	3	0	0	1	1	1	1	2	3	5	6	5	28
#57	Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0
#58	Regional 800 Calls	0	1	0	0	0	0	0	0	0	0	1	0	2
#59	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL	5	2	4	1	2	1	2	4	5	27	14	9	76
	MISC COMPLAINTS													
#30	Rates	1	1	0	1	0	0	0	0	1	0	1	0	5
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0
#35	Other	1	2	1	0	0	0	0	1	1	0	1	1	8
	TOTAL	2	3	1	1	0	0	0	1	2	0	2	1	13
	TOTAL CONTACT	14	9	8	6	10	9	6	11	12	29	23	19	159

Complaint Tracking for FL CapTel (06/01/2004-05/31/05). Total Customer Contacts: 54

Date of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date Resolved
6/2/04	Billing Issue	Explained billing situation to customer.	6/9/04
6/7/04	Dialing Issue	Every time customer dials out, their office phone system transmits an area code from a different state. Customer will check with their phone administrator. Customer will dial full 10 digit number to successfully make calls.	6/7/04
6/7/04	DTMF Tone Interference	Tech Support adjusted DTMF tone pass through. Confirmed resolution was successful.	6/7/04
6/10/04	Echo Sounds	Advised customer on tips to reduce echo sounds using the Volume Boost button and adjustment of Volume slide. Provided customer with an over the phone line update.	6/10/04
6/24/04	Dialing Issue	Customer's office telephone network sends out different area codes and phone numbers to captioning service. Customer will contact their phone administrator to possibly change telephone network. Customer will dial 10 digit number for local telephone calls in the interim.	6/24/04
6/29/04	Echo Sounds	Sent customer tips to reduce echo sounds and others tips for general CapTel use. Provided customer with an over the phone line update.	6/29/04
7/7/04	Billing Issue	Explained billing situation to customer.	7/7/04
7/8/04	Dialing Issue	Advised customer to dial local calls with area code as an interim solution. Tech support implemented a technical modification that resolved the case.	7/30/04
7/13/04	Dialing Issue	Technical Support corrected regional 800 number so CapTel user can successfully make captioned call to 800 number. Remedy provided.	7/13/04
8/24/04	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent a letter in the mail with tips to reduce their occurrence.	8/24/04
8/30/04	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent a letter in the mail with tips to reduce their occurrence.	8/30/04
9/14/04	Billing Issue	Explained billing situation to customer.	9/14/04

9/23/04	DTMF Tone Interference	Tech Support adjusted DTMF tone pass through. Confirmed resolution was successful.	9/24/04
10/15/04	Accuracy of captions	Call involved medical terminology and certain words were incorrectly presented during the call. Thanked customer for feedback and forwarded to appropriate staff for follow up with the CA.	10/15/04
10/20/04	Account Login Failure	Unit's account activated. Unit now operational.	10/20/04
10/22/04	Echo Sounds	Advised customer on tips to avoid echo sounds.	10/22/04
10/26/04	Accuracy of captions	Passed complaint to director of captioning service, who agreed to contact customer regarding Spanish grammatics of captions.	10/26/04
11/24/04	Echo sounds	Advised holding phone away from mouth/face and making good acoustical seal with ear. Remedy provided.	11/24/04
12/9/04	Billing Issue	Explained billing situation to customer.	12/9/04
12/13/04	Inability for CapTel unit to reach data toll free # due to network congestion	Explained to customer that there was transmission congestion within the nationwide toll free network. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of that network confirmed they expanded the capacity and the transmission difficulties should be resolved.	12/13/04
1/3/05	Disconnect/Reconnect during calls	Customer experiences immediate disconnection; tech support identified this as a telephone network line-related problem. Tech support enabled new software to try and work around this.	1/3/05
1/10/05	Disconnect/Reconnect during calls	Customer has Call Waiting feature and didn't program a "block". Advised customer to enter in block for call waiting. Remedy provided.	1/10/05
1/19/05	DTMF Tone Interference	Tech Support adjusted DTMF tone pass through. Confirmed resolution was successful.	1/19/04
1/26/05	DTMF Tone Interference	Tech Support adjusted DTMF tone pass through. Confirmed resolution was successful.	1/26/05
2/4/05	Billing Issue	Explained billing situation to customer.	2/4/05
2/7/05	Disconnect/Reconnect during calls	Advised customer of cause of disconnect/reconnect and tips to remedy. Customer states will contact local telephone company for line check.	2/7/05
2/22/05	Echo Sounds	Discussed tips to reduce the occurrence of echo.	2/22/05
2/23/05	DTMF Tone Interference	Tech Support adjusted DTMF tone pass through. Confirmed resolution was successful.	2/23/05
2/24/05	Inability for CapTel unit to reach data toll free # due to toll free network routing problem.	Contacted toll free network managers and they resolved the problem at their end. Customer service representative confirmed with customer that they are able to make calls.	3/2/05

3/1/05	Inability for CapTel users to reach the data toll free number	Tech support alerted managers of toll free network of the problem. Customer service representative confirmed with customer that now able to make and receive captioned calls.	3/2/05
3/11/05	Voice user unable to reach CapTel user by cell phone.	Conducted test call to CapTel user, to ensure ability to accept incoming call. Informed caller of possible 1-800 block on caller's cell phone/provider.	3/11/05
3/22/05	Disconnect/Reconnect during calls	Customer advised of causes of disconnect/reconnect. Customer will contact DSL provider for new in-line analog filter and line check.	3/22/05
3/25/05	DTMF Tone Interference	Tech Support adjusted DTMF tone pass through. Confirmed resolution was successful.	3/25/05
3/28/05	Inability for CapTel users to reach the data toll free number	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.	3/28/05
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3/28/05	Inability for CapTel users to reach the data toll free number	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.	3/28/95
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3/28/05	Inability for CapTel users to reach the data toll free number	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.	3/28/05
3/31/05	Disconnection/Reconnect during calls	Customer informed of causes of disconnection/reconnection. Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.	3/31/05
4/4/05	Billing Issue	Explained billing situation to customer.	4/4/05
4/20/05	Incoming Connection - CapTioned Calls	Tech support identified and remedied the circumstances with a system change on 5/25/05. Customer notified. Customer states that all is well.	4/22/05; ongoing
4/21/05	Caller ID shows number but not name	Our technicians have reported this problem to the IXC network managers for correction.	4/21/05; ongoing
4/22/05	Disconnect/Reconnect during calls	Customer removed the Call Waiting feature as they did not really need it. Situation improved.	4/25/05
5/6/05	DTMF Tone Interference	Tech Support adjusted DTMF tone pass through. Confirmed resolution was successful.	05/06/05
5/12/05	Accuracy of captions	Explained to customer how incorrect captions of conversation may have been caused. Customer expressed concern with one word appearing in error that caused confusion. Customer encouraged to collect CA # and date of call, and also to ask the other party to clarify if a word is received that caused question.	05/17/05
5/19/05	Echo Sounds	Sent customer over-the-phone line software update to provide resolution.	5/19/05; 6/2/05 software update
5/20/05	Inability for CapTel users to reach the data toll free number	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are now able to make calls.	05/20/05
5/27/05	Disconnect/Reconnect during calls	Sent customer suggestions for alleviating disconnection-reconnection incidences.	05/27/05

Complaint Tracking for FL CapTel (06/01/2004-05/31/05). Total Customer Contacts: 54

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Complaint Tracking for FL TRS (06/01/2004-05/31/05). Total Customer Contacts: 105

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/06/05	TTY user complained that the CA would not answer a question and left them sitting there without responding. This was during the CAs retrieval and relaying of a voice mail message. Informed caller complaint would be passed on to the CAs supervisor.	01/25/05	Offered to get another CA to complete the customer's call. Original CA followed proper procedure. The CA was coached on keeping the caller better informed in the future.
01/09/05	Customer gave agent number to dial and waited for a long period with no response from the agent. Customer typed "are you planning to dial?" and received no reply resulting in customer giving up and disconnecting without the knowledge of if the call was placed or not. RCS apologized to customer and assured the matter would be looked into. Customer requested call back with the resolution to this problem.	01/09/05	Met with agent, but did not remember this call. The agent also stated that they would not hang up on a customer. Informed agent of the severity of disconnecting on a customer or ignoring their instructions, which can lead up to and including termination. Tried to contact customer several times, but there was no answer at the number provided.
01/11/05	TTY user requested agent 1372F retrieve her messages. After the agent typed the messages, the tty user asked her to delete the message. The agent typed (Msg deleted). However the agent did not delete the message as the tty user called back later and the message was in the box. She stated that she was "pissed" that the agent "told her a lie."	01/11/05	Followed up with agent 1372F. According to the agent, she did deleted the message upon request. Agent then demonstrated knowledge in deleting message in an answer mach/voice mail processing.
01/12/05	Voice person stated that he had called his mother and he got the impression that the agent was not focused on the call.	01/12/05	The supervisor apologized to the caller, and then he hung up. The supervisor met with agent and she stated that she did yawned on the call, and the voice person said she was to pre-occupied to do the call and hung up. Reminded the agents that if they need to yawn, cough or sneeze etc, that they need to mute their mic for that moment. Coached them on the importance of always presenting a professional image during a call at all times, and stay focus during the call.
01/17/05	TTY user complains they can not reach relay dialing 711 or 800-955-8771 (FL Relay) for 10 to 15 minutes this morning. I apologized for problem, test called and reached agent immediately. Referred customer to LEC for 711 access. Customer wants account manager to contact his mom at work.	05/13/05	No contact information provided. Account Manager not able to follow up.
01/25/05	The Account Manager reported that the customer had problems with the relay service. Customer explained that the operator typed inaccurately, and he was unable to process his 2-line-VCO call. The manager apologized and assured that the complaint will be resolved.	01/25/05	The supervisor reviewed the complaint with the agent. The agent said that he was sitting in the back section of the floor. While the call was being processed, agent was a bit confused of what was going on because they were able to hear each other. Agent did not type anything because he was confused. He was not able to ask for assistance as he says there was no one available. Coached agent on call procedures. Went over call set and scenario with agent. Agent understood importance.

01/28/05	Customer complained that he was on a very involved business call and the CA disconnected in the middle of a very difficult account investigation. He kept on typing not realizing the line had cut off. He thought the CA should have called him back and explained what happened, and reconnected. Customer Service Response: Apologized and explained that CA cannot call back to him. Thanked him for letting us know. Follow up requested by supervisor and acct. mgr.	01/28/05	The supervisor met with the CA regarding complaint. CA said she had not had any calls like this today. She said yesterday she had a call that may have met that description where the call simply dropped off her station (technical problem). CA said she would never disconnect a customer. Coached CA on correct disconnect protocol. Emailed consumer with the resolution as per his request.
02/01/05	Customer said they were on a call on hold now for ten minutes and operator had not responded to inquiries as to what is happening. Wanted to know if still on hold or what happened. No response from operator but line is showing still connected. Customer Service Response: Apologized for inconvenience and told them report would be sent to call center supervisor. No follow up necessary.	02/01/05	Met with agent, she did not remember the call. Agent did state that she would not hang up on any customers. Coached agent on the importance of always keeping a customer informed during a call. Also on the severity of hanging up on a customer which can lead up to termination.
02/04/05	Customer states she is bothered by the noise in the FL center. The customer explains she hears personal conversations, laughing and more. She will call with specific agent ID numbers so the supervisors can provide one-on-one coaching. For now, the customer requests that a general memo be distributed in the center where the "9" operators are located. Apologized. No follow up requested.	02/04/05	Complain was forwarded to center manager, and each agent was addressed on the issue by their supervisor. Will continue to monitor the noise level in the center, and take any appropriate actions needed. These steps were put into effect as of 2/07/05.
02/07/05	Customer reported that she gave CA information with credit card to find out credit info and balance available only. Asked her not to get live rep, just enter acct number and code only. Then she stopped relaying to me, and I typed Hello, Hello, but no reply. Then had to hang up and call back to get different agent. Customer Service response: Told her report would be sent to customer service, then to supervisor. Apologized for inconvenience. Follow up information provided.	02/07/05	Met with agent, but agent does not remember this call. Agent stated that she would not hang up on a customer. Coached agent on always keeping the customer informed during a call. Also, on the severity of hanging up on a customer. Tried to reach customer several times, was only able to leave a message with a family member.
02/07/05	Customer asked CA to dial directory assistance 1-800-555-1212 and said it was only for business, not residence, and just hung up. Customer Service Response: Apologized for the inconvenience and provided the number for directory assistance. No follow up requested.	02/07/05	Met with agent, did not remember this specific call. Agent stated she would not hang up on a customer. Reminded the agent on the severity of hanging up on customers, which can lead up to termination.
02/07/05	Customer asked for directory assistance to dial 1-800-555-1212 to reach a person. Said that was only business listings, then CA hung up without letting me talk to DA. Customer Service response: Apologized for inconvenience and provided the DA number for future contacts. No follow up requested.	02/07/05	When checking for agent number, searched the whole system for it, and it shows this number has not been assigned to any agent for several months. Customer may have wrote down incorrect agent number.

02/24/05	Customer reported that the agent disconnected call in middle of conversation. Customer felt this was rude. I apologized, and attempted to offer account manager contact. Caller became abusive. No contact.	02/24/05	Unable to resolve complain. When checking through our system, this number has not been assigned to anyone for several months.
02/25/05	From the County Jail, when the inmates call from this number to FL Relay numbers they were getting busy signals. AT&T has been keeping watch over their lines and their technician says the calls were leaving the Jail correctly and that the problem is on our end.	02/25/05	A TRS ticket was opened with the SAMC. The ticket number is 7196531. The ticket is being work by the SOSC group which handles the networking outside Relay platform. Platform has been updated to identify calls coming from the prisons during third quarter of 2005.
03/08/05	Customer states the operator misdialed. He explained that he repeated the number to call 3 times. He had asked for an 800 number, but she dialed the number with local area code. He questioned the agent, and she disconnected the line. Apologized. Follow up requested.	03/10/05	After investigating the situation it was determined that the agent was under pressure and accidentally disconnected the call. Appropriate action was taken and she understands to be very careful in the future. Attempted to call customer twice on 3/10/05 at 5:25pm. Called again and thanked customer for their time.
03/10/05	Florida hearing customer states her caller ID was not transmitting when calling through Florida Relay. Customer states this started happening last summer when the hurricanes hit Florida. Customer says her hearing impaired friend doesn't know who is calling her and thinks it is a phone solicitor, because it says unavailable. I apologized to the customer and she would like a follow up from the account manager.	03/10/05	Account Manager called and left message explaining to dial *82 first to enable the caller ID so the called party will know who was calling. Left the contact information or ask for customer service if the problem persists. The True Caller ID solution went into effect on March 8 and it would block if the customers have blocked their numbers.
03/11/05	Florida VCO customer has been receiving calls from a number and says in the past two weeks there has been garbling. Customer does not have the agent number because it is garbled and she can not read it. I apologized to the customer. Customer would like a follow up.	03/15/05	The representative spoke to tech on site, and he stated that a trouble ticket #2425927 was assigned for this specific problem. Technician called the customer to conduct test calls and it was trouble free. Explained the customer that garbling contributed by many factors such as background noise, static on the line, or the equipment itself, etc.
03/13/05	A VCO customer called to complain that when her son called her, the messages were all garbled. She said this only happens when her son calls her. With everyone else, she does not have a problem with garbling. Apologized to customer for inconvenience. Wrote down all agent numbers associated with this recurring problem. Opened a trouble ticket on issue. No follow-up requested.	03/13/05	This is issue is already been followed up by the technicians. As mentioned, a trouble ticket was opened. The technicians were investigating the ongoing garbling issue experienced by VCO users for last few days.
03/17/05	Operator left a message on a TTY answering machine but didn't leave voice person name in message. No follow up required	03/18/05	Met with the agent and went over the proper procedures. She understood well.

03/23/05	Florida voice user complains when he calls to a VCO user in MD there is always garbling on the line. Customer feels agents are slow to respond on 711 and can not spell. I attempted to explain garbling can be caused by many variables, and offer the equipment manufacturer # for advice on possible equipment issues. Caller did not know name brand of TTY/VCO equipment. I detected static on the land line phone during his call to RCS. Caller would like to hear from FL Acct Manager.	03/23/05	Contacted customer to inform that there was a technical problem and apologized. Customer also was advised to have the line checked by the phone company since static has been detected during the call.
03/24/05	FL VCO complains people hang up on her as her caller ID does not show when calling 711. She complains the announcement also causes this, as it sounds like telemarketing. I apologized explaining the caller ID can not be guaranteed to work for all calls, reselected CID to transmit for her #, and explained I can add a note to change how her calls are announced. Let her know I will ask technicians to look into this issue. Customer would like to hear from Account Manager.	03/24/05	Account Manager not able to reach customer after few attempts. No answering machine. The customer needs to dial *82 to unblock the caller ID. It is very possible that the TRS system experienced circuit issues that affected the caller ID system during the month of March. Sprint has ceased to receive complaints regarding caller ID afterward. Sprint has launched true caller ID feature on March 8th that would send accurate information so the customers may have the number blocked.
03/25/05	Customer reporting that two numbers she has been trying to call all day through relay service only reach fast busy signals. If she dials direct from her phone to the numbers, the phone rings, but not when calling using relay service. One number is to a hospital, the other to a residence. Customer Service Response: I thanked the caller for letting us know, then placed two test calls from my desk phone to the numbers given. Both times the line rang with no answer. Told her I would enter a trouble ticket if she had the agent ID number, which she provided. Entered TT#I002454657. Asked tech to contact customer with results, or to test. No follow up requested.	03/25/05	Unable to resolve complain, this is a technical issue, and a trouble ticket was open up. The technician had the circuits restored to correct the problem. The customer has been also informed that it was fixed.
03/25/05	TTY user unable to dial NC number via FL Relay for past 3 days line always busy call could be made from regular phone without a problem. Apologized for problem encountered advised complaint and trouble ticket was entered # I002455272. Customer requests contact from Account Manager when trouble ticket is closed.	05/27/05	The circuits affecting the customer have been restored. The technician made test calls to the number in NC and confirmed. The customer was informed that the problem was resolved.
03/26/05	Voice customer is unable to reach VCO person via FL relay and they keep getting a busy signal. Apologized and suggested they try using OK relay number temporally. No Follow-up requested.	03/30/05	Customer service tested VCO thru FL gate and worked. Trouble ticket issued. Down circuits have been restored and the problem has been rectified. The technician called and notified customer that the problem has been fixed.
03/29/05	A FL customer get fast busy when dialing thru the relay. Has no problem when dialing the number direct only thru the relay. A trouble ticket I002461390 was entered on this problem.	03/29/05	Unable to resolve complain, this was a technical issue and a trouble ticket was already issued. Circuits that were down have been restored, and the technician made test calls to confirm workability. Also, the technician called the customers to inform them.

03/29/05	A FL TTY customer called to say that they can reach the relay service but when the relay service dials the number for them they always get a busy signal. RCS: Apologized for the problem. A trouble ticket #I002461542 was issued.	03/29/05	Unable to resolve complain, this was a technical problem and a trouble ticket was already opened. The circuits that were down have been restored, and technician made test calls to confirm workability. Also, called the customers to inform them.
03/29/05	Customer problem can not complete long distance calls when number is dialed usually got a fast busy signal. C.S. Response: Apologized for the problem and opened a trouble ticket I002460510.	03/29/05	Circuits that were down have been restored, and the technician made test calls to confirm workability. Also, the technician called the customers to inform them.
04/06/05	FL VCO user complains Caller ID was not working with relay, but was working with incoming and outgoing non-relay calls. Apologized for problem and agreed to enter a trouble ticket for technicians to check the issue. Customer does want contact with resolution.	04/06/05	Account Manager tried to reach customers thru different channels but the customer will not answer the phone. Technician advised that the callers may need to dial *82 first if they have blocked caller ID feature since the system has new true Caller ID solution that has began to not pass blocked numbers.
04/06/05	Customer cannot receive call backs from FL relay service. RCS rep did try calling back with agents 9436M and 9045M and a fast busy signal was received both times. When calling through office, TTY phone the calls went through fine. Customer is on PBX line showing a different number than the actual number. She has reported this problem twice before and it was fixed on 10/04/04 and also on 1/6/05. Customer does want a call back when the problem is fixed. A trouble ticket was issued #I002478887.	04/13/05	The technician contacted the customer and the test calls were successful without reaching a fast busy. The technician was not able to duplicate the problem and it may been caused by network/routing problem at the time the calls were made. The problem has been corrected and advised the customer to notify customer service it happens again.
04/07/05	FL hearing customer called in complaining that agent 9756F was rude and talking to the customer like she was a child. The customer said she asked the agent to repeat the last part that she had just read, when the agent repeated her tone was condescending and rude. Customer would like the supervisor to let the agent know she is lucky to have a job. I apologized to the customer and assured her I was going to forward this on to the appropriate supervisor. Customer does not need a follow up as long as the supervisor does talk to the agent about her attitude.	04/21/05	The supervisor met with the agent to coach on her voicing tone and always remaining professional.
04/12/05	A Florida TTY user called to complain that he is getting garbling problems when calling through the Miami Center. A trouble ticket was issued. The trouble ticket number is I002490277. Apologized for the problem Customer does request a call back	04/12/05	The technician got in touch with the customer and learned that a new telephone jack has been installed by a local company recently. It may be the cause of garbling problems when it began around that time. Advised the customer to contact the local company to have the lines checked for static. Account Manager called to follow up and left a message along with contact information if the customer wishes to call back.
04/13/05	A FL VCO customer called to say that she is getting garbling every time she makes or receives a call.	04/13/05	Met with agent but did remember this call. Coached agent if garbling problems continue on a call to request for a supervisor for assistance. This may be a technical problem on the customer's end.
04/14/05	Customer said after number was given to dial the agent did not respond. Agent did not type anything. Customer had to hang up and redial to relay to complete call.	04/14/05	The agent forgot to log out for lunch, so when the call dropped in she was not there to respond. Agent demonstrated proper knowledge in expected response time.

04/14/05	MA VCO user received garbled text on incoming calls placed through FL Relay. The caller described environmental/background garbling.	04/14/05	Offered suggestions on clearing background garbling; provided MA Relay voice number; suggested she call VCCD if problem persists.
04/15/05	Customer said she called relay about 5 minutes ago and wanted to call her sister. Operator 9149M took a long time to respond. She had already given the number to dial and typed GA, and had to type GA a second time. She said she tried to hang up but the operator was still on the line. She finally got to hang up and got another operator that processed her call. I apologized for the service provided. No follow up.	04/15/05	The supervisor met and coached the agent on staying focus on the call.
04/15/05	Voice caller placing relay call through FL relay number 800-955-8770 to her mother. The agent dials her mother's number and gets a fast busy signal, but when she hangs up from relay and dials the number direct, the line rings and the call goes through fine. She said this is happening all morning when she gets any operator with the ID number beginning with 9. Customer Service Response: Apologized for the inconvenience and thanked the caller for reporting the problem. Told customer that trouble ticket would be entered to the call center. Trouble ticket #I002496429 entered. No follow up requested.	04/15/05	The technician was unable to duplicate because of lack of information. Checked with the team managers and found no similar complaints. Advised the Customer Service to get more information if they hear from the customer again.
04/15/05	Customer states that he can not reach FL relay service when dialing 1-800-955-8771 but instead gets a fast busy every time. His hearing girlfriend has the same problem when calling voice FL relay nbr. Also he gets garbling any time he makes LD calls when using FL relay service. He has same problem 5 to 7 minutes into the call when his friends call him using FL relay from other states. If they use their own state relay no garbling occurs - when using FL relay garbling so bad they have to hang up. Previous trouble ticket on this was I002484330 - resubmitted Trouble ticket I002496720	04/15/05	Unable to resolve since this is a technical problem, and a trouble ticket has already been issued. The trouble ticket was escalated to the T & I team to investigate the complaint. Customer mentioned that the garbling began after the local telephone company installed a new telephone jack in the house. Technician advised the customer to have the line checked.
04/16/05	FL TTY user stated, had a lot of trouble with the operator, I wanted her to record a simple message on a voice-mail and she typed the whole conversation onto voice mail and I had to explain it to her about 3 or 4 times. She kept over-typing and messed up the message. Apologized. No Follow-up requested.	04/16/05	Met with agent. Agent advised she did follow customer request and left message. When customer asked agent to retype message left agent had to scroll up during retype. Coached agent on verifying all information. Account Manager called and left a TTY message. Customer called back that the garbling still is happening. Explained that there are many causes for the garbling and have the TTY or line checked.
04/18/05	Said she gave the operator information and number to dial and he did not say or do anything afterwards. Customer said GA twice but got no response, operator avoided customer and did nothing or said anything to customer. We apologized for the inconvenience this may have caused to the customer and this operator will be coached regarding call process.	05/19/05	Met with agent, but did not remember the call. Coached agent on the importance of maintaining focus on a call, and responding to the customer promptly. Contacted customer to follow up with resolution.

04/19/05	A TTY user called to complain that none of his calls have been going through. After several calls were placed, both local and long distance, the agents reported all as receiving "fast busy" signals. Apologized for inconvenience. Opened TT#I002502651. No follow-up requested.	04/22/05	Technician called and worked with the customer to conduct successful simulated calls without any problem. Advised the customer to contact customer service again if the problem exists so the trouble ticket will be escalated.
04/20/05	Customer states that what was fixed on his phone worked fine for a few days but only on out going calls (TTI002484330 and I002496720). He said his mother tried to call him from NC using FL relay (9xxx agent) and the garbling was so bad they were not able to talk and she hung up and called back through NC relay (7xxx agent) and it worked fine. RCS response: Thanked him for letting us know and assured that another trouble ticket would be sent in so that the problem could be investigated further. (TT. I002506817) Call back requested	05/10/05	Account Manager called twice and left messages for the customer to call back if the problem has not been fixed. Per technicians, the problem began to appear after a local telephone company installed additional jack for the customer. The customer was advised to call the local company to have the line tested for no static background. I left my toll free TTY number for the customer to call back if the problem persists.
04/21/05	FL VCO customer is dialing Florida relay and reaching agent 1784. Customer is dialing a local number and getting a fast busy. I had customer make his call with MO Relay and the call went thru with no problem. Customer has Bell South for local and long distance. I apologized to the customer. Customer would like a follow up.	04/21/05	The customer was contacted and told that during the test calls went through without a problem. The call was answered by All State office. It may have been temporary network error, a typo on the number by the agent, or a busy signal may have been interpreted as a fast busy. Apologized to the customer.
04/25/05	Customer called in to say that the agent disconnected in the middle of their call. The agent dialed the number but then disconnected in the middle of it. Thanked the customer for letting us know and informed them that we would forward this to the appropriate supervisor. No follow-up requested.	05/03/05	Met with CA, he stated that he was sure he never disconnected a call. Coached CA to ensure that he is aware of the importance of the issue and would never disconnect a call for any reason.
04/26/05	A FL VCO customer called to say that she is still having problems with caller ID only showing Unknown when she receives calls thru the relay and if she makes calls her name and nbr do not show up on the person's caller ID. If she dials the nbr direct, without going thru the relay, the caller ID works just fine. RCS: Apologized for the problem and entered a trouble ticket I002518804. Contact requested.	04/26/05	The technician called the customer through relay using 1FB and PBX lines. CID worked. The customer called back and told the technician that it worked. Technician told her to hang up and called again and it worked. The customer was advised to get time/date/agent ID if it happens again.
04/27/05	Spanish speaking customer was upset because they requested this agent to type in Spanish but the agent continued in English. Thanked customer for letting us know and that we would speak to the agent about this issue. No follow-up required.	04/27/05	Spoke to the agent about following customer instructions and the importance of doing so. The agent does not remember this call in particular but will follow customer instructions on future calls.
04/27/05	Customer unable to receive Caller ID on local or long distance calls via FL Relay. Apologized for problem encountered advised complaint and trouble ticket would be opened #I002519482. Customer requested contact.	04/28/05	The technician reset the circuit and conducted test calls including to the customer and the calls were successful with the Caller ID being delivered to the customer. Technician gave his direct telephone number if the problem appears again so he can obtain time/date and the agent ID for further testing.

05/02/05	FL VCO user complains she waiting 10 minutes holding for relay. Customer wanted to know if there was a center problem. I apologized for the problem, explaining I was not aware of any issues, offered to call her back and provided the FL VCO dedicated # for her. In calling to her, agent answered on the first ring with no holding. No contact requested	05/02/05	Customer service representative apologized and gave direct VCO number for the customer to use. The call was made thru the relay without holding afterward.
05/02/05	Reporting that the problem continues his not being able to connect to both local and long distance numbers through FL Relay. 50% of the time he gets a fast busy signal and is unable to complete his call. If he places his calls using another state relay number, the calls will go through. Also, if the number is dialed directly it goes through, but not through FL Relay. Customer Service Response: Apologized for the inconvenience and told him that a new trouble ticket would be entered. He provided the numbers dialed to and the agent ID number for the ticket. TT#I002528186 was entered. Follow up requested by Account Manager.	05/02/05	Reviewed "fast busy" procedures with agent. Agent remembered the call clearly as the customer was frustrated and asked for customer service. Technicians tried to reach the customers but left messages. Not able to duplicate the problem. Then Account Manager tried to contact customer but also left messages. Advised the customer to contact Customer Service again if the problem persists and explained that the technicians tried to reach him without luck. Gave him the trouble ticket so it can be re-submitted.
05/08/05	A VCO customer called to complain that her caller ID feature is not working through relay. The feature works only when someone is calling without relay. Apologized for trouble. Opened TT#I002542441. Follow-up requested at number given.	05/08/05	Account Manager called and left message for the customer to call back if the Caller ID is not coming thru. The caller was required to enter *82 before calling the user to have the Caller ID enabled. It was blocked when she experienced it. Customer was given a direct toll free to call the Account Manager directly if the problem persists.
05/08/05	A VCO customer called to complain that her son has been receiving a message that his number is blocked from her number, even though he is on her frequently dialed numbers list. Apologized for problem. Entered TT#I002542434. No follow up requested.	05/08/05	Technician tested and the number worked. The agent's ID was not provided, so the technician was not follow up on this.
05/13/05	Customer said "agent hung upon them". Customer would like a follow up from supervisor.	05/13/05	Spoke to operator regarding this. Operator did not remember the call as there were no details, but said that she would never disconnect a caller. Penalties for doing so reviewed.
05/13/05	VCO user is having receiving incoming out of state calls. They are saying they are blocked when we show no blocks on the system. Apologized, TT I002554681. VCO user called back with agent ID. No follow up requested.	05/17/05	Technician educated the customer to dial *82 first to have the block removed. Successful test calls were made to the customer's home. Account Manager called and talked with the customer to confirm that the problem was resolved on May 17th.
05/13/05	Fl VCO customer has Bell South for COC. Customer was billed for one call through Sprint. Customer wants to know why she is being billed by Sprint when she has Bell South for COC. CS has put in for a CDR with the techs TT I002554896.	05/13/05	Technician was not able to pull up the call detail report past four weeks. Customer service representative has proceed to issue a credit for the call and confirmed that SBC is the COC in the caller's profile.

05/20/05	Customer reports problem with agent at French Creole not able to speak French Creole correctly and messed up call customer asked for another agent held on line 15 minutes without further response from agent then disconnected. Customer called back and same agent answered the line asked for another agent will not allow agent to process any further calls. Customer asked for supervisor agent only dialed out and processed call supervisor did not assist or did not follow customer instructions (apologized for problem customer did not provide agent number). Customer requests contact from French Creole speaking supervisor.	06/01/05	Although no agent number was provided, spoke with all French/Creole agents to ensure that they are handling calls appropriately. The Quality manager attempted to contact customer several times, a message was left, and other times there was no answer.
05/20/05	Customer said he was trying to place a TTY to TTY call with agent 8599F and she did it incorrectly. He told her to redial correctly at which point she typed 'F U" and hung up. He redialed and got a supervisor, 2089f (Alicia) who said she would process the call and hung up on him. Apologized for the problems and it would be looked into, then placed the TTY to TTY call. Customer Requests follow up on both agents.	05/26/05	Supervisor met with CA she stated that there was some garbling and said when the TTY to TTY did get connected the system logged her out and she got up to move to another station. she stated she did not type FU. coached CA on TTY to TTY call procedures. Account Manager called and left a message for the customer apologizing and explaining what has happened. Also, left the contact information in case the customer wishes to return the call.
05/20/05	Customer said he was trying to place a TTY to TTY call with agent 8599F and she did it incorrectly. He told her to redial correctly at which point she typed 'F U" and hung up. He redialed and got a supervisor, 2089f (Alicia) who said she would process the call and hung up on him. Apologized for the problems and it would be looked into, then placed the TTY to TTY call. Customer Requests follow up on both agents.	05/25/05	Supervisor 2089 was not scheduled this day or the day before. She does not recall the situation. Attempted to contact customer 3 times and they did not have an answering machine to leave a message.
05/20/05	Inbound tty said that they were on the phone with their relative and the CA disconnected the call. Apologized and told them after follow up with CA someone would contact them with follow up.	05/20/05	Supervisor met with agent, did not remember the call. Coached agent on the severity of hanging up on a customer. Made several attempts to contact customer, but nobody answered the phone.
05/24/05	Caller reported general complaint that they are very dissatisfied with the Florida operators. They can't hear them speak in whisper. They don't speak English well enough to be understood. They don't type verbatim to the deaf person. Deaf son emails parents asking, "did you say...this?" and facts are always wrong. Does not have operator ID numbers, but will begin tracking them--says the worst ones are male. Reports that 75% of their calls are handled by poor operators. Other relatives also complain to them of poor service. Customer Service Response: Thanked her for informing us, apologized, and told her the report would be sent to Account Manager. No follow up requested.	05/24/05	At the beginning of this year, we added a voice clarity component to our internal evaluation process. It showed a 2% average of agents displaying a voice clarity issue. Voice clarity is a high concern at this center, and we will continue to monitor this area.

05/25/05	VCO customer is not receiving Caller ID via FL Relay (apologized for problem encountered advised Trouble Ticket and complaint would be entered) TT. I002576058. Customer requests contact.	05/31/05	The technician called the customer and advised the caller to dial *82 before dialing the relay # so the Caller ID will be enabled first. The caller had the Caller ID blocked that caused the issue to appear which has nothing to do with the TRS system.
05/26/05	A FL TTY customer called to say that the agent did not follow his instruction to get a live person on his call and was rude to him. RCS: Apologized for the handling of the call. No contact requested.	05/26/05	The supervisor met with the agent. The Agent did not remember the call. The agent stated that she always follow customer requests and is never rude to customers. Coached agent on always following customer instructions and on being polite and professional on all calls.
06/04/04	FL user called in to complain that agent 9443F called her a "bitch" and "was making fun of her typing." I apologized to the customer for the problem, an let her know that I will forward the information to the appropriate department. Did not request follow-up.		Met with agent and she did remember the call. Agent stated they would never type profanity to a customer. Coached agent on the importance of always demonstrating professionalism and patience on every call. If observed using profanity towards a customer, disciplinary action will be taken up to and including termination.
06/06/04	Voice customer stated that she gave the operator a number to dial but the operator hung up on her. Apologized to customer. Follow up not necessary.	06/07/04	The supervisor met with agent and she did not remember the call coached agent on the importance of documenting any calls that there is no response or of technical problems, agent advised to notify a Team Manager. Also, advised agent of the consequences of hanging up on any customer and understands that it would not be tolerated.
06/07/04	Customer states that FL agent are not doing a good job at relaying calls. This agent had very bad typing skills, and they did not understand the English language and this does not allow for good communication skills when taking a relay call. RCS response: Thanked the customer for letting us know and assured that a complaint would be sent in so that the problem could be investigated further. Customer did request a call back.	06/10/04	The complaint was sent to FL center manager. The supervisor met with agent and she speaks English fluently and clearly. Coached agent on the importance of correcting all typing errors and keeping the typing speed at a pace that would not affect the flow of the call. Agent typing speed meets FCC requirements. Training Manager called and spoke with customer, and clarified his concerns. Customer complained about the agent's spelling and grammar, and clarification was made the agent had no grammar issues. Was told follow-up would be performed. Customer was then satisfied with resolution.
06/07/04	Customer states that FL agents are not doing a good job at relaying calls. This agent had very bad typing skills and they did not understand the English language and does not allow for good communication skills when taking a call. RCS: Thanked caller for informing us and assured complaint would be investigated. Follow-up requested.	06/08/04	Met with agent who speaks English fluently and clearly. Coached agent on the importance of correcting call typing errors and keeping the typing speed at a pace that would not affect the flow of the call. Agent typing speed meets FCC requirements. Training manager talked with the customer and clarified concerns. Customer complained about spelling/grammar and clarification was made the agent had no grammar issues. Was told follow up would be preformed. Customer was then satisfied with resolution.

06/07/04	Customer states that FL agents are not doing a good job at relaying calls. This agent had very bad typing skills, and they did not understand the English language and this does not allow for good communication skills when taking a relay call. RCS response: Thanked caller for letting us know and assured that a complaint would be sent in so that the problem could investigated further.	06/08/04	Sent to FL Center Manager. The supervisor met with agent speaks English fluently & clearly. Coached agent on the importance of correcting call typing errors and keeping the typing speed at a pace that would not affect the flow of the call. Agent typing speed meets FCC requirements. The Quality manager called and spoke with cust & clarified his concerns. Customer complained about the agent spelling & grammar and clarification was made the agent had no grammar issues. Was told follow up would be performed Cust satisfied with the resolution.
06/07/04	Caller said she could not understand what relay operator was saying during the relay call. Caller said agent was talking fast and could not be understood. When caller asked operator to repeat what she said, caller said operator just kept typing everything she said. Caller then asked for a supervisor and the agent refused to get a supervisor. Apologized to the caller and let her know complaint would be filed. No follow up requested.		Met with the agent, but she did not remember that specific call. Coached agent on the importance of always voicing in a conversational tone, and when a customer request for a supervisor agent must honor their request. Also, if the TTY user already typed the GA; agent was following the procedures, because once a GA is typed agent can not repeat any part of the conversation that was just read.
06/11/04	Caller said that agent called the lady he has speaking "A-hole". He was very embarrassed & said he was very upset because he would never say anything like that to a lady. He wants Relay Management to know that the agents starting with "9" are very rude and use bad language & need to not give deaf people a hard time. Apologized several times for the problems that he has had with relay & this agent.	06/14/04	Agent stated that she did not remember this call but would not use profanity towards any customer. Coached agent on composure and etiquette. Due to nature of complaint appropriate action to be taken.
06/15/04	Customer states relay is not sending caller ID information. The customer only answers her phone when she knows who is calling. Apologized. Trouble ticket was opened #0001869334. Follow up with a return call to Customer Service. E-mailed to Account Manager.	06/06/04	Customer was advised that dialing through 711 is convenient but the LEC may not pass on the Caller ID, and that it is probably be better to dial through FL 800 numbers.
07/03/04	TTY customer called in to say the he reached 9537F twice and there was no response. Apologized to customer.	07/03/04	The agent was coached and appropriate action was taken to ensure that it will not happen again.
07/06/04	This is the third time the caller has reported this problem, the first two times to the call center supervisors. She make VCO relay calls by dialing 711 to only CT (860 area code). She made these calls by billing to her ATT prepaid phone card. The first card had 1200 minutes and 500 minutes of that card were used for calls to Trinidad, she suspects by a relay operator. She lives alone and has nobody else in the house and no one else has access to her card number.	07/06/04	Apologized for the situation, and advised her that if she did not hear from management within one week to ten days to please contact me personally. I recommended that she contact Account Manager and instructed her how to place a VCO to TTY call. I supplied the special VCO number for FL's users, and told her she may want to use that special number when making prepaid calling card calls. Follow up call requested. Account Manager contacted and apologized about the incident. Explained the importance of keeping track of all agents numbers. Manager mailed several complimentary prepaid cards to replace the misused cards.

07/07/04	Customer called again after reporting this same issue yesterday. She tried to place a long distance call to her daughter in CT this morning, and bill it to her ATT prepaid calling card. Yesterday, she had 46 minutes remaining on the card- but when she went to place the call this morning, all the minutes were gone. This is her third prepaid calling card that has been used (she suspects) by a relay operator. She said relay operators routinely ask her to repeat the prepaid card number.	07/07/04	Apologized again for this issue, and let her know that another complaint would be sent to the account manager. Asked her for a specific time that she might be easily reached. She said that 11 am FL time would be a good time to reach her. Follow up requested at above number. Emailed to FL account manager. The customer was contacted and it was resolved that complimentary cards were sent to her attention.
07/14/04	Customer called to report that her complaints that were sent to Account Manager Greg Gantt on July 6, 2004 and July 7, 2004 have not been addressed. She requested to be contacted by the Account Manager regarding Tracking #3014L and 3013L, but has received no communication by mail or by relay service. her original issues were the use of her prepaid calling card minutes by relay operators placing personal calls.	07/27/04	She has been trying daily to contact the Account Manager two or three times per day, but the line rings with no answer and no answering machine. The manager's back up person contacted the customer through TTY and explained that we have over 100 CA's at one center. It is important to put down CA#, date and time. It's difficult to trace without the CA#. Complimentary prepaid cards are sent after received old card.
07/26/04	Customer states that agent 9135 or 9235 took his call (he was unsure of the number). The agent was not only rude with him on the phone but also when he wanted to contact a friend on TTY, upon reaching the number a child answered the phone and was going to give a good time for him to call back. Before he could get the full information from the child, the agent disconnected his call in the middle of conversation. He reported this to a supervisor and said she would speak to the agent.	07/26/04	RCS response: Thanked the customer for letting us know and assured that the complaint would be turned in so that the problem could be investigated further. No call back was requested. Met with agents, and neither agent remember this specific call. Still coached the agent on the importance of always keeping a customer informed at all times, and also the explained to them the severity of hanging up on a customer.
07/30/04	Voice caller complained about getting 8-10 fraudulent relay calls a call a day. As a small business they cannot afford this waste. Want it to stop. I apologized for the problems and asked if she wanted our administrative office to contact her back about this ongoing problem. She did want to be contacted back or can also ask for Glen. She can be called back 9 am to 6 pm Monday thru Friday or 9am to 1pm Saturdays.	08/02/04	Contacted customer and was told to take their number off our list and then they hung up. Did not have time to speak with anyone.
08/04/04	Customer states that she dialed 711 and waited 10 minutes with no response.	08/04/04	Apologized to the customer and advised that a technician will investigate the problem. Manager reviewed the average answering time for that day and it look good as it was considered a slow day at the center with an ASAP of 1.2.
08/06/04	Agent entered Customer Database notes without request from customer. The note is causing problems when making Relay calls the note entered: "Spanish Operator". Customer does not always use Spanish. Customer upset that agent entered note without request. Customer requested supervisor remove all notes and supervisor advised that could not be done.	08/06/04	Advised customer notes can certainly be removed. Also advised notes are to be entered only upon customer request. Apologized for problem. Coached agent on not entering any info. into customer notes without authorization. Possible isolated routing/networking issue was experienced by the customer.

08/09/04	Customer states that relay agents are told that upon reaching a voice answering machine, a TTY message cannot be left. Customer states that this is not true. She states that she knows that this procedure can be done and has been done with other relay services (MCI) and also she clarified with Ultratec that this procedure works.	08/09/04	Thanked the customer for letting us know and assured that the complaint would be passed onto the trainer and the Account Manager. It is technically impossible to leave TTY message on a voice answering machine.
08/10/04	Voice customer wanted the operator to dial to a voice answering machine and leave a text message.	08/13/04	Explained to the customer that operator followed the correct procedures when reaching a voice answering machine. Met with agent, currently in the process of training our agents and staff.
08/11/04	"Agent hung up on me"	08/13/04	Apologized for inconvenience. Reviewed proper procedures w/ agent.
08/11/04	Customer called in and typed that agent 4075M did a terrible job processing their call.	08/11/04	CSR Response: Apologized for inconvenience. The supervisor reviewed proper procedures with agent.
09/10/04	80% blind caller complained against CA 4359F. Said CA was rude and hung up on him. No follow up requested.	09/10/04	Explained that info would be noted & passed for investigation. Appropriate action was taken where the agent was coached and reminded the serious consequences of disconnecting calls.
09/11/04	TTY user stated, "I am frustrated, every time I call CA 9414, never responds & when I type, asking if CA is there, she never responds right away. I have to hang up & call back.	09/11/04	Thanked cust for call. No follow up requested. Met with the CA, she didn't remember the call. Coached CA on importance of dialing the number within the expected time. CA also coached on staying focused when call processing.
09/14/04	The voice person said CA was a bad speller, could not pronounce simple English like "transition." I've had lot of relay calls and this was the worst. Thanked customer for informing me and agreed to follow up w/ the CA.	09/14/04	Thanked cust. for informing me and agreed to follow up w/ CA. The agent was coached on the importance of correcting the errors while keeping the call flowing.
09/15/04	Cust was very upset and said that the CA did a very terrible job. Muted mic when customer was talking. Cross talked to another CA about day off. Customer asked if he was talking to another agent. CA muted again and hung up. Apologized and customer requested a call back and to leave message on the answering machine.	09/17/04	Met w/ the agent. He didn't remember the call. Coached CA on professionalism, due to nature of complaint appropriate action taken. Called the customer and advised that it was addressed regarding the complaint.
10/05/04	TTY user commented "I called for supervisor assistance. Agent 9425M placed me on hold as though I was a child or something." CSR: "Thank you for bringing this to our attention. My apologies for these inconveniences. Stay with me and I will try to process your call." Findings: Upon reviewing the screen, observances were the customer wanted to process a TTY-TTY call. Agent 9425M placed them on hold, requested a supervisor. The customer became upset and cursed at the CA and supervisor.	10/15/04	After ending the call, I met with agent 9425m. He was coached on the correct procedures. He was very receptive to reviewing the procedures that should have been followed.

10/05/04	Voice customer commented "I was handling a business call through Sprint relay. Operator 9051 continuously interrupted me before I sent the go ahead. I asked this operator twice to wait for the go ahead before responding." CSR: "Please accept our regrets for the inconvenience. Thank you for informing us of this and we will investigate. Do you wish follow up?" No follow up requested.	10/07/04	Upon meeting with operator 9051, she did not remember the call. However, she was coached on the importance of following instructions and not interrupting the TTY user's typing.
10/13/04	TTY User commented "Agent 9647F dialed before I could give the "go ahead." CSR: "We certainly apologize. Agent 9647F will be coached about the proper procedures. Do you wish us to follow up with you?" No.	10/13/04	Met with the agent who was coached on waiting for the 'GA' (Go Ahead) before dialing the number.
10/20/04	TTY user commented: "Agent 9647F didn't follow my database instructions, 'Do not type background noises.' I typed to her, 'please do not type background noises.' But she continued typing them--talking, coughing, etc, etc. CSR: "Please accept our apologies. We are sorry for this encounter. We will advise the supervisor of agent 9647." Customer does not want follow up.	10/20/04	Met with the agent, she stated that after placing several calls for the customer, she forgot and typed background. Coached the agent on the importance of following the customer's instructions.
10/27/04	"Agent 7814f was rude. She disconnected my call. I gave instructions, but agent 7814f didn't follow them." CSR: "We're grateful for your call. Apologies certainly are in order. Agent 7814 will be coached by the supervisor regarding this complaint." No follow up requested.	10/28/04	Upon speaking with agent 7814F, agent didn't recall an event of this nature; however, she was coached on how important it is to not disconnect calls. She was advised of consequences of doing so.
10/31/04	Blind TTY customer commented: "I am 80% blind. My complaint is that Mary, the supervisor, #7927, disconnected when I tried to call into the relay center. I was complaining about operator 7647 because I was ignored by that operator."	11/03/04	The call was documented in disconnecting logs. The customer was abusing the agent as well as the team leader. No error was made by the agent and the agent followed the procedure correctly.
11/09/04	Female caller screamed to CS rep in obscene language about the CA being "rude," and talking to someone else during the relay call. Claimed that the CA said that "she had sex with her mom."	11/15/04	Met with agent and stated she would not talk during a call nor make a comment like the one mentioned above. Coached the agent on the importance of talking on a call, that if observed doing so it can lead up to and including termination. Called back customer several times, but nobody picked up the line at the phone number above.
11/09/04	Female caller screamed to CS rep in obscene language about the CA being "rude," and talking to someone else during the relay call. Claimed that the CA said that "she had sex with her mom."	11/09/04	Met with agent and he stated that as soon as the call came in the caller asked for a supervisor. Agent proceeded to ask the caller "are you calling someone who is deaf or hard of hearing," that is when the customer began cursing at the agent. Supervisor came in to assist on the call. The agent did not process any calls for the caller, therefore making it impossible for the agent to have been talking during a call. Still coached agent on the importance of never talking during a call.

11/16/04	The general disregard the operators have relaying accurate information to callers. Indicated having hearing friends place calls for him in the future instead of using the Florida relay service.	11/24/04	Met with agent and she does not remember specific call. Stated she always relays everything verbatim. Coached agents on the importance of relaying everything verbatim on every call.
11/16/04	The general disregard the operators have relaying accurate information to callers. Indicated having hearing friends place calls for him in the future instead of using the Florida relay service.	11/24/04	Met with agent and she did not remember the specific call. Stated she always relays everything verbatim. Coached agent on the importance of relaying everything verbatim on every call.
11/24/04	Caller said agent did several things she did not understand. First agent dialed wrong number at the end of the call, caller asked to dial a second number and agent never responded. Caller would like to know if agent hung up or if there was a technical problem as to why he did not respond.	11/27/04	Met with agent, stated he did not remember the call, nor would he disconnect on a customer. Coached agent on keeping the customer informed at all times. Also on the severity of hanging up on a customer, if observe doing so it can lead up to and including termination. Unable to point out if it was a technical issue, because no trouble ticket was generated on this issue.
11/26/04	TTY user complained that the operator did not process call. The operator did not keep TTY informed.	11/27/04	Apologized for the inconvenience, and informed caller a complaint would be forwarded to the appropriate department. Met with agent, he did not remember the call. Coached agent on the importance of keeping the TTY user informed at all times during a call.
11/29/04	Customer stated the agent did not allow him to leave a message on answer machine without redial. The customer gave the instruction at the start of the call. Apologized. Center will be notified of the problem. No follow up requested.		Supervisor provided training to CA. CA understands the importance of following customer instructions.
11/29/04	FL VCO customer asked if all relay agents are required to speak English, and complained that when agent spoke, her hearing caller could not understand the agent's broken English.	11/29/04	Customer service apologized and let customer know that she can ask for a different agent for any reason and asked her to let her callers know this as well.
12/02/04	Customer called in and stated that agent 9078F was not focused and paused too long while relaying.	12/06/04	Met with agent, agent did not remember the call. Coached agent on the importance of remaining responsive and focused on all calls.
12/06/04	VCO customer called to complain stating agent did not process their call according to procedures. Agent 1615 F.		Met with the agent, agent did not remember the call. Coached the agent the importance of handling the call and pay attention to the call process.
12/06/04	VCO customer called to complain that agent 9274F did not process their call correctly.	12/09/04	Met with agent, customer became upset that agent reached and typed answering machine message. Customer said that they wanted to leave a message. Based on information. agent followed correct procedures to type out message.

DOCKET NO. 03-123 Attachment A

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

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o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.

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o Other materials which, for one reason or another, could not be scanned into the ECFS system.

The actual document, page(s) or materials may be reviewed (**EXCLUDING CONFIDENTIAL DOCUMENTS)** by contacting an Information Technician at the FCC Reference Information Centers) at 445 12th Street, SW, Washington, DC, Room CY-A257. Please note the applicable docket or rulemaking number, document type and any other relevant information about the document in order to ensure speedy retrieval by the Information Technician

1 Disk

3/28/05	Inability for CapTel users to reach the data toll free number	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.	3/28/05
3/31/05	Disconnection/Reconnect during calls	Customer informed of causes of disconnection/reconnection. Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.	3/31/05
4/4/05	Billing Issue	Explained billing situation to customer.	4/4/05
4/20/05	Incoming Connection - CapTioned Calls	Tech support identified and remedied the circumstances with a system change on 5/25/05. Customer notified. Customer states that all is well.	4/22/05; ongoing
4/21/05	Caller ID shows number but not name	Our technicians have reported this problem to the IXC network managers for correction.	4/21/05; ongoing
4/22/05	Disconnect/Reconnect during calls	Customer removed the Call Waiting feature as they did not really need it. Situation improved.	4/25/05
5/6/05	DTMF Tone Interference	Tech Support adjusted DTMF tone pass through. Confirmed resolution was successful.	05/06/05
5/12/05	Accuracy of captions	Explained to customer how incorrect captions of conversation may have been caused. Customer expressed concern with one word appearing in error that caused confusion. Customer encouraged to collect CA # and date of call, and also to ask the other party to clarify if a word is received that caused question.	05/17/05
5/19/05	Echo Sounds	Sent customer over-the-phone line software update to provide resolution.	5/19/05; 6/2/05 software update
5/20/05	Inability for CapTel users to reach the data toll free number	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are now able to make calls.	05/20/05
5/27/05	Disconnect/Reconnect during calls	Sent customer suggestions for alleviating disconnection-reconnection incidences.	05/27/05