



Marybeth M. Banks  
Director

**Federal Regulatory Affairs**  
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July 1, 2005

**RECEIVED**

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Federal Communications Commission  
Office of Secretary

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TW-B204  
Washington, DC 20554

DOCKET FILE COPY ORIGINAL

Re: In the Matter of Telecommunications Relay Service, Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch:

Sprint Communications Company L.P., on behalf of its Sprint Relay Online Service (SRO), Video Relay Service (VRS) and Federal Relay (TRS, VRS, RCC, Cap Tel and Federal Relay Service Online) operations and pursuant to Section 64.604(c)(1) of the Commission's Rules, 47 C.F.R. § 64.604(c)(1), hereby submits its annual summary of its consumer complaint for the period June 1, 2004 to May 31, 2005. In accordance with the Public Notice released June 16, 2005, DA 05-1681, the reports are provided on a diskette and on paper. At this time, Sprint has not identified any complaints associated with its national Telecommunications Relay Service (TRS). Sprint believes this is not unreasonable, given the relatively few complaints it had in the prior reporting period. If national TRS complaints are identified subsequently, Sprint will submit an amended report.

The Federal Relay operations are being filed on behalf of General Services Administration (GSA).

If you have any questions concerning this report, please contact me.

Respectfully submitted,

Attachments (original and 4 paper copies and 1 set of diskettes)

cc: Dana Jackson, [Dana.Jackson@fcc.gov](mailto:Dana.Jackson@fcc.gov) (FCC)

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**FEDERAL RELAY**



# Federal Relay

June 2004 to May 2005

TRS

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May		PCT
<b>SERVICE COMPLAINTS</b>														
#00 Answer Wait Time													0	0%
#01 Dial Out Time													0	0%
#02 Didn't Follow Database Inst.													0	0%
#03 Didn't Follow Cust. Instruct.													0	0%
#04 Didn't Keep Customer Informed													0	0%
#05 Agent Disconnected Caller													0	0%
#06 Poor Spelling													0	0%
#07 Typing Speed/Accuracy													0	0%
#08 Poor Voice Tone													0	0%
#09 Everything Relayed													0	0%
#10 HCO Procedures Not Followed													0	0%
#11 VCO Procedures Not Followed													0	0%
#12 Two-Line VCO Procedure Not Followed													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													0	0%
#17 Agent Was Rude													0	0%
#18 Problem Answer Machine													0	0%
#19 Spanish Service													0	0%
#20 Speech to Speech													0	0%
#21 Other Problem Type Complaint									2				2	100%
<b>TOTAL</b>	0	0	0	0	0	0	0	0	2	0	0	0	2	

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May		PCT
<b>TECHNICAL COMPLAINTS</b>														
#22 Lost Branding													0	0%
#23 Charged for Local Call													0	0%
#24 Trouble Linking Up													0	0%
#25 Line Disconnected								1					1	100%
#26 Garbled Message													0	0%
#27 Database Not Available													0	0%
#28 Split Screen													0	0%
#29 Other Technical Type Complaint													0	0%
#57 Caller ID													0	0%
#58 Regional 800 Calls													0	0%
#59 Transmission (Can't hear or be heard)													0	0%
<b>TOTAL</b>	0	0	0	0	0	0	0	1	0	0	0	0	1	

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May		PCT
<b>MISC COMPLAINTS</b>														
#30 Rates													0	#DNV/0!
#31 OSD													0	#DNV/0!
#32 No 900 Number													0	#DNV/0!
#33 Carrier of Choice													0	#DNV/0!
#34 Network Recording													0	#DNV/0!
#35 Other													0	#DNV/0!
<b>TOTAL</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	

<b>TOTAL CONTACT</b>	0	0	0	0	0	0	0	1	2	0	0	0	3	
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Federal TRS - Complaint Log (June 1, 2004 to May 31, 2005)

Tracking #	Date of Complaint	Category # Complaint	Nature of Complaint	Date Resolved	Explanation of Resolution or Status
K64321333	01/06/05	25	TTY customer calling from IRS Agency using FRS and while she was talking she was disconnected. She wanted to know what happened? I apologized to the customer and told her that we had been experiencing intermittent technical problems on FRS calls where the call would drop from our station. I told her that I would prepare a trouble ticket and report the problem on her call <i>immediately</i> . Customer said Thank You. Trouble ticket # 1002290692	01/06/05	MN CRO can not follow up with FED calls. There is no consumer info to follow up with. Trich Shipley
K64406955	02/11/05	21	Inbound TTY cust typed to outbound to hold so they could verify with opr the correct FED Relay number. When they typed to the Opr and asked for the info, the Opr typed back that they were not part of the call. TTY Cust asked several times and received the same answer.	02/11/05	Apologized to TTY customer and informed them the Operator should have given them the information as they had informed the outbound they were asking the opr to make sure the information regarding the correct number was given. Assured them a complaint would be filed so this and this issue would be discussed with the operator. The agent was unaware of this procedure. The supervisor coached her regarding this procedure.
K64421124	02/18/05	21	TTY caller said outbound answered voice. TTY caller asked for outbound to connect to the TTY. Agent typed back (pls hold I'm trying to remember). Caller	02/18/05	I apologized for the inconvenience and delay. I informed the caller that we can only connect tty to tty at the beginning of the call and the outbound must answer with a tty. The agent should have informed them of this or called for assistance if they were not sure of the proper procedure. I assured them this issue would be discussed with the agent. Agent did TTY-TTY Release as requested and then moved to another position. No



# Federal Relay

June 2004 to May 2005

# RCC

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	PCT.	
<b>SERVICE COMPLAINTS</b>														
#00 Answer Wait Time													0	0%
#01 Dial Out Time													0	0%
#02 Didn't Follow Database Inst.													0	0%
#03 Didn't Follow Cust. Instruct.													0	0%
#04 Didn't Keep Customer Informed													0	0%
#05 Agent Disconnected Caller													0	0%
#06 Poor Spelling													0	0%
#07 Typing Speed/Accuracy													0	0%
#08 Poor Voice Tone													0	0%
#09 Everything Relayed													0	0%
#10 HCO Procedures Not Followed													0	0%
#11 VCO Procedures Not Followed													0	0%
#12 Two-Line VCO Procedure Not Followed													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													0	0%
#17 Agent Was Rude													0	0%
#18 Problem Answer Machine													0	0%
#19 Spanish Service													0	0%
#20 Speech to Speech													0	0%
#21 Other Problem Type Complaint												2	2	100%
<b>TOTAL</b>	0	0	0	0	0	0	0	0	0	0	0	2	2	
<b>TECHNICAL COMPLAINTS</b>														
#22 Lost Branding													0	0%
#23 Charged for Local Call													0	0%
#24 Trouble Linking Up												1	1	11%
#25 Line Disconnected													0	0%
#26 Garbled Message													0	0%
#27 Database Not Available													0	0%
#28 Split Screen													0	0%
#29 Other Technical Type Complaint	1	2			1		1			1	1	1	8	89%
#57 Caller ID													0	0%
#58 Regional 800 Calls													0	0%
#59 Transmission (Can't hear or be heard)													0	0%
<b>TOTAL</b>	1	2	0	0	1	0	1	0	0	1	1	2	9	
<b>MISC COMPLAINTS</b>														
#30 Rates													0	0%
#31 OSD													0	0%
#32 No 900 Number													0	0%
#33 Carrier of Choice													0	0%
#34 Network Recording													0	0%
#35 Other	1							1	2	1	1	7	13	100%
<b>TOTAL</b>	1	0	0	0	0	0	0	1	2	1	1	7	13	
<b>TOTAL CONTACT</b>	2	2	0	0	1	0	1	1	2	2	2	11	24	

**Federal RCC - Complaint Log (June 1, 2004 thru May 31, 2005)**

Tracking #	Date of Complaint	Category # Complaint	Nature of Complaint	Date Resolved	Explanation of Resolution or Status
1	06/20/04	35	Customer did not receive captioning	06/20/04	Customer made changes to scheduled conference call without 48 hours notice. Informed customer 48 hours notice required.
2	06/24/04	29	Error message on website.	06/24/04	server error corrected.
3	07/12/04	29	Call did not go thru. No captions received.	07/13/05	Advised customer to enable Java.
4	07/13/04	29	Customer did not receive captioning.	07/13/05	Captioner could not get in to customer supplied audio conferencing bridge.
5	10/28/04	29	Lost captioning during event.	10/28/05	Captioner lost connection to server. Technical support fixed connection.
6	12/20/04	29	Customer had problem saving copy of transcript from server after event had concluded- DCMA	12/22/04	Server error corrected. Copy of transcript provided by e-mail to the client.
7	01/07/05	35	No audio for DOT-OST event - customer postponed event without advising or changing event.	01/07/05	New event booked for following week. Customer advised on how to rerschedule or advise.
10	02/10/05	35	Customer did not receive captioning	02/10/05	Incorrect audio information given in scheduling. Captioner dialed into event as soon as new audio information was obtained.
12	02/22/05	35	US Army Installation Management Agency not listed in approved agency listing on website	02/22/05	Advised customer to use Department of Army.
15	03/03/05	29	Customer had to reboot and had trouble getting transcript.	03/03/05	Forwarded transcript of call. Newly released software pulled.
19	03/18/05	35	Customer requested transcript after call.	03/18/05	Advised customer to print directly after call.
22	04/19/05	35	Customer was happy with the RCC service and request transcript of event	04/22/05	Informed customer that the transcript was destroyed following the event.
23	04/27/05	29	Customer had visibility issues reading website and requested addition of new font.	05/06/05	Visibility was user's settings. New font and font sizes scheduled for July 8, 2005 release.
24	05/02/05	35	FHWA/DOT requested technical assistance to incorporate service into their videoconferencing system. This takes service beyond scope of work but will not add to cost, if technical solution is found. It will only expand the use of service.		No resolution date yet. Requires special S-video adapter which CC has acquired and shipped to client to try with their Polycom equipment. Follow-up is June 28, 2005

Federal RCC - Complaint Log (June 1, 2004 thru May 31, 2005)

25	05/04/05	35	Customer inquired if all captionists are US citizens.	05/05/05	Citizenship verification and ethical behavior statement has been obtained from all captioners
26	05/11/05	35	Customer requested additional agency for NOAA	05/11/05	Advised to use Dept of Commerce
27	05/15/05	35	Customer requested additional agency for Medicare	05/11/05	Advised to use HRSA
29	05/16/05	35	Question on citizenship and encryption for service.	05/16/05	Provided verification of citizenship and encryption used.
31	05/17/05	35	Customer requested to use AOL IM during conference call.	05/17/05	Informed customer that the captionist does not have access to IM during the call.
33	05/24/05	35	NASA requested technical demo to see how service would work in display over their videoconferencing system nationwide. This takes service beyond scope of work but will not add to cost, if technical solution is found. It will only expand the use of service.		No resolution date set. Waiting to hear back from client's technical staff on date that we can review their Polycom system and whether captioning equipment will be required at their site. Follow-up is June 27, 2005.
34	05/26/05	29	CaptionedText site allowing unauthorized access to teleconference in progress.	05/26/05	Updated website to remove calendar that allowed unauthorized access.
35	05/31/05	24	Caption Colorado software application (ICS) disconnecting captioner resulting in the captioner being disconnected and captions being lost.	06/07/05	Application reset and the captioner reconnected. We have also corrected the programming within the application to avoid these situations from occurring.
36	05/31/05	21	Poor Caption Quality, also related to Tracking item 19	06/07/05	Captioner was using the wrong settings in our captioning software. We have informed those captioners of their error, and have issued instructions to all of our captioners regarding this situation
37	05/31/05	21	Poor Caption Quality, also related to Tracking item 19	06/07/05	Captioner was using the wrong settings in our captioning software. We have informed those captioners of their error, and have issued instructions to all of our captioners regarding this situation



# Federal Relay

June 2004 to May 2005

# CapTel

SERVICE COMPLAINTS	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
#00 Answer Wait Time													0	0%
#01 Dial Out Time													0	0%
#02 Didn't Follow Database Inst.													0	0%
#03 Didn't Follow Cust. Instruct.													0	0%
#04 Didn't Keep Customer Informed													0	0%
#05 Agent Disconnected Caller													0	0%
#06 Poor Spelling													0	0%
#07 Typing Speed/Accuracy					1								1	100%
#08 Poor Voice Tone													0	0%
#09 Everything Relayed													0	0%
#10 HCO Procedures Not Followed													0	0%
#11 VCO Procedures Not Followed													0	0%
#12 Two-Line VCO Procedure Not Followed													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													0	0%
#17 Agent Was Rude													0	0%
#18 Problem Answer Machine													0	0%
#19 Spanish Service													0	0%
#20 Speech to Speech													0	0%
#21 Other Problem Type Complaint													0	0%
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>							

TECHNICAL COMPLAINTS	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
#22 Lost Branding													0	0%
#23 Charged for Local Call													0	0%
#24 Trouble Linking Up					1		2		1	7	4	4	19	37%
#25 Line Disconnected	1	1	1	2	1	4		1	2	2	1	2	18	35%
#26 Garbled Message													0	0%
#27 Database Not Available													0	0%
#28 Split Screen													0	0%
#29 Other Technical Type Complaint		4	1	1		2	1	1	1		2	1	14	27%
#57 Caller ID													0	0%
#58 Regional 800 Calls													0	0%
#59 Transmission (Can't hear or be heard)													0	0%
<b>TOTAL</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>9</b>	<b>7</b>	<b>7</b>	<b>51</b>	

MISC COMPLAINTS	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
#30 Rates													0	#DIV/0!
#31 OSD													0	#DIV/0!
#32 No 900 Number													0	#DIV/0!
#33 Carrier of Choice													0	#DIV/0!
#34 Network Recording													0	#DIV/0!
#35 Other													0	#DIV/0!
<b>TOTAL</b>	<b>0</b>													

<b>TOTAL CONTACT</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>9</b>	<b>7</b>	<b>7</b>	<b>52</b>	
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**Federal CapTel - Complaint Log (June 1, 2004 thru May 31, 2005)**

Tracking #	Date of Complaint	Category # Complaint	Nature of Complaint	Date Resolved	Explanation of Resolution or Status
1002	6/26/04	25	Disconnect/Reconnect during calls	6/28/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why the disconnections might be occurring and sent email w/ tips to minimize disconnections. Told customer to contact us if have further questions or problems.
1035	7/7/04	25	Disconnect/Reconnect during calls	7/8/04	Sent email asking for the type of line. Explained that CapTel requires an analog line. Explained to customer why disconnection/reconnection might be occurring and sent tips to reduce their occurrence.
1036	7/12/04	29	DTMF Tone Interference	7/12/04	Tech Support added Customer to our database to address DTMF tone pass through. CSR confirmed resolution was successful.
1037	7/12/04	29	DTMF Tone Interference	7/12/04	Tech Support added Customer to our database to address DTMF tone pass through. CSR confirmed resolution was successful.
1038	7/12/04	29	DTMF Tone Interference	7/12/04	Tech Support added Customer to our database to address DTMF tone pass through. CSR confirmed resolution was successful.
1039	7/13/04	29	DTMF Tone Interference	7/14/04	Tech Support added Customer to our database to address DTMF tone pass through. Customer service rep confirmed resolution was successful.
1063	8/23/04	25	Disconnect/Reconnect during calls	8/23/04	Customer Service sent comprehensive memo on why disconnections can occur. Customer reported still experiencing disconnections and had their tech support call us. Customer's Tech support contacted CS to further investigate and will check with phone provider.
1064	8/30/04	29	Echo Sounds; Captioning Speed	9/1/04	Exchanged several email communications with customer providing detailed suggestions and educational information. Explained voice recognition use and that digitization of voice/text results in slight 4 second delay of captions.
1092	9/23/04	25	Disconnect/Reconnect during calls	9/23/04	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 email with tips to reduce their occurrence.
1093	9/23/04	29	DTMF Tone Interference	9/23/04	Had technical support add customer to Voice Mail database, which resolved problem noted.
1094	9/23/04	25	Disconnect/Reconnect during calls	9/27/04	Provided details on potential reasons disconnections can occur such as line quality within the Centrex system, EMI interference or line interference. Conducted conf. call w/ telecom mgr. and customer. Testing on an analog line off the Centrex system confirmed successful calls.
1127	10/18/04	24	Account Login Failure	10/18/04	CapTel account activated. Customer access re-initiated and problem resolved.
1128	10/22/04	25	Disconnect/Reconnect during calls	10/22/04	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 email with tips to reduce their occurrence. Told customer to contact us if they have questions or need further assistance.
1129	10/25/04	7	Accuracy of Captions; Captioning Speed	10/25/04	Advised customer of the process used to generate captions and the 3-4 sec. delay while voice recognition processes the information. Also explained how to review and document captioning errors noted and provide this information to Customer Service so that we may follow-up on specific incidences.

**Federal CapTel - Complaint Log (June 1, 2004 thru May 31, 2005)**

1156	11/9/04	25	Disconnect/Reconnect during calls	11/10/04	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.
1157	11/10/04	29	Sound Quality-Static Disconnect/Reconnect during calls	11/10/04	Customer advised causes of and tips to eliminate disconnect/reconnect.
1158	11/16/04	29	Sound Quality; Echo Sounds; Accuracy of Captions	11/22/04	Provided extensive email communication offering suggestions for optimizing sound quality and protocol for reporting captioning errors. Customer replaced use of 1 CapTel unit for another in her possession which remedied all her sound quality concerns.
1159	11/18/04	25	Disconnect/Reconnection during calls	11/18/04	Sent customer information explaining why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
1160	11/19/04	25	Disconnect/Reconnection during calls; Echo Sounds	11/19/04; ongoing	Exchanged a number of email communications with Telecom Manager, CapTel user and tech support. Updated software to address echo sounds. Incidence of disconnection on a call is inconsistent and thus the remedy has been hard to pinpoint. Customer notes no disconnections on home CapTel.
1161	11/22/04	25	Disconnect/Reconnect during calls	11/22/04	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. After email exchanges through the day, customer emailed to say they found their office CISCO-IP system was dropping voice calls and thus the cause.
1187	12/14/04	24	Inability for CapTel unit to reach data toll free # due to network congestion	12/14/04	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 on 1/3/05 they expanded the capacity and the transmission difficulties should be resolved.
1188	12/15/04	24	Inability for CapTel unit to reach data toll free # due to network congestion	12/15/04	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 the transmission difficulties should be resolved.
1189	12/29/04	29	Echo Sounds	12/30/04	Sent customer tips to reduce the occurrence of echo during their captioned calls. Told customer to contact us if they need further assistance. Resolution provided.
1213	1/14/05	29	DTMF Tone Interference	1/14/05	Tech support added user's phone number to voice mail database. This provided immediate resolution.
1214	1/24/05	25	Disconnect/Reconnect during calls	1/25/05; 1/31/05	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. 1/31/05 Sent information regarding potential interference that could cause disconnections and suggested contacting the phone company to check the quality of the phone line to handle data transmissions.
1248	2/1/05; 2/3/05	24	Dialing Issue	2/1/05; 2/3/05	Technical Support corrected regional 800 number so CapTel user can successfully make captioned call to 800 number. Remedy provided.

Federal CapTel - Complaint Log (June 1, 2004 thru May 31, 2005)

1249	2/18/05	25	Disconnect/Reconnect during calls	2/18/05	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 occurrences. Told customer to contact us if they have questions or need further assistance. Customer emailed saying they experience no more disconnect/reconnect after moving the CapTel to another jack and using a "y" jack. Will be contacting their local phone company to check their phone jacks and quality of their phone line in their home.
1250	2/21/05	29	DTMF Tone Interference	2/21/05	Tech Support added user's phone number to voice mail database. Test call confirmed voice mail accessibility.
1251	2/25/05	25	Disconnect/Reconnect during calls	2/25/05	Provided information on why disconnection may occur on CapTel phone, and asked if the occurrence was a one time-incidence or if it has happened before. Offered to conduct test calls with customer. Customer selected not to pursue this further.
1282	3/16/05	25	Disconnect/Reconnect during calls	3/17/05	Customer stated the phone administrator at work put a block on the phone lines for all data modem transmissions. Customer has submitted work order to phone administrator and requested an exception to the block for their CapTel phone.
1284	3/17/05	24	Inability for CapTel users to reach the data toll free number	3/23/2005	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.
1285	3/22/05	25	Disconnect/Reconnect during calls	3/22/05	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. Told customer to contact us if they have questions or need further assistance.
1286	3/28/05	24	Inability for CapTel users to reach the data toll free number	3/28/05	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.
1287	3/28/05	24	Inability for CapTel users to reach the data toll free number	3/28/05	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.
1288	3/28/05	24	Inability for CapTel users to reach the data toll free number	3/28/05	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.
1289	3/28/05	24	Inability for CapTel users to reach the data toll free number	3/28/05	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.
1290	3/28/05	24	Inability for CapTel users to reach the data toll free number	3/28/05	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.
1291	3/28/05	24	Inability for CapTel users to reach the data toll free number	3/28/05	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.
1363	4/1/05	29	Echo Sounds	4/1/05	Provided an over the phone software update to reduce incidence of echo sounds heard by other party. Customer pleased.
1365	4/14/05	24	Inability for CapTel users to reach the data toll free number	4/14/05	Contacted toll free network managers and they resolved the problem at their end. Customer service representative confirmed with customer that they are now able to make calls.
1366	4/14/05	24	Dialing Issue	4/15/05	Technical Support corrected regional 800 number so CapTel user can successfully make captioned call to 800 number. Remedy provided.

**Federal CapTel - Complaint Log (June 1, 2004 thru May 31, 2005)**

1367	4/18/05	29	Sound Quality: Static	4/19/05	Conducted test call with customer and advised them to contact their phone company to confirm high quality phone line. Customer is moving/relocating and so has advised us they prefer to address this after move to new location.
1368	4/19/05	24	Inability for CapTel users to reach the data toll free number	4/20/05	Contacted toll free network managers and they resolved the problem at their end. Confirmed customer now able to make outgoing calls.
1369	4/22/05	25	Disconnect/Reconnect during calls	4/22/05	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. Told customer to contact us if they have questions or need further assistance.
1370	4/28/05	24	Incoming Connection - CapToned Calls	5/2/05; 5/25/05	Tech support identified and remedied the circumstances of false time out with a system change on 5/25/05. Customer notified. Customer states that there have been no recent disrupted calls.
1420	5/4/05	25	Disconnect/Reconnect during calls	5/5/05	Customer reports 5/5/05 that office telephone administrator found problem on customer's line that was disconnecting calls. Problem resolved.
1421	5/5/05	24	Inability for CapTel user to reach data toll free number	5/6/05	Technical Support changed outbound calling number in CapTel system to enable outbound captioned calling. Change remedied ability to dial out. Customer can make captioned calls successfully after this adjustment.
1422	5/5/05	24	Inability for CapTel user to reach data toll free number	5/6/05	Technical Support changed outbound calling number in CapTel system to enable outbound captioned calling. Change remedied ability to dial out. Customer can make captioned calls successfully after this adjustment.
1423	5/5/05	24	Inability for CapTel user to reach data toll free number	5/6/05	A Technical Support change remedied ability to dial out. Customer can make captioned calls successfully.
1425	5/13/05	25	Disconnect/Reconnect during calls	5/13/05; ongoing	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.
1426	5/13/05	29	Dropped Characters	5/13/05	Suggested customer contact their phone company to have them check the quality of their phone lines for data transmissions.
1427	5/31/05	24	Inability for CapTel user to reach data toll-free number	5/31/05	Technical Support created a work around that remedied ability to dial out.



# Federal Relay

June 2004 to May 2005

# VRS

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May		PCT.
<b>SERVICE COMPLAINTS</b>														
#00 Answer Wait Time													0	0%
#01 Dial Out Time													0	0%
#02 Didn't Follow Database Inst.													0	0%
#03 Didn't Follow Cust. Instruct.													0	0%
#04 Didn't Keep Customer Informed													0	0%
#05 Agent Disconnected Caller													0	0%
#06 Poor Spelling													0	0%
#07 Typing Speed/Accuracy													0	0%
#08 Poor Voice Tone													0	0%
#09 Everything Relayed													0	0%
#10 HCO Procedures Not Followed													0	0%
#11 VCO Procedures Not Followed													0	0%
#12 Two-Line VCO Procedure Not Followed													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													0	0%
#17 Agent Was Rude													0	0%
#18 Problem Answer Machine													0	0%
#19 Spanish Service													0	0%
#20 Speech to Speech													0	0%
#21 Other Problem Type Complaint								1					1	100%
<b>TOTAL</b>	0	0	0	0	0	0	0	1	0	0	0	0	1	
<b>TECHNICAL COMPLAINTS</b>														
#22 Lost Branding													0	0%
#23 Charged for Local Call													0	0%
#24 Trouble Linking Up												2	2	100%
#25 Line Disconnected													0	0%
#26 Garbled Message													0	0%
#27 Database Not Available													0	0%
#28 Split Screen													0	0%
#29 Other Technical Type Complaint													0	0%
#57 Caller ID													0	0%
#58 Regional 800 Calls													0	0%
#59 Transmission (Can't hear or be heard)													0	0%
<b>TOTAL</b>	0	0	0	0	0	0	0	0	0	0	0	2	2	
<b>MISC COMPLAINTS</b>														
#30 Rates													0	0%
#31 OSD													0	0%
#32 No 900 Number													0	0%
#33 Carrier of Choice													0	0%
#34 Network Recording													0	0%
#35 Other									1	2			3	100%
<b>TOTAL</b>	0	0	0	0	0	0	0	0	1	2	0	0	3	
<b>TOTAL CONTACT</b>	0	0	0	0	0	0	0	1	1	2	0	2	6	

**Federal VRS - Complaint Log (June 1, 2004 thru May 31, 2005)**

Tracking #	Date of Complaint	Category # Complaint	Nature of Complaint	Date Resolved	Explanation of Resolution or Status
1	1/25/2005	21	The customer was concerned about poor video quality on agent side through FedVRS.	1/25/2005	I encouraged her to document VI # the next time. She understood and said she would do that.
2	2/2/2005	35	Customer placed a call to IRS thru FedVRS and was told by IRS that they would not accept the call because of its policy on 3rd party calls.	2/2/2005	I gave a contact person's name and email address from FedVRS office to the customer and informed her that she need to contact him in regard to this. She understood and said she she would do that immediately.
3	3/10/2005	35	The customer was upset that IRS was not accepting her calls through FEDVRS	3/10/2005	Email was sent to erikdiamond@tmail.com to provide information about calling agencies through FEDVRS.
4	3/16/2005	35	The customer wanted to know why couldnt he get a spanish interpreter?	3/16/2005	I provided information about availability of Spanish interpreters through FedVRS and that I am referring this to the appropriate person to see about making Spanish interepting available through our VRS. He was satisfied.
5	5/26/2005	24	The customer was upset that her calls with fedvrs.tv were disconnected several times this am.	5/26/2005	I informed the customer that I would make note of it and refer to the tech department. The customer was satisfied.
6	5/31/2005	24	The customer complained that they were not able to get a hold of spanish interpreter.	5/31/2005	I informed the customer that all interpreters are currently busy and to continue to try again. He understood and said he would do that.

**SPRINT VIDEO RELAY SERVICE**



# Relay VRS

6/04 - 5/05

SERVICE COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
#00	Answer Wait Time	0	0	0	0	0	0	3	0	1	4	2	1	11
#01	Dial Out Time	0	0	0	1	0	0	0	0	0	0	0	0	1
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	1	0	1
#03	Didn't Follow Cust. Instruct.	0	0	0	0	0	1	0	0	1	0	0	2	4
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	1	0	0	0	1
#05	Agent Disconnected Caller	0	0	0	0	0	0	0	0	1	2	1	2	6
#06	Poor Spelling	1	0	0	0	0	0	0	0	0	0	0	0	1
#07	Typing Speed/Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0
#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	0	0	0	0	0	0	0	0
#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	0	0	0	0	1	0	1
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0
#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	1	0	0	0	0	0	1
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	1	0	0	0	1
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17	Agent Was Rude	0	0	0	0	0	0	0	0	1	0	1	1	3
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0
#19	Spanish Service	0	0	0	0	0	0	1	0	0	1	0	0	2
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	2	0	0	0	0	0	2	0	1	1	2	2	10
<b>TOTAL</b>		<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>7</b>	<b>0</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>43</b>
TECHNICAL COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
#22	Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0
#23	Changed for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#24	Trouble Linking Up	2	0	0	0	0	0	0	0	0	0	0	0	2
#25	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0
#26	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0
#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	0	0	0	0	0	0	0	0	0	2	0	0	2
#57	Caller ID	1	0	0	0	0	0	0	0	0	0	0	0	1
#58	Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
#59	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>		<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>						
MISC COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
#30	Reles	0	0	0	0	0	0	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0
#32	No 800 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	1	0	0	0	1
#35	Other	0	0	0	0	0	0	0	0	1	5	2	3	11
<b>TOTAL</b>		<b>0</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>11</b>							
<b>TOTAL CONTACT</b>		<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>7</b>	<b>0</b>	<b>7</b>	<b>11</b>	<b>10</b>	<b>11</b>	<b>60</b>

## SPRINT VIDEO RELAY SERVICE LOG

06/01/04	She's with a customer and she is not able to access into D-Link router (http://). 2. ID# - why must have it in order to receive messages?	06/01/04	1. We checked into DLink's http: they're down. I recommended her to check into this periodically. 2. She was concerned about why she needs to have ID # in order to receive calls when a doctor of a friend placed a call to her thru VRS? She mentioned that it occurred thru MN VRS. Told her I will refer this to appropriate person. 3. She spoke with tech this morning about several times.
06/04/04	The customer complained, "VRS is so complicated for me to use than before."	06/04/04	The customer did not like our new website. We sent e-mail to the customer with an apology and referred this to the other department.
06/04/04	Why black pix when call VRS?	06/04/04	The customer complained about waiting a long time for VI agent I explained to her that the black screen displayed on her monitor means all VI's are busy. I recommended her to stay online until on of them becomes available to take her call. She understood and was satisfied.
06/04/04	IBV caller unhappy that the VI's switched in the middle of a call. Caller did not want to be contacted by CSD.	06/04/04	CSD protocols were followed in the change of VI's. I tried to explain to the customer that we follow CSD protocol to switch interpreters. I told the customer would forward this to VRS dept.
06/14/04	Customer is having a problem, when I call people, the majority of them have Caller ID and they will not pick up the phone when it says South Dakota, knowing that it just has to be a telemarketer. I come away from the computer in tears, because I can't get anyone to pick up the phone. It is pointless for me to ask them to call me back because they are not familiar with VRS and I only a limited time to leave messages. There has got to be a way for their caller ID to reflect the caller not VRS.	06/14/04	I responded to the customer via e-mail that I am referring this issue to the VRS department and that is she has any more questions or concerns about this issue, she can let us know. This issue is being referred to the marketing VRS support people to be addressed.
06/14/04	The call was transferred from VI 9002 to CS because the user was upset that VI 9002 did follow the user's instructions. When the user asked the interpreter what phone number he/she was dialing, he/she became uncooperative by refusing to answer the user's questions.	06/14/04	The customer complained about the VI agent following instructions. I thanked the customer for bringing it up to our attention and I advised the customer that hits matter will be forwarded to the appropriated person for corrections. The customer was satisfied.
11/07/04	Transferred by vi 3011 on request -- don't like the new web design...can't find customer service and phonebook? I like the old one better, now I have to learn all over again.	11/07/04	The customer doesn't like our new website and complained about having to learn how to use it. I apologized about the new design and provided instructions about the phonebook and customer service. She understood and is satisfied.
12/02/04	"I would like the hold policy between calls to be 5 minutes instead of 3 minutes." "This would allow me to keep the same interpreter if the line is busy or if I am looking for other numbers to call."	12/02/04	Explained to the customer that the 3 minute policy only applies to those callers who are not placing OB calls. If the caller has numbers to call the 3 minute policy does not apply.
12/04/04	Last Monday I called VRS over and over. I had to wait a really long time, and then I'd get a black screen that would disconnect.	12/04/04	Mondays are VRS's busiest days of the week, after no connection is established; some video phones will automatically disconnect themselves after timing out.
12/06/04	Not satisfied that there is not a relief person for the Spanish speaking VI. There should be at least 2 Spanish speaking VIs in the center.	12/06/04	Tri-lingual interpreters are difficult to find, we continue to do our best to meet the needs to all of our customers.
12/07/04	I've called the 866 number several times to place a call to a deaf person. I've been put on hold for 10 minutes then the call was disconnected. This is not good service; do you not have enough operators to answer the calls?	12/07/04	Informed the caller that the disconnection of her call would be looked into by the tech team. As for not enough operators, informed the caller that staffing lines are adjusted regularly to meet caller demands.
12/08/04	Agent 3007 did not describe my feelings correctly. Had a service tech come to my home and he did not do a good job. Was calling them back with complaints and 3007 did not clearly describe my anger to the tech. The agent was overly polite and nice when in fact I was furious.	12/08/04	Complaint sent to manager of 3007 for follow up with 3007.

## SPRINT VIDEO RELAY SERVICE LOG

12/13/04	IB Video Caller complained that he called 3 times and no one answered his call. The 3rd call he had to wait 15 minutes. Complaint documented and then his calls were processed. Caller asked to be transferred to customer service.	12/13/04	Thanked caller for his time and patience. Explained that we were experiencing a high volume of calls and that the interpreters were busy processing calls.
12/14/04	Caller didn't like it when the VI's switched during the call. Said that other services don't do that.	12/14/04	Thanked the customer for his feedback, gave the caller the link for the customer service rep after requested. Apologized for having the interpreters switch out.
02/02/05	The customer thought the VI agent might be miscommunication with the hearing caller and was not following his instructions.	02/02/05	He didn't get VI # but complained that the VI seemed not relay the messages properly or ask for clarification. I told him next time it happens again, to be sure to get the VI # and I will refer it to the VRS dept. He understood and said he would do that.
02/02/05	I had a hard time reading VI agent's hand signs. I have problem catching numbers. Next time you must type through email and it will be easy for me to read it. This is very important for my business. I am not appreciative and little disappointed. I did called wrong phone number so you can watch her sign language through sign mail.	02/02/05	The number was read as XXXX-XXX-XXXX I sent him email with the number.
02/02/05	Customer complained it took VI agent long time to connect to him by using VRSmail.	02/02/05	I provided some information and informed the customer to be sure to get the VI agent's number and we would refer it to VRS dept. The customer understood and said she would do that.
02/28/05	The customer made a call on Thursday Feb. 3 at approximately 8 pm. and as a customer of VRS, I was disappointed with the attitude of operator XX11. We had some difficulties in communicating with each other and she was rude and indicated it was my computer. I hung up and tried again and got through with the next operator who said I had a very clear picture with no problems whatsoever. I do not appreciate the attitude of this operator/interpreter and my experiences were less than pleasant when it has been real pleasant in the past. The number was something 11. I believe it was 6011 but am not sure. Please advise your operators to be professional on their approach.	02/28/05	I sent a reply via email informing the customer that I referred his email to VRS department.
02/4/05	I (the customer) was talking to my daughter last night, and the man interpreting the conversation got involved and made comments about the language used in the conversation. I did not appreciate the interpreter getting involved in the conversation.	02/28/05	I had been trying to call the customer many times and each time I called, I got his answering machine and I left message for him to call back to me. It had been since 2-4-05
02/28/05	Email message from the customer: I noticed more and more VRS interpreters are wearing nail polish - -color and French manicure nail polish. That is a big no-no. Can you please ensure that the interpreters are not wearing nail polish, please??? No follow up.	02/28/05	I forwarded this email to manager to investigate with VRS department.
02/28/05	In regard to FCC regulations, the customer wanted to contact FCC to complain about Sorenson VPs.	02/28/05	I provided information to her on how to contact FCC to file a complaint. She understood and thanked us for the information.
02/28/05	I received the customer's email in regard to his VRS mail - He complained he couldn't understand this VI in his VRS mail.	02/28/05	I sent him the email to call me via VP and I will interpret for him what the VI said in his email.
02/28/05	The customer sent the email saying that he was trying to get a VI agent for the last 30 minutes and have not been able to. They kept on hanging on me. Please hire more interpreters for evening hours.	02/28/05	I sent a reply to the customer informing him that I forwarded his email to the VRS department. In the email, I thanked him for bringing it up to our attention.
03/03/05	The customer was complaining about Sorenson's VP100 having nice features and was wondering when Dlink i2eyes would get same features.	03/03/05	I apologized that we don't offer those features in our Dlink i2eyes. I informed him that we would refer this to appropriate people. I thanked him for taking the time to let us know.
03/04/05	The customer complained that he was having difficult time trying to get hold of Spanish interpreter.	03/04/05	I provided information about availability of Spanish interpreting through FedVRS and also informed him that we may be looking into expanding Spanish interpreting. He understood and was satisfied.

## SPRINT VIDEO RELAY SERVICE LOG

03/05/05	The customer complained about the status of his Dlink request as he was still waiting for a long time for his free Dlink.	03/05/05	I informed him that we referred it to the appropriate person and explained to him about the delay in installing dinks. He understood.
03/08/05	The customer had problems with VI agents rejecting his calls 3-4 times and was upset about it	03/08/05	I informed the customer that he will need to get the VI# but he said it disconnected so fast every time that he couldn't get the number. He said he would try again.
03/08/05	This customer complained about some VIs not being well dressed up and that it needs to have a grooming policy set up. VIs gets paid very well so they should be dressed up nicely.	03/08/05	I thanked the customer and informed him that I would pass this information along to VI manager. He was satisfied.
03/08/05	The customer complained that VRS was busy and she had to wait a long time for VI.	03/08/05	I made note of it and notified customer that VRS might be experiencing a peak time. She understood.
03/08/05	The customer complained that VRS was busy and she waited a long time for a VI.	03/08/05	I made note but notified customer that VRS might be experiencing a peak time. I told her to keep on trying. She understood and said she will try again.
03/09/05	The customer has Comcast billing disputes as all of her long distance calls were charged.	03/09/05	I recommended her to contact them and clear this issue out with them. She understood and said she'd do that.
03/10/05	Customer was complaining about waiting 10 - 15 minutes for a VI.	03/10/05	I informed the customer that all agents are currently busy and that she is to try again. She said she'd do that.
03/14/05	The customer was upset about being unable to use other VRS providers with vp100.	03/14/05	I suggested to the customer to file a complaint with FCC. The customer understood and said she would do that.
03/29/05	The customer was upset and said that he got a callback from Sorenson??	03/29/05	He thought it was not to be allowed by FCC? I gave him the information on FCC rulings. He was satisfied.
03/29/05	The customer got phone bill that seems to have additional charges and he was upset about it.	03/29/05	I explained to the customer about the additional charges and if he had an issue, to check with the phone company. He understood and said he'd do that.
03/29/05	A customer complained about VI #6XXX's station being frequently disconnected.	03/29/05	I informed him that I would refer it to the appropriate department. He was satisfied.
03/30/05	Email message from the customer: I request for an email address because I would like to forward a message to you. The message from a CSD representative informs me that I can not have a Dlink because I already have vp100. It is due to new FCC rulings. I don't understand what is going on and am not happy about it. Please send me the email address so that I can send the message to you. Thanks,	03/30/05	I gave more information about the FCC rulings in the email and sent back to him.
04/01/05	The customer complained that Sorenson ad popped up on the screen and interrupted his conversation. Then later that night, Sorenson's customer service contacted him asking if he had a technical problem to feel free to contact them.	04/01/05	I thanked the customer for bringing this up to our attention and that I would make note of it. He understood and was satisfied.
04/01/05	The customer complained about VCO procedure as she wanted to be able to use it without seeing herself in video.	04/01/05	I provided information on how to use VCO the way she wanted it. She understood and was satisfied.
04/04/05	The customer complained that the VI agent was angry and hung up on him.	04/04/05	I gave an apology for the VI agent's behavior and informed him that next time it happen to get VI agent's number, day & time of occurrence. Then I can refer it to the VRS department. He understood and said he would do that next time.
04/05/05	The customer complained that one of the VI agents was rude. The VI agent's number was 3XXX and had long blonde hair and glasses.	04/05/05	I thanked the customer for letting us know and apologized about the vi agent's behavior. He was satisfied.

## SPRINT VIDEO RELAY SERVICE LOG

04/06/05	The customer complained he waited too long for the VI agent to connect.	04/06/05	I informed him that all agents were busy at that time and to try again in a while. He understood and said he would try again.
04/11/05	The customer had a complaint about VI agent wearing lime green shirts because of lack of smocks available at the center.	04/11/05	I assured the customer I would send email to the appropriate person regarding the smock issue. She was satisfied.
04/25/05	The customer complained that CSDVRS disconnected on him twice.	04/25/05	I explained that we might be experiencing some buys with CSDVRS and to use sprintvrs for now. He understood.
04/26/05	The customer complained that on www.csdvrs.com, he did not like smaller pix as it was so hard to see.	04/26/05	I informed him that I will share this with our supervisor, Clarke and he in turn will refer it to the appropriate people. He understood and was satisfied.
04/26/05	The customer waited too long for the available VI agent.	04/26/05	I informed the customer that all VI agents were busy at that time and to try again later on. The customer understood and said she would do that.
04/29/05	The customer said CSDVRS stinks!	04/29/05	I offered an apology to her and she did not say anything more and hung up.
04/29/05	I couldn't see the customer on screen but he notified me via text chat that CSDVRS was freezing during his conversation.	04/29/05	I told him I would record that information and forward to the Tech department. He understood and was satisfied.
05/04/05	I received the customer's email in regard to a complaint about csdvrs via csdpas. She was not happy with the way it was set up.	05/04/05	I replied back to the customer via email that it is being referred to appropriate person. I haven't heard back from her.
05/06/05	The customer complained that VI agent #9005 couldn't read customer's signing.	05/06/05	I thanked the customer for bringing it up to our attention and made note of it to be referred to the VRS department.
05/11/05	I received the email from a customer. She wanted to file a complaint against Sorenson. She is a Sorenson up user. The reason of this complaint is that Sorenson would not allow her to use other VRS providers other than Sorenson.	05/11/05	I replied her back via email encouraging her to file complaint with FCC and informed her that we have nothing to do with this type of issue.
05/17/05	The customer expressed his concern with me this morning. He had a conversation with a deaf citizen yesterday afternoon. This person told him that somebody from CSD told him that Kappa Gamma and CSD have a lot of connections. This person was bragging. The customer felt CSD should be aware and that deaf community relies a lot on CSD. He suggested that we need to be careful with this.	05/17/05	I informed the customer I will share this information with our supervisor and he, in turn, will share it with appropriate people. The customer was satisfied about this step of action.
05/18/05	The customer complained that in the middle of the conversation with his insurance agent via csdvrs, the call got disconnected. He wanted to report this situation to FCC.	05/18/05	I explained to him that he needs to report this to FCC via FCC website himself. I gave him the information on this. He understood and said he would do that.
05/19/05	The customer complained about having to wait a long time for the available VI agent to appear.	05/19/05	I informed the customer that all agents were busy at the moment and to keep on trying. The customer understood and said he would do that.
05/23/05	The customer informed us that CSD VRS service is being blocked in the South Georgia area and he is concerned about it.	05/23/05	I informed him that I made note of it and if it is really an issue, then it will be addressed. He understood.
05/24/05	The customer wanted to speak to someone about this situation. She received a spring relay call and she was to verify who she was actually speaking to. The relay agent was very rude and she felt the agent was stepping out of her boundaries and speak on for the patient instead of relaying what was actually being said.	05/24/05	I called the customer and informed her that this issue is being referred to VRS department.

## SPRINT VIDEO RELAY SERVICE LOG

05/26/05	The customer complained that he never got any phone calls from VI when he waited for his friend and then he got several emails about VRSmal.	05/26/05	I informed the customer that this will be referred to my supervisor. It may be training issue for VIs. The customer understood and was satisfied.
05/27/05	The customer was complaining that a vi agent failed to follow her instructions.	05/27/05	I apologized to her about the inconvenience it may cause her and informed her that next time it happens again, to be sure to get VI agent number and we will refer the matter to VRS department. She understood and said she would do that.
05/28/05	This customer has a concern of getting disconnected from Sprintvrs VI's 5XXX but was able to get the last 2 VI #'s (3036 and 3013).	05/28/05	I informed her that I would take note of it and refer it to tech department. The customer was satisfied.

**SPRINT RELAY ONLINE SERVICE**



# Relay SRO

6/04 - 5/05

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
<b>SERVICE COMPLAINTS</b>														
#00	Answer Wait Time	0	0	0	0	0	0	0	0	1	0	0	1	2
#01	Dial Out Time	0	0	0	0	0	0	0	1	1	2	0	0	4
#02	Didn't Follow Database Inst.	0	0	0	2	0	0	0	0	0	0	0	0	2
#03	Didn't Follow Cust. Instruct	0	3	2	4	1	2	5	3	16	2	9	7	54
#04	Didn't Keep Customer Informed	1	0	1	0	1	0	3	1	2	1	1	1	12
#05	Agent Disconnected Caller	14	7	5	4	5	13	13	18	20	19	20	21	159
#06	Poor Spelling	0	0	0	0	0	0	1	0	1	0	0	0	2
#07	Typing Speed/Accuracy	3	1	0	1	0	1	0	0	0	0	0	0	5
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0
#09	Everything Relayed	0	1	0	0	0	1	1	0	0	4	2	1	10
#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	1	0	0	0	0	0	0	0	1
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	4	0	0	0	0	4
#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	0	0	0	0	0
#17	Agent Was Rude	1	1	0	2	1	1	0	2	2	3	2	6	21
#18	Problem Answer Machine	0	0	0	0	0	1	0	0	0	0	1	0	2
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	1	1
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	3	2	1	3	4	3	4	1	1	3	7	3	35
	<b>TOTAL</b>	<b>22</b>	<b>16</b>	<b>9</b>	<b>16</b>	<b>13</b>	<b>22</b>	<b>27</b>	<b>30</b>	<b>44</b>	<b>44</b>	<b>42</b>	<b>43</b>	<b>315</b>
<b>TECHNICAL COMPLAINTS</b>														
#22	Lost Branding	0	0	0	0	0	0	1	0	0	0	0	0	1
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	0	0	0	0	0	0	0	1	3	0	1	5
#25	Line Disconnected	0	0	0	0	1	0	0	0	8	24	11	11	55
#26	Garbled Message	0	0	0	0	0	0	1	0	0	0	1	0	2
#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	0	0	0	0	0	1	1	0	3	1	1	0	7
#57	Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0
#58	Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
#59	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>12</b>	<b>26</b>	<b>12</b>	<b>11</b>	<b>52</b>
<b>MISC COMPLAINTS</b>														
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0
#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	0	0	0	0	0	0	1	1	3	0	2	1	8
	<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>8</b>
	<b>TOTAL CONTACT</b>	<b>22</b>	<b>16</b>	<b>9</b>	<b>16</b>	<b>14</b>	<b>23</b>	<b>31</b>	<b>34</b>	<b>49</b>	<b>52</b>	<b>57</b>	<b>54</b>	<b>393</b>

## SPRINT RELAY ONLINE SERVICE

06/01/04	SRO caller complains operator cut them off. "I believe he know that the recording was too long that is why he did not want to redial. He is totally lazy."	06/16/04	I apologized for the problem, and told caller that agent's supervisor will be notified for follow up. Thanked them for letting us know. Contact requested via email. Spoke with CA he does not recall the incident. Coached CA on proper call procedure with recordings. Sent follow up e-mail to customer.
06/01/04	SRO caller complains operator cut them off. "I believe he knew that the recording was too long that is why he did not want to redial. He is totally lazy." I apologized for the problem and told caller that agent's supervisor will be notified for follow up. Thanked them for letting us know. Contact requested via email.	06/16/04	Spoke with CA. He does not recall the incident. Coached CA on proper call procedure with recordings. Sent follow up email to customer. Delay follow up is due to CA being out of town.
06/04/04	Customer states that this agent could not keep up when the other caller spoke fast. Also the agent hung up on the customer before he was able to make a 2nd call.	06/04/04	RCS response Thanked the customer letting us know and assured that a complaint would be sent in so that the problem could be investigated further.
06/04/04	Customer states that this agent could not keep up when the other caller spoke fast.	06/04/04	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.
06/04/04	Customer states that this agent could not keep up when the other caller spoke fast. Also the agent hung up on the customer before he was able to make second call. Thanked customer for letting us know and assured that a complaint would be sent so that the problem could be investigated further. No call back was requested.	06/07/04	Coached Agent to do proper typing and emphasize on speed typing to keep the call pace. Operator understood.
06/04/04	SRO 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, a let her know that I will forward the information to the appropriate department. Did not request follow-up.	06/09/05	Met with agent, agent stated that they would never use profanity toward a customer. Coached agent on the importance of always keeping their composure and demonstrating professionalism and patience on all calls
06/04/04	Sprint Relay On line customer reports that agent and their supervisor advised 2Line VCO not available via SRO. Customer has been making 2LVCO calls via SRO for past 3 days and very frustrated this agent and supervisor was not aware that this service is provided via SRO. Apologized and advised 2LVCO is available thru SRO, advised complaint will be forwarded to management also confirmed customer indicating 2LVCO to agent when making calls customer is doing everything correctly. 2LVCO feature listed as service provided via SRO per training materials "Frequently Asked Questions" provided July 2002. Customer Request contact.	07/01/04	CA was instructed on proper procedure for 2LVCO via SRO. Customer was contacted via email and assured that the center and agents would be ready to handle any future requests for this type of call procedure.
06/06/04	SRO customer said agent was interrupting into my conversation and did not appreciate this. Apologized for the problem. No contact requested.	06/13/04	Talked with agent regarding this complaint. She does not recall but only one problem. Two guys ins the same room playing on the relay. One guy said "I have you logged Bitch" Agent does not know if this is the complaint. We assure that she does not and will not interrupt herself inside the conversation.
06/07/04	Customer called to report that he was hung on by a really rude operator. Customer was told that calls to Virgin Islands were not permitted. Customer was able to place the call through another relay operator and was told by that supervisor that calls were permitted to US Territory like Guam, Puerto Rico and Virgin Islands.	06/08/04	Customer Service response: Thanked the customer for letting us know and apologized for the inconvenience. Told caller that the report would be sent to the call center supervisor. Operation response: Spoke with CA. He apologized that he did not know we can process US Territory. All solved.
06/08/04	Caller stated that he connected to SRO agent 4740 F and received no responses from the agent. The caller repeated the number to dial and received no response again. The caller entered a new number to dial at which time the agent typed "SKSK" and disconnected the caller. Informed customer that would submit report to supervisor call center. Customer wanted to be followed up by email. Apologized for inconvenience on the call and thanked for the call.	06/12/04	Discussed with CA regarding staying focused on the calls. CA does not recall any circumstances where there was no response, although sometime SRO does come thru with no information. Advised to have immediate response that we receive the information to dial out. Emailed customer per his response.

SPRINT RELAY ONLINE SERVICE

06/09/04	Customer states agent disconnected in the middle of his typing a message to leave an answering machine. Up to this point, agent placed several calls for customer without problem. No follow up requested.	06/09/04	Spoke with agent and she does not recall incident, stated never would do that. Coached agent on proper disconnects procedure.
06/14/04	Customer reported that it is really frustrating because he has contacted Sprint Relay a few times about the operators always disconnect him when using SRO. Today during a call with his doctor about 20 minutes, but got disconnected during the call. He then made another call and had talked about 9 minutes when this agent cut him off. He called the doctor to ask they had hung up on him and they said no they thought he hung up on them.	06/28/04	Talked with CA who does not remember disconnecting such as a call. CA has relayed she would never hung a call. I have discussed with CA to let a supervisor know if there are any problems with a call.
06/15/04	Sprint Relay Online customer reports line is disconnected while call in progress via Sprint Relay Online. Customer reports this has happened many times. Customer states it is ruining his business. (customer did not provide state calling from customer did not have operator id number. advised complaint would be forwarded to management. apologized for inconvenience) Customer requests contact via email.	08/25/04	Send email to customer and advised customer that it could be part of technical problem. Requested more information and did not receive response from customer further. Closed contact.
06/18/04	Customer reported that again and again his call is being disconnected during the conversation. This time CA above important call with hospital. He always uses Internet relay. Thanked the caller for letting us know and apologized for the convenience. Told the caller the report would be sent to the call center supervisor.	06/23/04	Met with agent, but stated she does not remember the call. Coached the agent on the importance of not hanging up on a customer. Informed agent if observed doing so it can lead up to and including termination.
06/18/04	"Relay type too slow and wasted my time, I am not appreciated very much and what more she type too sloppy. Her typing is not clear. Let me know what is going on." Thanked the customer for letting us know and apologized for the inconvenience. Customer said they wanted to be contacted by the supervisor at the email address provided. Told them the report would be sent to call center supervisor. Follow up requested at above email address.	06/24/04	Operation response: Met with agent, but stated she does not remember the call. Coached the agent on correcting all typing errors and keeping typing speed at pace that does not affect the flow of the call. Agent's typing speed meets FCC requirements. Customer was contacted and informed of the resolution.
06/20/04	Caller said that agent 4699 would not follow special instruction and that the agent hung up. Apologized for the inconvenience and thanked caller for the comments. No follow up requested.	06/25/04	Spoke with agent and agent did not recall the call. Coached agent on following customer instructions and disconnect procedures.
06/21/04	Customer called in to report that agent kept disconnecting the call again and again. Thanked the customer for letting us know and apologized for the inconvenience and asked if they would like to be contacted by the supervisor regarding the issue. The caller ye they would, but the line seemed to disconnect on their end. As there was no further typing when I asked for name and contact number. No follow up possible, due to information not given.	11/23/04	Met with agent, but stated he does not remember the call. Coached the agent on the severity of disconnecting on a customer. Informed agent that if observed doing so it can lead up to serious consequence.
06/28/04	Customer states the operator disconnected. The customer advises. He made two calls and was going to make a third call. The customer advises they use SRO regularly, and the disconnect is unacceptable. Apologized.	06/30/04	Met with agent. Stated she does not remember the call, and that they would not hang up on any customer. Coached agent on the importance of never hanging up on a customer. Informed agent if observed doing so, it can lead up and including termination.
06/29/04	SRO customer advises the CA disconnected the call. The customer states he is a regular customer of the internet relay, and it took 3 minutes to get his call processed.	06/30/04	Met with agent, but she does not remember the call. Agent they would not hang up on a customer. Coached agent on the importance of processing all calls in a timely manner. Also informed the agent of the severity of hanging up on a customer that can lead up to serious consequence.
06/29/04	SRO user complains they were disconnected by the agent because the agent was too lazy to redial and told them the line disconnected without ringing.	06/29/04	Explained that with SRO sometimes the connection can get lost with internet, and apologized for the problem. Let them know that information will pass this information on to the agent's supervisor for follow up. No follow up wanted.
06/29/04	SRO user complains they were disconnected by the agent because the agent was too lazy to redial and told them the line disconnected without ringing. I explained that with SRO sometimes the connection can get lost with internet. And apologized for the problem. Let them know I will pass this information on to the agent's supervisor for follow up. No follow up wanted.	06/30/04	Coached operator about appropriate disconnection procedure. Operator understood.

## SPRINT RELAY ONLINE SERVICE

06/30/04	SRO caller stated that operator disconnected call. Apologized to caller and thanked him for letting us know. no follow up request	06/30/04	Coached operator.
07/07/04	VCO customer reports that agent was given extension to enter when calling to a business number agent typed recording but did not indicate the technical support department was reached agent typed the recording heard when VCO was able to speak he asked agent if extension was entered agent advised the extension number was entered. VCO asked agent if technical support was an option agent advised they could not provide that info. VCO informed agent the agent the agent could definitely provide that	07/07/04	Advised customer complaint would be forwarded to supervisor) Customer request contact. Followed up with customer and explained that agent is not responsible but supervisor can provide information to customer directly. Customer understood about our policy with operator.
07/08/04	Caller wanted agent to confirm if the relay member was still in service during a call. CA was confused because relay is no longer in OPR mode so advised could not get involved in call. TTY user cursed out CA. AIC came on after he had hung up outbound. Wanted CA fired. Said was going to sue us. Kept asking for his call back number. He said no way because then I would have his number to threaten his life.	07/08/04	Apologized for his misunderstanding. Offered follow up through email. Refused. Ask for MN 800 number after it was given caller hung up. CA followed proper agent protocol by not getting involved with the call during relay mode.
07/10/04	Hearing customer told tty user that CA 9076 F did a terrible job. No particulars provided. Supervisor thanked customer and said that complaint would be reviewed with CA	07/14/04	Met with agent concerning complaint. The agent had no recollection of the call. Agent was coached on the importance of processing call to the satisfaction of customer and Sprint Relay. Agent understands that a greater effort must be put forth when processing calls.
07/11/04	Internet relay user called to say that agent would not leave a message on an answering machine saying it was too long. Then asked for a supervisor and she told the internet user the same thing. Customer changed the message to four lines and was still told it was too long.	07/11/04	Apologized to the customer for this situation. No contact requested.
07/12/04	Customer started his call with CA 7754F and in the middle of his call there was a switch to CA 7947M. The second CA disconnected his call. The customer states he was talking to his doctor's office, and he wants an explanation as to why his call was abruptly disconnected.	07/12/04	Apologized. Advised the supervisor would be notified and requested to contact customer at his email address. Contacted customer and explained that it was possible technical problem. Customer understood.
07/14/04	Customer states he was on a call and was asked by his outbound party to hold while he gathered some information. The customer was prepared to hold, but the operator announced she was having technical difficulties and asked him to hang up and then said "sksk" and disconnected the call. The customer states he can say from experience that if the call proves challenging the operator tends to disconnect. He wants and explanation.	07/15/04	Apologized. Advised that the supervisor would be in a better position to address the matter after conferring with the operator. Follow up requested to his email address ASAP. Sent follow up email to customer elaborating on specific equipment malfunction. Apologized for inconvenience and thanked customer for patience and understanding.
07/17/04	Customer states that on his relay online call this agent hung up on him twice. He was making a call and the person that he called hung up but before he got the chance to make another call the agent disconnected the phone line. He called back to make another call and again got this agent and the same thing happened to him again. Customer did state that he was also an OH CA.	07/19/04	Apologized for the problem and assured that a complaint would be sent in so that the problem could be investigated further. No call back was required. Discussion with agent regarding disconnecting calls. Agent does not recall any situation where she hung up on calls and remarks that she doesn't do that. Have explained if any problems with a call please notify a supervisor.
07/17/04	SRO user asked if there was a limit of calls. Agent after processing informed the "sorry, just one call."	07/20/04	I apologized for the problem and let them know I would inform the relay supervisor for follow up with the agent. Customer does request contact via email address provided. Discussion with agent regarding his answer of an SRO user only allowed one call. I have sent an email to the above email address per the customer. Emailed customer.
07/23/04	Caller said that agent announced relay after caller said not to announce relay and person called hung up on caller. He wants to make sure the agent knows to follow orders.	07/23/04	I apologized for the problem. No call back is required on this issue. CA said she had a call about that time where TTY user asked to call the number and ask what kind of company it is. CA followed inbound instructions as a "do not announce." After she asked what kind of company is this the outbound hung up. CA did follow customer instructions.

SPRINT RELAY ONLINE SERVICE

07/25/04	Customer states he gave an instruction to get a rep on line. He explains the operator dialed the number for Road Runner but then abruptly disconnected the line.	07/25/04	Apologized. Follow up requested to his email address. Followed up with agent about call. Agent doesn't recall that call. AM contacted customer and explained that technical problem related to disconnection. Apologized for inconvenience and thanked customer for patience and understanding
07/25/04	SRO Internet customer said he was disconnected in the middle of his call and could not get the agent to redial or respond.	07/25/04	Apologized to the customer for the problem. No contact requested.
07/26/04	Customer states that this agent was a very slow typist on her call and also disconnected the line in the middle of the conversation.	07/26/04	Thanked the customer for letting us know and assured that the complaint would be sent in so that the problem could be investigated further. No call back was requested. Agent was coached to do typing properly.
07/27/04	SRO user called to say that they were disconnected in the middle of their call and they were sure the live person was still on the line.	07/27/04	Apologized for this problem. No contact required.
07/27/04	Customer was disappointed with the service she received while calling to law companies for estimates. On the reported call, the operator did not type the answering machine recording; instead he typed the words "answering machine." The customer states she asked the operator to repeat the name of the company. The operator was unresponsive.	07/27/04	Apologized. No follow up. Agent was coached to do proper procedure. .
07/29/04	Customer states that this agent disconnected his call in the middle of the conversation. He had a customer service rep (Jolene) on the line at a company that he had called and she asked it still offers other features on the player is there any other reason why you want to cancel that? When he started to type his response the line then disconnected before he could answer back.	07/30/04	Apologized for the problem and assured that the complaint would be sent in so that the supervisor could investigate it further. No call back was necessary. Agent does not remember call. Reviewed proper procedures and agent showed knowledge of proper procedures. Reminded agent of consequences for disconnection calls.
08/16/04	The customer stated CA 3800F was rude and snotty to this customer. This customer also stated that the operator told the uncle of this customer that the customer was swearing to the agent 3800F.	08/17/04	Discussed with operator. SRO caller did not want agent to relay swear words to uncle. Supervisor witnessed the call, uncle wanted supervisor to know agent was doing her job.
08/17/04	SRO customer disconnected in middle of important conversation. Customer very upset. Customer wants to know why this is happening.	12/14/04	Apologized for problem encountered. Advised complaint would be forwarded to supervisor. No follow up Met agent and reviewed agent about the call. Agent claimed that technical caused agent to disconnect the call.
08/17/04	Customer said CA 6202F hung up on her and her brother after 20 minutes. She said this is the third time this has happened to her on Sprint Relay Online. I thanked the customer for letting us know and said the issue would be forwarded to the appropriate personnel.	12/09/04	Agent does not remember call; reviewed procedures with agent as well as stressing repercussions of disconnecting calls. Supervisor wonders if perhaps problem lies with customer's modem connection.
08/17/04	SRO customer disconnected in middle of important conversation. Customer very upset. Customer wants to know why this is happening.	08/18/04	Reviewed procedures with agent. Left message with customer svc.
08/17/04	Customer left a message on answering machine with operator doing it, and then typed out another message for another call and there was no response from this operator. The ready light was green, yet the customer still received no response from operator. It seems as if the line was disconnected.	08/18/04	Agent remembers the call; she does not remember disconnecting call. Agent has been reminded of proper call procedures and disconnect procedure.
08/18/04	TTY Caller COMMENTS: "I asked that relay not announced it was a relay call. Agent 9254f announced her ID. Supervisor assisted and told me all agents had to announce their IDs, even if the relay announcement wasn't given. The Customer Service Rep. did request the supervisor assist with the call." RCS: "I thank you for calling, informing us. My assurance to you is that this complaint will be sent for further investigation."	10/18/04	Sent to trainer. Management informed if a customer announces they DO NOT WANT ANYTHING ANNOUNCED REGARDING THE RELAY, agents SHOULD FOLLOW THAT REQUEST. Also, informed all trainers and all center supervisors that we need to follow the policy.

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08/18/04	Customer states that at approximately 12:10PM customer provided# for agent 8338F to call and it took her 1 minute and 20 seconds to dial out. After 3 rings customer received this typed text: "Your call has been disconnected," then no further response from CA. Customer thinks that this agent disconnected on the customer.	12/15/04	Apologized to customer. Coached agent to do proper procedure.
08/20/04	Customer typed fast but agent threatened to talk very slow. She threatened to waste doctor office time. Customer's secretary told him agent talked too slow so she hung up on agent.	08/23/04	Apologized for incident, assured customer that someone will call back after discussion. Customer's contact information not provided, therefore follow up not possible.
08/21/04	Customer asked agent to dial his mother's number. When the number was dialed the customer was typing what they wanted to say to their mother and then the agent typed, "person hung up." The customer asked what the person's response was and the agent never answered, so the customer hung up and called customer service.	12/15/04	Thanked the customer for letting us know and assured that the complaint would be sent in as stated so that the problem could be investigated further.
09/02/04	CUST TRIED TO CALL 1 800 PICKUPS. CA SAID CALL WOULD NOT GO THROUGH. CUST CALLED BACK, GOT DIFFERENT CA, AND SUCCEDSSFULLY COMPLETED CALL. RCS: APOLOGIZED AND ASSURED THAT A COMPLAINT WOULD BE SENT SO PROBLEM WOULD BE INVESTIGAGED AND CORRECTED.	09/21/04	CA DIDN'T REMEMBER AN EVENT OF THIS NATURE; HOWEVER, CA DEMONSTRATED PROPER PROCEDURES WHEN QUESTIONED REGARDING AN IDENTICAL SITUATION. NO EXPLANATION COULD BE GIVEN REGARDING THE CALL HAVING GONE THROUGH THE 2ND TIME, AND NOT THE FIRST TIME.
09/03/04	CUST STATED CA WAS INSTRUCTED TO LEAVE MSG. AT THE DIALED #, AND CA NEVER REPORTED BACK TO LET HER KNOW WHETHER MSG WAS RECIEVED. CUST TRIEDD TO GET CA'S ATTN. SEVERAL TIMES AND AFTER SEVERAL MINUTES FINALLY JUST HUNG UP. RCS: THANKED CUST. FOR INFORMING US, ASSURED THAT COMPLAINT WOULD BE SENT IN SO PROBLEM COULD BE INVESTIGATED.	09/08/04	MET W/CA, COACHED ON SEVERITY OF NOT DISCONNECTING CALLER AND IMPORTANCE OF FOLLOWING CUST. INSTRUCTIONS.
09/04/04	SRO CALLER COMPLAINS CA TYPED SLOWLY, DIDN'T RELAY CALL WELL. REACHED WRONG # AND CA BEGAN EXPLAINING RELAY RATHER THAN ALLOWING CALLER TO HANG UP. CALLER SUGGESTED THIS CA NEEDS MORE TRAINING SO CALLER COULD BETTER ENJOY USING SVC. APOLOGIZED. THANKED THEM FOR INFORMING US. EXXPLAINED WILL NOTIFY SUPERVISOR. . DECLINE CONTACT.	09/07/04	SPOKE W/CA. CA DID NOT REMEMBER CALL. TALKED W/CA ABOUT PROCEDURE USED TO CALL A SPECIFIC PERSON. NOTICED THAT EVEN THOUGH RELAY REACHED 2 WRONG NUMBERS (THROUGH NO FAULT OF AGENT), CA IS STILL REQUIRED BY PROTOCOL TO ASK IF OUTBOUND IS FAMILIAR W/RELAY AND TO EXPLAIN IF NOT.
09/04/04	INTERNET/SRO CALLER COMMENTS: "This agent, 6689 f, didn't follow procedures for TTY to TTY call setup." Response: I apologize for the problem. No follow-up needed.	10/08/04	We reviewed proper procedure with this agent, 6689F.
09/07/04	CUST VERY UPSET W/CA. "I WAS HAVING TROUBLE W/RELAY CA RIGHT BEFORE THIS RELAY CA I AM ON WITH. I WANT TO REPORT 9077M. THEY DIDN'T TYPE OUT WHAT MY FUTURE BOYFRIEND TOLD ME. ALSO, WHEN MY BOYFRIEND SAID GA AND THEY TRIED TO TYPE WHAT I WANT TO SAY SOMETHING, BUT THIS CA KEPT ON STOPPING ME FROM TALKING. THANKED CUST. FOR TIME TO INFORM US, ASSURED CUST. CA WOULD BE TALKED TO. CUST WAS SATISFIED.	09/21/04	MET W/CA, HE DIDN'T REMEMBER THE CALL. COACHED THE CA IN IMPORTANCE OF TYPING EVERYTHING HEARD VERBATIM.
09/11/04	Customer states instructions & number to dial were given, and then asked a question. The CA never dialed the number but disconnected the call. Customer stated it seemed the agent did not want to follow instructions. I thanked the customer for taking time to let me know and let them know a complaint would be sent as stated so the problem would be investigated.	09/30/04	CA was coached regarding proper procedure.
09/11/04	CUST STATES THEY GAVE NUMBER AND ASK CA TO DIAL, AND THEN TO ASK A QUESTION AFTER THAT. CUST STATES CA DID NOT WANT TO FOLLOW REQUEST. RCS: THANKED CUST. FOR INFORMING US AND THAT COMPLAINT WOULD BE FURTHER INVESTIGATED.	09/11/04	Supervisor reviewed proper procedure with agent. .
09/11/04	CUST. UPSET BECAUSE CA DIDN'T FOLLOW COST INSTRUCTIONS. APOLOGIZE TO CUST. AND INFORMED THEM CA HAD ALREADY REQUESTED MY ASSISTANCE. INFORMED CUST. AGENT FOLLOWED COST INSTRUCTIONS AS THEY WERE TYPED ON CUST DISC.	09/11/04	THIS WAS NOT CA ERROR. INFORMED CALLER THIS WAS HANDLED CORRECTLY.

SPRINT RELAY ONLINE SERVICE

09/13/04	Agent hung up on Sprint Relay Online cust. While Cust. was giving dial instructions for the next call. Michelle's response: Explained the 3 min. rule and they insisted that was not the case here. Complaint was forwarded to Cust. Svc. Dept. to report. No f/u necessary.	09/15/04	Agent doesn't recall this but knows to follow standard procedures on all calls.
09/14/04	Customer wants reason for agent disconnecting the line. He reports he repeated the number in quick fashion but the agent didn't dial. He asked the agent if there was a problem and the agent hung up. I apologized and thanked the caller for informing me.	09/21/04	Faxed to AZ Center. While the agent does not recall circumstances of this nature, the agent was reminded to report any technical difficulty which may result in disconnects. The agent was reminded of consequences of disconnecting a call.
09/14/04	SRO CALLER REPORTED CA DIDN'T FOLLOWS INSTRUCTIONS TO DELETE VOICE MAIL MSGS. WHEN MSGS WERE PASSED TO CO-WORKERS, THEY COMPLAINED THAT MSGS. WERE OLD, BECAUSED CA DIDN'T DELETE. CA LIED TO CALLER WHEN CONFIRMED MSGS. WERE DELETED. CALLER DOES NOT APPRECIATE CA'S LYING. APOLOGIZED AND ADVISED COMPLAINT WOULD BE FORWARDED TO SUPERVISOR. CUST CONTACT REQUEST: NOTE-CALLED 5:30 CST, WORK ANSWERING MACHINE 1-15-04; -CALLED 4:45 CST-LEFT MSG. W/SECRETARY 7/16/04 EXPLAINED TO CUST F/U 9/20/04	09/15/04	SPOKE W/CA. CA SAID SHE TRIED TO DELETE ALL MSGS., BUT FOR SOME REASON SOME WOULDN'T DELETE. SHE ATTEMPTED DELETION OF REMAINING, BUT CALLER HUNG UP BEFORE SHE COULD. I EMPHASIZED IMPORTANCE OF INFORMING CALLER EXACTLY WHAT IS TRANSPIRING. 9/15/04
09/14/04	SRO CALLER REPORTS CA HUNG UP AFTER TYPING "LINE DISCONNECT" SRO CALLER REQUESTED REDIAL. CA TYPED SKS & HUNG UP. CA DID NOT REDIAL AS REQUESTED. APOLOGIZED AND ADVISED COMPLAINT WOULD BE FORWARDED TO MGT. CUST. REQUESTS CONTACT E-MAIL.	09/16/04	ATTACHED E-MAIL SENT TO CUST. BY 8607 F'S DIRECT SUPERVISOR. MET W/CA AND COACHED CA ON DISCONNECTION PROCEDURES. POSSIBLY DISCONNECT OCCURRED BEFORE CUST REQUEST RECEIVED.
09/25/04	Agent hung up while I was reading the typed text. I would like action taken. Don't just say don't do this again. Apologized for this inconvenience, informed caller I would forward this to the supervisor thanked him for letting us know.	12/22/04	Agent didn't remember this call; however, agent was coached on importance of not disconnecting. Also, advised CA of doing so. E-mailed with the above was sent to cust.
09/28/04	CA WOULDN'T DIAL NUMBER; DISCONNECTED ME AFTER I GAVE THE NUMBER. THANKED CUST. FOR FEED BACK.	09/28/04	THANKED CUST FOR FEED BACK. FOLLOW UP W/CA.
09/29/04	CUST. REPORTED CA WAS ANGRY, SAID "YOU JUST DON'T GET IT." CUST MENTIONED SHE WOULD DISCUSS CA BEHAVIOR W/SVC. REP., CA TYPED, "WHATEVER," AND HUNG UP. CUST. NOT HAPPY FOR RUDE TREATMENT. CA ALSO STATED, "YOU DID GIVE THAT NUMBER OR I WOULDN'T BE TELLING YOU IT'S AN INVALID NUMBER." IT WAS A LITTLE OVERBOARD. CUST STARTED AT "VENOM SHE SPEWED." RESPONSE: THANKED CUST FOR TIME & INCONVEDNIENCED IN INFORMING US. TOLD HER REPORT WILL BE SENT TO CTR SUPERVISOR.	09/29/04	FOLLOWED UP REQUESTED FROM THE SUPERVISOR AT THE ABOVE NUMBER. Follow up with CA. CA did not remember this call; however agent was coached on importance of not disconnecting.
09/30/04	An internet caller complained, "This is against 3807F. O.K. I gave the agent a number, and then she said caller is not permitted to make operator calls. I told her number wasn't operator call, it was a local She asked me what number I was calling, customer stated that she got threatened by operator such beating up thru verbally. (continued in resolution)	09/30/04	...RCS: APOLOGIZED FOR THE HANDLING OF THE CALL. Hung up before I could get name or request of my call back. Supervisor witnessed call. Caller gave wrong AC. Operated dialed, got error & cust became abusive
10/04/04	SRO COMMENTS TO CUSTOMER SERVICE: "I tried to call a music store for information on gifts for my nephew; however I was turned away, it was a relay. Internet scan calls are affecting perceptions in the business world. This precept ion that everything is a scan is affecting all deaf persons. They're turned away or talked down to. I have no suggestions, I'm just hoping to eliminate/reduce fraudulent calls which degrade relay communication.(see resolution)	10/06/04	. Response: I thanked the caller for taking time to inform us and apologized for any inconvenience. I provided FCC the number to report SRO fraud, making them aware of how the deaf community is affected. Also, provided Fraud website so the caller could report on-line. The customer thanked me for providing him with "exceptional customer service." No follow up requested.
10/05/04	INTERNET CUSTOMER COMMENTS: "The agent, 9206F, disconnected my call. She was rude." RCS: I apologize for the handling of this call." No contact required.	10/06/04	Met with agent. She did not remember the call. Agent was coached on the severity of hanging up on a customer or being rude to any customer.

SPRINT RELAY ONLINE SERVICE

10/08/04	INTERNET CALLER COMMENTS: "Agent 4093-M disconnected me. The agent dialed and when the party answered, he hung up. I asked the operator to redial, and he didn't respond for a few minutes. He typed sksk and then disconnected." Response: I apologized. I explained the problem may be technical	12/02/04	This agent 4093 m does not recall this call, but the agent is aware of proper disconnect procedures.
10/06/04	Nature of complaint: Didn't announce the call properly and added "How are you." Customer was very upset. Response to customer: Apologized for inconvenience and assured I would pass this to an immediate supervisor. I	10/06/04	Follow up with agent. Emailed customer about the situation related to technical problem.
10/06/04	SRO customer said agent "interjecting into my conversation" and did not appreciate this.	08/13/04	RCS apologized for the problem. Talked with agent regarding this complaint. She does not recall. Agent stated two guys in the same room playing on the relay system, one said "I have you agent bitch." Agent doe know if this is the complaint. Agent assured me she does not interject herself into the conversation.
10/15/04	INTERNET USERSRO COMMENTS: "I was calling my folks through relay. I sent long messages to them and expected to get a response as soon as possible, but it took me longer than 11 minutes. Is she on-line or what?" Response: "My apologies for this problem. I will pass this on so the agent, 9541f, can be coached by the supervisor who can follow up. No follow up requested.	10/20/04	Agent was coached to do proper tying and notify customer during the call process.
10/17/04	THIS INTERNET CUSTOMER'S COMMENTS: "Agent 4033-M hung up on me twice." RESPONSE: "My apologies." We are to follow up by phone at the recommended time of (3 PM MST)	10/20/04	I discussed this with the agent on 10/19. He does not recall any circumstance matching this description. Agent 4033-m is aware of proper processing. I called the customer 10/20 at 3 PM and 5 PM MST in response
10/18/04	SRO/Internet CUSTOMER COMMENTS: "I placed a call at 3:56 P (Maryland). I typed the number to dial on SRO homepage. The agent asked for the number to dial, saying nbr calling to pizza. I asked, Didn't you see the number I typed on homepage? He refused to answer. I repeated the question . . . and I gave the number to dial and asked him to answer me as I wanted to know if the number is not shown. Then the operator hung up on me. (continued on resolution section)	11/01/04	(complaint continued) I have a print out of the conversation and can send it for verification if necessary." CSR: "My apology and thank you for your time, letting us know, and this will be reported to the center supervisor. I'm giving you center service fax number. Once you get ink for your printer, you may send the report to my attention and I will forward it to the call center."
10/21/04	Nature of complaint: SRO Customer said the agent hung up on him in mid-conversation. Response to customer: Apologized for the handling of the call No follow up required.	11/01/04	Agent does not recall any disconnects. Coached agent on disconnect procedures.
10/23/04	Customer stated the agent called them at their home, harassed them. Customer stated agent continued to call, hang up. Apologized but advised that this was an internet call and the agent did not have a phone number. No follow-up requested.	10/29/04	Met w/agent who didn't remember the call, but stated INTERNET calls come in with IP addresses and not phone numbers, but she would never call a customer's home.
10/29/04	F VCO/SRO customer. "Agent didn't stop talking to the caller until the customer typed several sentences. She didn't give go ahead. It made her call choppy and there was a long lag between her speaking and getting any response. The call seemed to stop every 5 min. Finds this happens each SRO call.	10/29/04	Thanked customer for input and forwarded e complaint and told her that will be investigated. Shared information to business development.
10/30/04	Nature of complaint: Customer was hung up on. Agent was very rude and seemed to be rushing customers to get off the phone. Response to customer: Apologized for inconvenience. No follow up required.	11/01/04	Coached agent on the importance of proper procedures. Also, coached agent on importance of being professional when speaking to customers.
10/30/04	Nature of complaint: On calls through SRO, the agent stops responding. Caller waits, refuses to hang up, but the agent doesn't respond. Customer can't determine whether it's CA error or a SRO problem. Response to customer: Thanked the customer for letting us know and assured that the complaint would be sent in and investigated. Is follow up necessary? no	11/03/04	Agent doesn't recall call problems. We don't have enough lack of response specifics. Agent knows to avoid personal-conversation involvement, although I'm not sure this was the issue. Agent does not have problems with SRO.

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10/31/04	Nature of complaint: SRO caller upset. Agent reached a fax number and after informing them of this, I wanted to tell them "good night," but disconnected in mid speak. I feel this is rude, impolite and my feelings were hurt. Response to customer: Apologized and assured them I will inform the agent's supervisor for follow up with the agent. Is follow up necessary? Please contact caller by e-mail.	11/06/04	The agent didn't remember a call of this nature. We went over proper closing and disconnect procedures. We also discussed importance of supervisor assistance in problems with callers. D.M. Jacobson was e-mailed with results of discussion with agent.
11/03/04	Caller was calling a friend. His friend didn't understand Relay so his friend hung up. CA sent the "person hung up sksk" banner and immediately the CA sent the sksk and hung up on the inbound. Wants follow-up by email. Thanked caller and let the supervisor will follow-up.	11/05/04	Consulted with agent 11/4/04. Agent did not recall this specific call. But has been counseled on standard call processing procedures. Emailed customer with above info.
11/03/04	Called friend. His friend hung up on Ca and inbound. Ca sent banner person hung up sksk and then Ca sent an immediate sksk and hung up not giving caller a chance to respond. Caller felt Ca was rude and unprofessional to do this. Caller wants follow-up at email address. Thanked caller and let him now supervisors would know.	11/17/04	This agent ID number is currently unassigned. Emailed customer 11/17.
11/04/04	Customer interrupted CA while they were typing out answering machine msg. CA ignored cust. and kept typing. When Ca was finished typing message cust. Asked CA " Thanks now redial like I told you earlier." Ca then hung up without redialing. Thanked customer for info and will give to CA's supervisor for follow-up.	11/04/04	Agent does not remember call. Told agent when caller starts typing try to see if they are new instructions. Reinforced agent is never to hang up on a caller.
11/04/04	Caller reported agent hung up on them. Caller did not request contact.	11/18/04	TL received this complaint 11/18/04. Consulted w/ agent. Agent is aware of proper procedures and there is not enough info from this customer to specify a particular resolution.
11/04/04	Caller reported agent hung up on them. Caller did not request contact.	11/18/04	CA #4189M doesn't exist.
11/05/04	Customer reported that when they were trying to start a new call and told the operator the new nbr the msg came on the screen "you are now disconnected" The customer had another call to make through SRO and was disconnected before being given that opportunity. Apologized for the inconvenience and thanked the caller for letting us know. Told them the report would be sent to the call center supervisor. No follow up requested.	11/15/04	notified to Engineering dept about technical problem with SRO
11/05/04	The Ca hung up on SRO person after typing fast busy phrase. Did not give customer time to respond. In addition CA did not type fast busy phrase correctly. Would pass on to agent's supervisor for coaching.	11/08/04	Coached agent on importance of following proper procedures.
11/06/04	SRO call recipient frustrated that agent typed everything including request to repeat a word. Agent did not directly repeat the word to her. I explained that the line will disconnect shortly and that it is possible for the agent to re-voice some material, although still everything must be typed. Customer wanted immediate call back by the agent's direct supe. (did not provide area code) Offered Acct Mgr contact nbr. Caller hung up.	11/06/04	Agent correctly typed everything heard, and also properly gave agent nbr when asked. In consulting with agent, the word customer wanted repeated was part of material which the agent would have had to repeat an entire sentence. Customer was interested in extracting that one word from the sentence. Agent did proper procedure.
11/06/04	Customer states that this agent seemed to wander off in the middle of the conversation. He said that his hearing caller stated that he could still hear breathing and he thought he heard typing but the agent never responded on the call after the caller said, "Hello, Hello?" thanked the caller for letting us know and assured that the complaint would be sent in as he had stated so that it could be investigated further.	01/05/05	No call back requested. Agent does not recall this call but is aware of proper call procedures and the importance of stating focused.
11/08/04	Customer states the CA disconnected the line, and she believes it was intentional. The customer explains that some of the CA's are not taking internet calls seriously and she intends to report those who are "playing around." Apologized to customer.	11/10/04	Met with agent, and he does not remember this call. He stated he would not hang up a call intentionally. Informed agent on the severity if they are observed hanging up on a customer, because it can lead up to and including termination.

## SPRINT RELAY ONLINE SERVICE

11/10/04	Customer reported that they made a call to a place where there are 4 menu options. CA said the phone was disconnected. Customer instructed CA to press zero during the menu recording. When the phone disconnected they asked her if she already pressed zero, but she refused to answer the question and demanded to redial. Apologized for the inconvenience and thanked the caller for letting us know. Told them the report would be sent to the call supervisor. No follow up requested.	11/18/04	Coached CA immediately. She is brand new CA. Instructed her how to do correct procedure.
11/10/04	Internet caller reported to CS that during his relay call, everything he typed was being duplicated onto the operator box section of his computer screen. Said this happened before when using SRO. Apologized for the inconvenience and told the customer a trouble ticket would be entered to investigate the problem.	01/26/05	No further action from account management CA nbr N/A regarding contact. Tech issue
11/12/04	Customer was calling to a business regarding employment and the agent had quite a bit of difficulty. They missed the greeting of every person who answered the line and they had lots of typos and typed very slowly. Apologized to customer and thanked them for letting us know. Told them the report would be sent to the call center supervisor. Follow up requested.	11/17/04	Met with agent, and she stated that she did type the greeting correctly. Coached agent on the importance of typing verbatim, and keeping the TTY user informed by typing the greeting of every person that comes on the line. Agent was given a typing test and did meet the typing speed/accuracy required by the FCC. Informed customer about agent had been coached to do appropriately.
11/16/04	Very upset. Caller was trying to get a bill paid and this agent hung up immediately and didn't process call. Thanked caller. Said there would be forwarded to immediately supervisor. No follow up requested.	11/21/04	Consulted with agent on 11/21/04. Agent does not remember a call with this description. Confirmed agent knows standard Sprint policies regarding call processing and disconnecting.
11/17/04	SRO caller complained of agent's slow response, and that the agent disconnected the call. Apologized for problem. Thanked them for letting us know. Explained that agent's supervisor will follow up with agent. Explained with SRO/Internet relay some calls may be disconnected out of agent's control. No contact requested.	11/22/04	Operator was not even scheduled at this time. Let operator know that if she disconnects callers it can lead to termination.
11/17/04	Caller said that after the person he called hung up, the agent called him an obscene name.	11/22/04	Met with agent, does not remember the call, stating that he would not use such language on any given call. Coached agent on the importance of always maintaining a professional phone image on every call. Follow-up attempted several times, but no success.
11/17/04	Called through SRO. Received ans. Mach.. Agent redialed before I could type instructions regarding redialing when leaving ans. Mach. Messages. I have complained 3 - 4 times about this Agent and it continues. Please ask agent's immediate supervisor to call me after 3:30 CST. If Voice Mail comes on, hang up or redial. I'm wheel chair bound, so it may take a long time to reach phone. I will answer on redial. -	11/17/04	--Answered customer they would receive call back from agent's immediate supervisor
11/19/04	CA did not type what customer was saying, and did not say exactly what customer was typing. Other line disconnected from call because was frustrated with operator. Said "your call has been disconnected" and then hung up on customer. Apologized for the inconvenience and thanked the caller for letting us know. Told him the report would be sent to the call center supervisor. Follow up requested by supervisor.	12/03/04	The agent did not remember an event of this nature; however the agent demonstrated knowledge of appropriate procedures when responding to customers under similar circumstances. The agent apologized.
11/20/04	Customer stated that had asked operator to hold while obtaining a phone number and operator just hung up on them. Apologized for inconvenience and advised supervisor would be notified.	11/23/04	Spoke with CA and coached her immediately. She understood and will ask for some assistance in the near future if needed.
11/20/04	Asked agent if he had the Relay OK number. He said that info was not available and he needed to be transferred to customer service. I have called relay before and they were able to provide me info. After requesting a supervisor, agent hung up on me. Apologized to customer; explained we do have this info available.	11/20/04	Agent remembered the call and said when they asked for supervisor, he was the red disconnect box. Told him when he has a problem with a call to get a supervisor immediately.

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11/20/04	Customer stated that when they asked CA for number to relay, CA typed they did not have access to that information. When customer asked to speak with supervisor, CA immediately hung up on customer. Apologized for inconvenience and advised that agent's supervisor would be notified.	11/30/04	Agent remember the call and said when they asked for supervisor, he saw the red disconnect box. Informed him that when he has a problem with a call to get a supervisor immediately.
11/21/04	SRO user wondered why after completing 2 calls, agent sent "sksk" and hung up after sending "person hung up". User wanted to make a third call. Informed user that agent's direct supervisor will talk to agent about this, but user does not want a follow-up contact.	12/01/04	Coached agent on the importance of proper procedures. Also coached agent on the importance of being professional when relaying to customers.
11/28/04	Customer states the agent was impatient and rude to her son. The customer explained that her son's English skills are not very good, and the agent kept sending "message garbled." The mother saw what was happening to her son and requested a supervisor. The agent disconnected the call. Apologized to customer. No follow up requested.	12/01/04	Consulted with agent 12/1/04. Agent requested assistance and A/C concluded that message was unintelligible, and said to send "msg garbled." Agent knows to not disconnect as long as intelligible data is being received.
12/05/04	Gave instructions to CA but did not follow the instructions on outdial. Requested CA to redial number and to follow instructions this time. CA hung up on customer. Customer requested no call back regarding this issue. Apologized for poor service and would take the complaint and get it to appropriate dept. Assured her no call back would be given as requested. Customer hung up in mid sentence. Faxed to SC center.	02/20/05	Emailed to Olivia Dominguez asking for clarification on date of complaint. Pending contact back, complaint forwarded to TL for f/up with agent. 2/16/04 Agent does not remember this call, but coached agent on the seriousness of disconnecting callers. CA will be very careful going forward.
12/05/04	Customer called to complain that agent did not follow instructions to disconnect the call after three rings, but let it ring to four times. Apologized for incident. Offered follow up. No follow up requested.	02/17/05	Agent was coached to do proper procedure.
12/06/04	Agent 9340F did not follow customer's instructions. Disconnected call when a supervisor was requested.	12/09/04	Met with agent, she did not remember the call. Coached agent on the consequences of hanging up on a customer. Agent advised to request a TM to disconnect all calls if there is no response.
12/06/04	Agent 9595 was to call a supervisor over but hung up the call.	12/06/04	Team Manager met with agent concerning complaint. Coached agent on the importance of following the customer request and the consequences of hanging up on a customer. Agent advised to call for assistance to disconnect all calls when there is no response.
12/06/04	Customer called to report a "bad situation" with agent. According to the customer, the agent reported the number dialed as busy, but another agent had reported it as not busy. Apologized to customer. Explained relay procedures. No follow up requested.	12/09/04	Agent does not recall situation. Assured supervisor that agent always accurately reports what is happening on the outbound line.
12/07/04	Customer says agent dialed number, and then agent put the customer on hold. Customer says, "He did not come back on the line or type to me at all. I typed hello three times." Apologized to customer. Customer request contact at voice cell phone number given.	02/25/05	Unable to resolve complain, agent no longer with account.
12/07/04	SRO caller complained that agent did not follow instructions and hung up on caller.	12/07/04	acknowledged the problem and no customer contact info to follow up
12/09/04	SRO customer called very upset that the agent did not replay anything someone said as he supposed to type.	12/09/04	Agent does not recall an instance with this description. Agent is aware to relay calls as per Sprint policies.
12/09/04	Customer says agent 4546M disconnected customer before out dialing. Apologized to customer. No follow up requested.	02/17/05	Coached agent to do proper procedure.
12/09/04	Customer from Georgia states that they are having many calls disconnecting in the middle of the conversation when using SRO. Customer is not satisfied with the relay service and believes that the agents are disconnecting the calls. No agent ID numbers available. Thanked the customer for letting us know and assured that the complaint would be sent in so that the problem could be investigated further. Call back requested during a.m. Sent to account manager and trainer mc.	03/14/05	3-1-05 left detailed msg to customer voicemail. 3-3-05 left another brief msg to customer voicemail. 3-14-05 no answer this customer contact is closed due to no responses.



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12/21/04	Caller states agent did not follow his instructions and disconnected his call after caller called outbound friend a name. Apologized and asked customer if they wish to have another agent process their call. Customer did not want to place another call and hung up.	12/21/04	Agent did not recall this call but was coached on the importance of following customer instructions and not disconnecting calls and advised of the consequences of doing so.
12/21/04	Caller said agent hung up when asked why an agent call takeover happened on her call. Caller did not want agent to change agents on her calls. I apologized to customer for the problem. Also explained to customer to put this instruction in dialing window so an agent can be called that can stay on the call for the duration. No follow up requested as caller spoke with supervisor Lezlee at time of complaint in Customer Service.	12/21/04	Operator did not remember this call. Was coached on the penalties for disconnecting any call.
12/22/04	Customer called stating that CA 4055F would not relay certain words verbatim. CA said the words could not be made out due to a garbling issue; however customer noticed this garbling issue only occurred when he used certain "uncomfortable" words. RCS apologized to customer. No contact requested.	12/28/04	Supervisor met with agent. Agent is aware of proper call handling procedures.
12/23/04	The caller stated: I was trying to call UPS to file an insurance claim and I gave the operator the number and said to press 0 for the operator, the operator said "That is not a valid number" and instead of typing SKSK she typed FUFU and disconnected me. Apologized to the caller for the trouble. No follow-up requested.	12/28/04	T.L and Center Manager met with agent. Agent does not remember this call and also states does not remember typing "FUFU" Coached agent and advised if any frustrations with SRO calls, to inform T.L. if need extra time due to frustrations.
12/25/04	There was a silence; operator hit macro that said the outbound party hung up; then the operator disconnected. Customer did not say how quickly the operator disconnected but indicated it was too quickly. Thanked customer for the information and said will fax into agent's supervisor and give follow up. Customer would like a call follow up.	12/25/04	Supervisor Jerry followed up with agent 1300 regarding disconnection issue. Agent was coached on proper disconnection procedure. Contacted customer via phone and informed customer that agent had been coached to do proper procedure.
12/27/04	Caller said agent did not dial the number when requested and did not respond to caller. I apologized for the problem and let caller know a complaint would be sent to agent's location so issue can be addressed to agent by a supervisor. No follow up required on this issue.	12/27/04	Agent does not remember the call. Coached agent on proper call procedures and to pay attention on all calls.
12/29/04	Complaint regarding receiving calls from Sprint Relay online about requesting shipment to Nigeria	12/29/04	Contacted customer about preventing fraud calls and gave customer some options to resolve such as global block. Customer responded that they get all information that they need for preventing fraud calls.
12/31/04	Agent disconnected inbound customer. Agent dialed out for customer then hung up. Thanked customer will fax to supervisor for follow-up. No follow up needed.	01/03/05	Spoke with agent. Agent does not remember the call. Coached agent on the consequences of disconnecting the calls. Reminded agent of the proper disconnecting procedures.
01/01/05	SRO user complains agent poor type slow; disconnect his call before he could obtain necessary information. Customer prefers 20 WPM typing. Apologized explaining there can be delays in SRO response and that agents can not type at 20 WPM with the system on SRO as it is via internet. Customer does not want contact	02/24/05	Sent information to Business Development to share concern about the customer prefers to have typing speed control on SRO platform. No further action from account management.
01/02/05	Customer stated agent rudely disconnected the line after 1 min, 23 seconds. The customer had to reconnect to the system to get her call processed. Apologized. Follow up requested.	01/02/05	Since the specific time of the incident is not known, the agent is unable to give specific information about what they remember happening on the call. The agent was reminded about the proper disconnect procedures when handling all calls. A follow-up e-mail was sent to the customer on 1-13-05.
01/02/05	Customer states she "waited just over 4 minutes" before the agent out-dialed. Apologized. Follow up requested.	01/02/05	Met with agent, but he did not remember the call. Coached agent that a number should be dialed within 5 seconds once the GA is typed. Also reminded him on the importance of always keeping focus and responsiveness on every call. Sent follow up letter.
01/02/05	An SRO customer called to complain that agent 7941M hung up on me and "does it all the time, every time I get on the line with him." Customer says he asked agent to dial another number and the agent disconnected.	01/02/05	Agent does not remember this call. The agent was reminded of the disconnect procedures given to us by Sprint. The agent was coached on the consequences of disconnecting a customer on purpose without following the approved procedure. The agent understands.

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01/03/05	Customer Complaint: When the customer is using SRO, after the first call is completed he asks to dial a second call, but the CA disconnects immediately after the first call is completed. Caller said that this is happening over and over again. Customer Service Response: I apologized for the inconvenience and told the caller the report would be sent to the call center supervisor. No follow up requested.	01/03/05	Agent no longer works here.
01/04/05	When the caller called in and completed one call, the CA disconnected on the caller before the caller could give the second number to be called. Apologized to the caller for the inconvenience we've caused and informed the caller that this unfortunate incident will bring to the supervisor's attention.	01/12/05	Met with agent, but she did not remember the call. Coached agent on the severity of disconnecting on a customer, which can lead up to and including termination.
01/06/05	Customer states they gave a long message to the agent who responded "message garbled" Customer retyped message and agent hung up on the customer. Customer called back and got same agent and typed the number and message again Agent gave the response, "One moment please" and never came back on the line to complete the call. RCS response: Apologized for the inconvenience and assured that the complaint would be sent in so that it could be investigated further. Call back requested.	01/13/05	Agent does not recall this particular call but is aware of proper call-handling procedures. Follow up 1/12 1:10 pm. Msg left with resolution.
01/07/05	SRO caller complained after completing their first call the agent disconnected them. I apologized explaining that sometimes the internet connection may be lost, and let the caller know I would inform the agent supervisor for follow up. No contact requested.	08/16/05	Known technical problem with SRO.
01/07/05	Customer stated the agent dialed a number and it was busy. The customer said does it again and the agent typed SKSK and disconnected the call. Person disconnected before I was able to apologize. No follow-up requested.	01/07/05	Spoke with the agent and they did not remember the call. Reminded agent the consequences of improperly disconnecting customers. Reviewed proper disconnect procedures with the agent and they understood. Will get a supervisor in the future if having any problems.
01/08/05	Customer said agent 7847f did not follow her instructions to let the phone ring 3 times. Said agent let it ring 6 times. Customer asked for supervisor and was on for a long time. I apologized to the customer and informed them I would forward this on to the appropriate supervisor. Customer does not want to be bothered with a contact follow up.	01/08/05	Agent called an Assistant supervisor that noted the agent did follow instructions. Advised agent to continue to call a supervisor over if having any difficulties on a call.
01/10/05	Customer claims agent hung up while customer was typing first sentence of call. Apologized for inconvenience. No follow up needed.	01/13/05	Met with opr and she was surprised by this. She is aware of the disconnect procedures and it was determined that the modem had timed out or that there were technical difficulties within the system. Spoke with person who received the complaint and they said that the customer had already been connected to an outbound. No ph nbr or IP address listed for further investigation.
01/12/05	Customer indicated that this operator hung up on her. The operator asked what number she was calling and customer said to read the dialing instructions. Wants follow-up via e-mail and would also like to know if the operator was insulted by her comment. Thanked the customer for the feedback and noted that this would be forwarded to the appropriate supervisor.	01/13/05	Met with opr and she was surprised by this. She is aware of the disconnect procedures and it was determined that the messages were not coming across and opr did not receive the nbr nor instructions. Emailed to customer on 1/13/05 explaining the resolution and thanked them for their feedback and apologized again for the inconvenience.
01/13/05	The caller stated this operator gave me a lot of trouble through the whole conversation and she disconnected me. She is very, very rude; she made me wait for 10 minutes for the first "GA". Then she broke transparency by telling me to wait for the "GA" before I begin to type. She was very disrespectful and I don't appreciate that. She made me and the person I called wait saying that I wasn't responding. Apologized to the Customer. No follow-up requested.	01/17/05	Discussed issues with H.R. Met with agent. Agent terminated.
01/16/05	Customer called to report that agent did not follow customer instructions. Customer asked that the number be allowed to ring 3-4 times but agent did not follow the request. The customer asked for a supervisor and the agent hung up. Customer was very upset about the "rude behavior."	01/16/05	The agent did not remember this call. Reviewed the importance of paying attention to the customer notes and other instructions prior to the outdial. The agent understands that if she needs further clarification, she should ask the customer. Also reminded the agent to get a supervisor's help if she is having a difficult time with a call.

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01/17/05	Caller said the agent disconnected her call. She requested that a supervisor call her back. I apologized for the problem and explained that it may have been a technical issue. Caller requests a call back from supervisor on this issue.	01/17/05	Attempted to call customer 3 times on 1/19/05 : 7:30 pm CST - busy signal 8:16 pm CST - busy signal 8:27 pm CST - busy signal
01/17/05	Customer placed call using Spanish relay. Had problem with an opr and spoke with 9724F supervisor. Customer states supervisor disconnected her call without her consent. Customer felt her complaint to supervisor was ignored and felt she was treated very rudely and unprofessional. She is very disappointed with this service. Apologized to customer, ensuring that this matter would be taken care of promptly. Customer requests to be contacted by email with resolution.	01/17/05	Shift Manager met with supervisor, and supervisor stated that the customer was trying to place English to English call thru the Spanish line. She tried to explain procedures to the customer, that English to English calls cannot be processed on the Spanish gate. She also stated that she was never rude towards the customer at any time. Customer was emailed regarding resolution.
01/17/05	Customer called in using Spanish opr 9431F. Cust asked to speak with the floor supervisor and opr hung up on cust 2 separate times. Third call she got supe 9724F and supervisor hung up without her consent. Customer feels she was treated very rudely and unprofessional and is very disappointed and upset. Requests operator be terminated for disconnecting call twice. Apologized repeatedly, ensuring this matter would be handled ASAP. Cust requested email her with resolution	01/17/05	Met with agent, and she stated that she never hung up on customer. They requested for English to English call thru the Spanish line. Agent let the customer know that their request could not be processed, and that they would have to call thru the English line. Then customer got upset, requested for a supervisor, which at that time agent got supervisor to speak with the customer. At no time either the agent or the supervisor were rude towards the customer, they were just trying to explain why their request could not be processed.
01/17/05	Caller said they instructed agent to place a call and let the phone ring only 3 times. Caller said agent did not respond to this instruction. Caller then asked to speak to supervisor and said they waited a very long time and finally hung up as supervisor did not come to the phone. Caller said agent was rude and argumentative with a bad attitude. I apologized to caller for the problem and let them know a complaint would be filed. Follow-up not required on this issue.	01/17/05	Agent is no longer with our relay service. No customer follow up required.
01/19/05	Customer states while in the middle of having a conversation using SRO that agent 4151f disconnected her call. Apologized to customer. No contact requested.	02/03/05	Agent did not remember this call, however was coached on the importance of not disconnecting call and advised of the consequences of doing so.
01/19/05	SRO customer called to say that they had been disconnected 3 times during their calls. Apologized for the handling of the calls. No contact requested.	02/03/05	Agent did not remember this call, however was coached on the importance of not disconnecting calls and advised of the consequences of doing so.
01/19/05	SRO customer called to say that agent disconnected them 3 times during their call. RCS: Apologized for the handling of the call. No contact requested.	01/19/05	When reviewing records, it showed that agent was not here on the day the complaint was submitted. Still met with agent, and he stated he would never disconnect on a customer. Coached agent on the severity of disconnecting on a customer, which can lead up to and including termination.
01/20/05	Customer said, "the agent cut me off and did not call again for me, he just hung up on me". Apologized. No follow-up requested.	02/03/05	Agent did not remember this call, however was coached on the importance of not disconnecting calls and advised of the consequences of doing so.
01/25/05	The account manager reported that on 1/17/05, at around 3:30 PM, the customer had problems with Relay. Customer explained that the operator typed inaccurately, and he was unable to process his 2-line-VCO call. Apologized. Follow up to Acct Mgr.	01/25/05	Spoke with agent about complaint. 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 due to 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.
01/25/05	Customer states agent was rude and hung up on them. Apologized to customer. No follow up requested.	01/25/05	Referred complaint to team leader for coaching. Team Leader coached agent and reviewed call processing procedures. Will continue to monitor agent to insure proper call processing procedures. Agent understands rudeness will not be tolerated.
01/25/05	The Account Manager reported that on the morning of 1/24/05, the customer had problems with Relay. The customer requested a 2-line-VCO call and asked the operator to mute	01/25/05	Met with agent and she stated that when the caller asked to process the 2 line VCO, she panicked and said she had never processed

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<p>that call before. Coached agent on the importance of always remaining professional and calm for every call. Also informed agent if another situation similar to this one were to come up again, to ask for help from someone who may be roaming the floor, instead of turning away a customer. Informed AM.</p>	<p>01/25/05</p>	<p>The Account Manager reported that on the afternoon of 1/19/05, the customer had problems with Relay. The customer was using SRO, and he requested a 2-line-VCO call. The CA told him, "we are not able to do 2 lines VCO using SRO." Apologized. Follow up to Act. Mgr.</p>	<p>her keyboard. The agent typed to the customer that she had CA today, to her credit, let me walk her through the process." This never processed a 2-line-VCO call. The customer states, "this Mgr. Additional training is needed. Apologized. Follow up to Act.</p>
<p>The agent was unaware that the SRO product could be used the same as if the caller was calling from a computer using a phone line. The agent has since been coached regarding the proper procedures. Follow up to AM.</p>	<p>01/25/05</p>	<p>The Account Manager reported that on the afternoon of 1/19/05, the customer spoke with a supervisor. The customer explained that he was first told by an agent that 2-line-VCO calls are not available through SRO. He asked for a supervisor. The agent is correct you cannot do the type of call you are requesting through the internet service. Additional training is needed. Apologized. Follow up to Act. Mgr.</p>	<p>Customer was talking to someone via SRV. There was no response after 5 minutes of conversation. Typed "Are you there?" and still no response from operator. Eventually, operator hung up. Apologized for inconvenience. Customer would like follow up by mail at address listed.</p>
<p>The supervisor on duty this night was unaware that this type of call could be placed using the SRO product. Immediately following the conversation the supervisor had with the customer, the supervisor asked the Trainer if this type of call was possible. The Trainer informed the supervisor that yes it is possible and that the same rules apply as if the customer were using a computer and regular phone lines to make the 2-line VCO call. The supervisor now understands the correct procedure and is aware of the choices a 2-line VCO user has.</p>	<p>01/28/05</p>	<p>Customer was disappointed because they were in the middle of talking to account rep revise and got disconnected. Wants to know why. Thanked caller, apologized for inconvenience and said would forward to immediate supervisor. Customer would like contact at email address given.</p>	<p>Operator dialed the number and it rang and rang and I know they have an answering machine and I wanted to leave a message. Operator redial and someone answered (F) Hello? Operator typed, the person didn't want to speak to me, and I thought that was funny. Then the operator typed I am on the line trying to get her to talk to you just hold on a minute and I will be with you. I didn't even know what was going on with the call. Apologized to the customer. No follow-up.</p>
<p>Supervisor spoke with the agent. Agent said did not remember call, but did remember several SRV calls that would have no response after several minutes. In-bound SRV caller may have been disconnected (lost signal) and this would have resulted in no response from operator. Reviewed proper procedures on disconnecting a non-responsive SRO/SRV call. Mailed letter to customer on 2/1/05 letting customer know outcome of discussion with agent. Suggested customer closely monitor connection signal on their wireless device.</p>	<p>01/28/05</p>	<p>Customer dialed the number and it rang and rang and I know they have an answering machine and I wanted to leave a message. Operator redial and someone answered (F) Hello? Operator typed, the person didn't want to speak to me, and I thought that was funny. Then the operator typed I am on the line trying to get her to talk to you just hold on a minute and I will be with you. I didn't even know what was going on with the call. Apologized to the customer. No follow-up.</p>	<p>An SRO customer complained that agent was rude and did not follow their instructions then hung up on him. Apologized to customer. Customer did not request call back.</p>
<p>Agent doesn't remember this particular call. However, the agent was reminded to proper call procedures and also reminded to type everything heard and to not add anything to the conversation. The agent understands and will get a supervisor in the future if she needs any help.</p>	<p>01/29/05</p>	<p>Operator dialed the number and it rang and rang and I know they have an answering machine and I wanted to leave a message. Operator redial and someone answered (F) Hello? Operator typed, the person didn't want to speak to me, and I thought that was funny. Then the operator typed I am on the line trying to get her to talk to you just hold on a minute and I will be with you. I didn't even know what was going on with the call. Apologized to the customer. No follow-up.</p>	<p>Customer making calls on SRO was disconnected by the CA because customer could not type fast enough, causing wait time, and the CA was not patient for the customer to respond. The CA then disconnected the call. RCS apologized to customer and informed the matter would be checked out. Customer did not request follow up.</p>
<p>Agent did not remember the call. 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 hanging up on a customer which can lead up to termination.</p>	<p>02/01/05</p>	<p>Customer Complaint: Customer SRO 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.</p>	<p>Customer did not request follow up.</p>
<p>Agent did not have response from caller. Followed normal disconnect procedures. Gave agent memo for disconnect procedures. Not agent error.</p>	<p>02/04/05</p>	<p>SRO customer reports agent was not patient and kept asking for number customer had entered number to be called agent did not respond then disconnected caller (apologized for problem and advised it could have been technical problem) Customer did not request contact</p>	<p>02/02/05</p>

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02/03/05	A Very Angry SRO customer called to say that the agent disconnected his very important call and led to his boss causing him to almost get fired. RCS: Apologized for the handling of the call. No Contact requested	02/03/05	When checking for agent number, searched for several months. Customer may have the whole system for it and it shows this number has not been assigned to any agent
02/03/05	SRO customer reports agent made many typing errors and caused a lot of confusion on the call. When customer typed the customer was not pleased with agent (apologized for problem encountered) Customer requests contact	03/30/05	Met with agent, but she did not remember this call. Coached agent on the importance of always correcting spelling errors, because in some cases those misspells may change the content of the conversation. Agent was given an accuracy typing test and she did not meet the requirement. Sent customer an email regarding the resolution. This complain was resolved on 03/10/05.
02/04/05	Customer was making a call and had just managed to get a supervisor on the line, and then the T.V. supervisor put her on hold for another long time. The "holding" macro stopped, and the customer kept trying to ask "are we still on?" but there was no response. Apologized for inconvenience, said would forward email address provided.	02/07/05	Met with agent, but did not remember this call. Coached agent on the severity of hanging up on a customer which can lead up to and including termination. Resolved since 02/17/05. Followed up by email.
02/05/05	Customer service need to stop taking so long in answering phones Apologized for inconvenience. Caller does not wish follow up.	02/07/05	Customer Service was short-staffed on 2/5 due to employee illnesses.
02/07/05	I gave the agent the number to dial and she disconnected me. Agent was rude to me. Apologized for inconvenience. No follow up needed.	02/07/05	Number 5621F is a virtual agent. Follow up with agent impossible.
02/07/05	Customer stated: Agent would not redial and hung up. Apologized (customer used foul language and disconnected) Caller gave email address but did not request follow up before disconnecting.	02/07/05	Agent does not recall this call but is aware of disconnect procedures and the consequences of not following them.
02/07/05	Agent did not dial out the number until one minute and 28 seconds later; apparently she wasn't paying attention to her call screen. Apologized to the customer. No follow-up requested.	02/07/05	Unable to resolve complain, agent no longer with the account.
02/07/05	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 complaint: Asked for directory assistance to dial 800 #. 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 written down incorrect agent number.
02/08/05	A SRO Customer called to say that the agent hesitated and asked me to repeat several times and then said could you hold like she was having trouble typing or spelling then she say and who are you I said wait I have not said "ga". Agent made the call very awkward. RCS: Apologized for the handling of the call No Contact requested	02/08/05	TALKED TO AGENT ABOUT CALL PROCEDURES. SHE DIDNT REMEMBER THIS SPECIFIC CALL INSTANCE.
02/10/05	An SRO customer called to complain that the agent did not follow instructions when dialing directory assistance. The customer says they provided the city, state, listing and street address and she did not provide that information to the DA operator and had me say it all over again. Apologized to customer. Offered follow-up. No follow-up requested.	02/10/05	Discussed with operator, went over proper procedure with operator.
02/10/05	Customer called in on SRO stating she had a concern about agent 8083. Customer told agent to ask for Bill before they out dialed. When the person answered the agent typed (F) Hello and never informed customer that Bill was on the line. Then the customer said to ask for Bill, agent then typed "Bill is on the line" I apologize and said I would forward the info on to the appropriate Supervisor. Customer does not want a call back.	02/10/05	Operator was pulled for discussion. Operator was reminded that when a specific person request comes through, that that request should be honored (asking for, then confirmation). Specific person was reviewed with the operator.
02/10/05	SRO caller complained agent cursed at them because they are for problem, explaining this would be passed onto the agent a slow typist, when asking for the number to dial. Apologized supervisor. Customer refused contact, just wanted agent repthanded for the rude behavior.	02/10/05	Operator pulled for discussion. As the macro for the nbr to call, this does not seem to be an operator issue. Operator was reminded to pay strict attention to all aspects of call processing.

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02/10/05	Customer called in to say agent 8263M pressed the button saying "our records show you are calling from Nigeria?" Customer asked agent what made them think they were calling from Nigeria? Agent said they are asking that now. Customer said that was not an appropriate question. A question would be "What area code is this from?" Customer said they are from California 90280. I apologized to the customer and said I would forward this to the appropriate Supervisor. Customer wants to be contacted via email.	02/10/05	Operator pulled for discussion. Not sure what happened with this call. There is no macro concerning Nigeria, and operator said that this was not typed out. Operator was reminded to process each call the same, no matter if internet or regular call.
02/10/05	SRO caller complains agent denied 2LVCO call. Supervisor assisted caller also refusing 2LVCO, 3 times. I apologized for the problem and verified 2LVCO is available, suggesting the caller try again and speak to a supervisor to explain. Let caller know I will inform management for follow up. Caller does want contact via email address provided.	02/10/05	Met with supervisor. Supervisor was advised per trainer that 2LVCO was available through SRO. Send email to customer and informed that 2LVCO thru SRO is still functioning. Apologized for causing customer inconvenience call.
02/11/05	Customer reported agent disconnected abruptly customer angry this happens sometimes when using Sprint Internet Relay customer wants to make sure management knows about this problem (apologized for problem encountered advised complaint would be forwarded to supervisor) Customer did not request contact	02/11/05	Agent did not hang up on customer. Technical problems associated with SRO/SRW calls. Agent displayed proper knowledge when procedures were reviewed.
02/12/05	An SRO customer called to complain that agent did not follow instructions. Caller had typed to "ask for grandma Gloria and agent called and asked for "hot sexy mama Gloria. Caller was appalled and embarrassed by this. Caller did not ask to be contacted. Apologized to caller stating that I would report this to agent supervisor.	02/12/05	Agent does not remember the call. The agent was coached on the importance of following customer instructions exactly and the consequences of adding to the call.
02/14/05	Customer states this agent took over the call which had been holding for quite sometime and scarcely a minute after this agent took the call the call was disconnected. Apologized to the customer. No follow-up requested.	02/14/05	Agent does not remember this call. The agent was reminded of the seriousness of disconnecting customers. The agent was also reminded of the consequences of disconnecting customers without using the proper procedures set forth by Sprint.
02/15/05	A SRO customer called to say that the agent disconnected from a call - before she hung up on me in the middle of the call after very poor translation of what the other end was saying. RCS Apologized for the handling of the call No Contact requested	02/15/05	Agent did not remember this call. Agent was coached on following disconnect procedures and the consequences of not doing so. Also coached on call handling as well as informing a supervisor. If having any difficulties with a call.
02/15/05	Customer was nearing completion of application of credit membership when CA disconnected the call. He recently downloaded the latest version of JAVA program. He noticed that he has to scroll down the upper part of the dialog box in order to read the latest message. Customer Service Response: Apologized for the disconnection and told him the report would be sent to call center supervisor and also to SRO Account Manager. Follow up requested.	02/15/05	Informed agent. Agent clearly remembered the call because when she told the outbound caller that the inbound had disconnected, the outbound caller said that the application went through and that she really didn't need any more info from the caller. Agent processed call according to procedures. Agent not at fault.
02/15/05	Agent 7730 disconnected on him before the agent ever dialed out. Customer also stated that this happens all the time when he uses SRO. When he uses TTY this does not happen. Apologized for inconvenience and said would pass on to appropriate supervisor. Customer does not need contact.	02/15/05	Agent does not remember the call. The agent was reminded of the proper disconnect procedures and the consequences of not following the procedures set forth by Sprint. The agent will notify a supervisor if a call disconnects in the middle of a conversation next time.
02/16/05	SRO user complains agent began 2L VCO but then disconnected with in middle of a call. Apologized for the problem and let customer know I will inform the agent supervisor for follow up. Customer does want contact at provided email address.	02/16/05	The agent experienced technical difficulties which caused the call to be dropped from the system. The agent reported the trouble to the supervisor on duty, which made note of the issue. The follow-up e-mail was sent to the customer at 6:15 am on 2-22-05.
02/16/05	Customer complains the agent did not know what 2 line VCO is, and cut them off in the middle of a call. Apologized, let customer know I would inform the agent supervisor for follow up. Customer did provide email address for contact from SRO account manager.	02/16/05	CA coached on proper 2Line VCO procedure. Forwarded to AM as requested.
02/16/05	SRO caller uses voice to call to her sister, TTY user, complains that during their call the agent repeatedly talked to another operator. I apologized for the problem and let caller know I will inform the supervisor for follow up with the agent. Customer does not want contact	02/16/05	Operator was spoken to regarding this complaint. Was reminded that there is to be no talking during a call or while the F1 or F2 is lit.
02/17/05	Customer calling in on SRO said agent 2478M hung up on him. Customer said this has happened to him before and to his friends. I apologized to the customer. Customer does not want a follow up.	02/21/05	2/21/05 Opr did not recall the call and stated the only reason why he would disconnect is if they did not respond and he followed the disconnect procedures. Opr is aware of the

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			consequences of disconnecting customers and said he understood. Call was via SRO so unable to investigate to find the source of what may have occurred.
02/17/05	SRO customer called in to say agent 7935M disconnected in the middle of a very important long distance call. The call was disconnected erroneously but did not bother calling back. The customer said it takes several steps to complete this call. I apologized to the customer. Customer would like a follow up.	02/21/05	Reviewed proper call processing with the agent and the importance of following up on SRO disconnect procedures. The agent understands the consequences of disconnecting a call without supervisor approval or without following the guidelines set by Sprint. Called the customer on 2-19-05 and explained our SRO disconnect procedure. The customer was satisfied with the resolution.
02/17/05	SRO customer reports agent retyped everything that customer typed plus the response customer also disconnected in middle of call without explanation (SRO customer emailed the SRO conversation to RCS it's possible the SRO customer has an incorrect setting on computer that allowed the repeat problem also advised Relay operator only types what is heard and does not have time to retype what customer typed plus the response also advised SRO has experienced some technical problems causing disconnects apologized for problem encountered advised complaint would be forwarded to supervisor) Customer requests contact to email address ASAP	02/26/05	Team leader had a discussion with the operator about the incident. Reminded the operator the importance of making customer satisfaction our number one goal, and when you are talking on calls, you are taking this away from the customer. I explained when F1 or F2 is lighted up, you are on a call, and that is the only thing you should be focused on. The operator has agreed.
02/17/05	A SRO customer called to say that the agent was either not responding to me when I typed to him or whatever and then I asked to speak to his or her supervisor and the supervisor started typing to me and then hung up on me RCS: Apologized for the handling of the call No contact requested	02/17/05	Agent does not recall a call with this description but is aware of the consequences of disconnecting a call.
02/17/05	A SRO customer called to say that the agent was not responding to me when I typed to him and then I asked to speak to his or her supervisor and the supervisor started typing to me and then he or she hung up on me. RCS: Apologized for the handling of the call No Contact requested	02/17/05	Agent does not recall a call with this description but is aware of the consequences of disconnecting a call.
02/17/05	Customer says that in the middle of the conversation through SRO the call disconnected. When calling in to report this with Relay Customer Service thru SRO the call again disconnected. Customer called back and wanted this reported and corrected. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. Apologized for the problem and let them know it was being looked into. No call back requested	03/03/05	Acknowledged the problem and shared info with business development.
02/18/05	SRO customer reports line disconnected after providing phone number twice to Relay (apologized to customer for problem encountered. Advised may have been technical issue regarding SRO, advised complaint would be forwarded to management) Customer did not request contact, just wants problem fixed	02/18/05	Agent number not provided; could not follow up with agent.
02/18/05	A SRO user called to say that during his conversation with his client the line. RCS Apologized for the problem No contact requested	02/18/05	Agent could not remember call. Sounds like technical modem problem. Reviewed proper procedures with agent.
02/18/05	SRO customer reports agent was rude. Customer asked what sk means and agent replied he didn't get paid to chat with customer (apologized for problem experienced) Customer requests contact via email	02/25/05	The agent understands that they are allowed to answer relay related questions while they only have one person on the line. The agent was reminded to get a supervisor if they ever experience any problems with a customer in the future. An e-mail was sent to the e-mail address provided on 2-25-05 at 2:27 pm. However, an error message was received stating that it was an invalid e-mail address and that there was no such account.
02/18/05	Agent disconnected call while customer was trying to find out some information on very important business call. Customer Apologized for the inconvenience and told them the report would be sent to the call center. No follow up requested.	02/18/05	Agent did not remember this call. However, the agent was coached on the importance of not disconnecting calls. Also advised the agent of consequences of doing so. Center had also been experiencing technical difficulties with SRO calls dropping on this day - problems have been addressed.
02/21/05	An SRO customer called to report that the agent disconnected the call before the outbound party was reached. No further details were provided. Apologized to customer. No follow-up requested.	02/21/05	Acknowledged and provided information to Business Development about this issue. No further action. Agent referred to Team Leader for coaching opportunity.

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02/21/05	Customer explained that the agent did not follow her instructions. Apologized. Explained that disconnection could have been a technical problem, but the supervisor will be notified that the agent did not follow her instructions. NO follow up.	02/21/05	Met with agent, and they do not remember this call. Agent also stated they would not hang up on a customer. Coached agent on the importance of always following customer instructions for every call.
02/22/05	Customer explained that his instructions were not followed. The number called reached an answering machine recording. The customer states he was starting to type message, but the agent disconnected him. Apologized. No follow up.	02/22/05	Agent number not active, unable to resolve complain.
02/22/05	Operator was very slow in responding and when customer asked questions it took awhile before he responded. Response: Apologized for the inconvenience and told her the report would be sent to supervisor. Follow up requested at provided number.	02/22/05	Unable to resolve complain, agent no longer with account. Tried to call back customer to follow up on resolution: Attempt #1- No answer. Attempt #2- No answer. Attempt #3- Left messages.
02/22/05	A SRO Customer called to say that the agent was doing nothing--I have been waiting for him to dial that number for long time with no response from the phone nbr or agent. RCS: Apologized for the handling of the problem. No Contact requested	02/22/05	Agent had one call that day without a response. Agent followed proper no response disconnect procedures and displayed proper knowledge of procedures when supervisor asked. Not agent error.
02/22/05	Customer Complaint: Customer tried to make call and the line was busy. Asked the operator to redial. But instead of redialing, the agent disconnected my call. Customer Service Response: I apologized for the inconvenience and told customer report would be sent to call center supervisor. No follow up call requested.	02/22/05	Agent could not remember the call. Discussed proper disconnect procedures with agent.
02/22/05	Customer states the agent disconnected his call. The customer explained that he was speaking with his party, and the line was abruptly disconnected. Apologized. Explained that it might have been a technical problem. Customer disagrees. Advised that the supervisor will be notified. No follow up.	02/22/05	Met with agent, but agent did not remember call. Informed agent on the severity of hanging up on a customer.
02/23/05	SRO user complains his call was disconnected during voice mail retrieval, and said it seems many CA's have difficulty retrieving voice mail when given instructions. Apologized for problem and offered account manager contact. Customer did provide his # and wants to be contacted by A.M.	02/23/05	Met with agent, agent stated she remembers trying to process an AMR call once but had difficulties remembering certain steps. Let the agent know that if another situation similar to this comes up again, to ask for supervisor assistance to help them process the correctly. Customer was contacted regarding resolution. He was pleased with the resolution.
02/24/05	SRO customer very pleased with this agent's performance but the call was disconnected. Accommodation-K64432655 for agent was turned in. While the SRO user was on line with C/S, the customer he had been disconnected from called and verified it was a technical problem saying they were disconnected, he did not hang up. Apologized for the disconnection. No follow-up requested.	02/24/05	Provided information to Business Development about this issue. No further action from account management.
02/24/05	SRO user complains agent disconnected call in middle of conversation. Customer felt this was rude. I apologized, and attempted to offer account manager contact. Caller became abusive.	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	Customer states that he typed to his friend something offensive and instead of relaying the message this agent typed "message garbled." The customer tried 3 times to get the offensive message across to his friend and the agent kept saying the message was garbled. Customer states that the agent was not representing what he was trying to say also the agent disconnected the call before he was finished talking. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested	02/28/05	This agent ID number is currently unassigned. Caller did not request follow up, therefore further investigation is not possible.
02/25/05	Customer states that he typed to his friend something offensive and instead of relaying the message this agent typed "message garbled" The customer tried 3 times to get the offensive message across to his friend and the agent kept saying the message was garbled and the agent was not representing what he was trying to say and then the agent disconnected the call. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested	03/17/05	Delay in resolution due to agent schedule. Agent did not recall this particular incident she remembers that night a Team Leader having to work late to deal with calls of this nature. Agent acknowledged the proper procedure to obtain supervisor assistance when dealing with such calls.
02/25/05	SRO user complains agent disconnected call, they did not have ID #. Apologized explaining technicians are aware of the issue and working to correct it. Customer does not want contact	02/25/05	No information such as agent or no customer contact no further action from account management.

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02/25/05	Customer Complaint: SRO caller reporting that his calls have been disconnected twice today right in the middle of conversation. Time was about 1:00 p.m. and 1:10 p.m. today. Does not have any agent ID numbers when it happened. Customer Service Response: Apologized for the inconvenience.. Asked him for agent ID number if it happens in the future to pinpoint the call center location. No follow up requested.	02/25/05	Acknowledged the issue and passed this concern to Business Development
02/25/05	Customer reported that three times in the past half hour (between 3:30 and 4:00 p.m.) their calls were disconnected during the middle of the conversation. Received typed message, "your call has been disconnected". Customer	02/25/05	Apologized for the inconvenience and explained it could be a technical problem, as we have had several other reports today. Entered TT #1002398215. Follow up call requested if that will help solve the problem.
02/26/05	SRO customer states that they see the problem in calls being disconnected occasionally has not been fixed yet. I apologized for the inconvenience and told them I would turn this in to the AM. Customer does not want a follow up.	02/26/05	No agent number; account manager will follow up on complaint.
02/26/05	SRO customer called in stating that agent is still not following my instructions and she rudely disconnected on me. I apologized to the customer and said I would forward this on to the appropriate supervisor.	02/26/05	Reviewed disconnect procedures with agent. Agent could not remember having a call that asked for special instructions; discussed problem with SRO calls and modem failures with agent. Explained why we need to make sure to use proper disconnect procedures.
02/26/05	TTY customer stated that about half an hour ago, approximately 1140p the operator hung up mid-call. TTY customer also stated that he and the outbound voice were being a little silly when he received notification saying "disconnect." Apologized to the customer and said that the situation would be looked into.	02/26/05	Spoke with CA 1433 regarding the complaint. The CA did not recall the incident and he did show proper knowledge of when to disconnect on a SRW call. The CA was met with on 02/26/05 and this complaint was completed.
02/26/05	SRO customer called twice this morning saying he presses connect to operator and it just sits there. I did not note the agent ID. Apologized to the customer and informed we are working on the problem. No follow-up requested.	03/07/05	Since this has occurred to the customer numerous times through different operators, forwarded to Sprint technician for testing. No phone number or IP address listed so no further investigation was possible.
02/28/05	Caller stated agent was not following their instructions. Caller requested another female agent and another agent was provided. No follow up requested.	02/28/05	Agent was coached on following customer instructions.
02/28/05	The CA was not able to quickly relay all information on the customer service phone menu hierarchy. And after repeated call backs to the number, agent could only enter one menu choice and then lag on the typing of the new menu choices and the SBC system hangs up. CA was asked to redial to continue entering the correct menu choices. Then after almost an hour, SRO call was disconnected. This was frustrating to the customer as it happened twice before the other night.	04/19/05	Apologized. Agent does not remember call
02/28/05	SRO professor at a university, doing a demo for the class of about 35 students on the big screen in front of the class, got operator 4771F who said to this caller, "Loser get a life besides the damn computer!!! Your call has been disconnected". The caller demanded an apology and stated that he saved the conversation to disc. Apologized to the customer several times. Customer would like a follow-up from a supervisor.	02/28/05	Sent to Team Leader, Center Manager and Account Representative for follow up. Agent will be coached and reprimanded for this incident. Agent coached by TL and Center Manager. Agent was informed of the seriousness of the implications and put on corrective action up to termination pending investigation outcome.
03/01/05	Customer Complaint: Customer reported that the CA hung up while they were not finished talking. The person went to get the paperwork then the CA hung up and caller was waiting for the person to give the information from the paperwork. Customer Service Response: Apologized for the inconvenience and told them the report would be sent to the call center supervisor. No follow up requested.	03/01/05	Agent does not remember the call. There have been difficulties with our agents losing Internet calls. However, the agent was reminded of the proper disconnect procedures set forth by Sprint and the consequences of not following those procedures.
03/01/05	Customer states that this operator was not relaying imperative information to their family. RCS apologized to the customer. No follow up requested	03/01/05	Agent did not remember the call. Coached agent on importance of typing verbatim and if needed be sure to pace the voice customer to get everything verbatim.
03/02/05	An SRO caller complained that agent 2546F disconnected them instead of placing their call. Apologized to customer.	03/02/05	Procedures reviewed with OPR.
03/02/05	This agent hung up on me. I had just placed a call and after the call was over, I asked the agent a question. She rudely typed SKSK and then hung up. Thanked the customer for letting us know and that we would forward this to the appropriate supervisor for handling.	03/02/05	Reviewed proper disconnect procedures with agent. Agent displayed proper knowledge of disconnect procedures. Not agent error.

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03/02/05	SRO user complains that agent deliberately hung up on an intense call. Customer complains, "You can not bill the government if you are not properly handling the calls." Apologized for the problem and let customer know I will inform the agent supervisor, and the SRO Account Manager. Customer refused contact.	03/02/05	Agent does not remember the call. The agent was reminded of the proper disconnect procedures set forth by Sprint. The agent was also reminded of the consequences of not following those procedures.
03/02/05	SRO user complains agent disconnected his 1-hour and 16 minute call with technical support, which was very frustrating, and now he has to start over again. Apologized for the problem, thanked them for making us aware of the issue, and let customer know I will inform the agent supervisor for follow up with agent.	03/02/05	Operator was pulled for discussion. She had no recollection of the call. Was reminded of the penalty for disconnecting any caller. QA will monitor throughout the month.
03/03/05	Person called to let us know they are having problems with SRO agent in the 2000 range disconnecting the calls without dialing. Apologized and advised we're working on that problem. No Follow-up requested.	03/03/05	Acknowledged problem and shared info to Business Development about SRO disconnection.
03/03/05	An SRO customer called to complain that the agent did not type everything relayed on an answering machine message. The customer says she uses "code" with her family and the operator "would not say what I was typing because it didn't make sense to him." She says he relayed about half of the message then said, "I am not saying the rest of this; this is just ridiculous." Apologized to customer for rudeness. Follow-up by account manager requested at email address provided.	03/03/05	OPR coached on professionalism and warned to follow proper procedures.
03/03/05	SRO customer reports many disconnects during call or when dialing experiencing many problems with disconnects (apologized for problem customer calling from work and insists problem is not with work computer only with SRO) Customer requests contact via email or phone ASAP	03/03/05	Contacted customer and this number is no longer service available.
03/03/05	Person calling through SRO was disconnected. Apologized. No Follow-up requested.	03/03/05	Acknowledged and shared info with Business Development about SRO.
03/03/05	SRO user complains they are experiencing disconnects, sometimes more in the mornings and afternoons during calls. Apologized for problem and let caller know I would inform the SRO Account Manager for follow up via Email as requested.	03/04/05	Agent does not remember this call and is aware of the consequences of disconnecting calls. Re-assigned back to tally center for Trouble Ticket entry and follow up. Copy to AM. Informed Customer.
03/05/05	SRO customer states the agent was disrespectful toward them and did not follow instructions. They stated "I want her terminated for not following FCC guidelines. Her supervisor is being a big shot yelling at me, I want him fired also for being disrespectful toward me". Apologized. No follow-up requested.	03/17/05	Agent would not remember this call as the agent assigned the number the customer gave for this complaint has been out on FMLA and the number given by customer for the supervisor is also incorrect as the FEMALE with that number is not a supervisor and DOES NOT process relay calls in our center. Customer did not give follow up info therefore further investigation of this complaint can not be done.
03/05/05	SRO customer called in and said agent disconnected the call while they were upgrading with SB. I apologize to the customer. Customer did not request follow up.	03/19/05	Reviewed proper procedures with agent.
03/05/05	SRO Customer called in saying agent 9215F ignored her after reaching an answer machine. Customer said hello but agent ignored her. Customer hung up and called back and got agent 2873, that agent disconnected the customer. Customer called back and got agent 9146F and had a nice call. While RCS was taking the info to return the call the customer disconnected. Customer called back in and got a different RCS rep. RCS apologized for the inconvenience. Customer would like a follow up. RCS has turned in a TT to Florida techs. TT I002414093. Customer can be reached before 11:30 AM and after 2:30 PM eastern time.	03/05/05	Met with agent, who did not remember this call. Coached agent on always keeping the customer informed, as well as the severity of hanging up on a customer which can lead up to and including termination. It seems this is more of a technical issue with the customer's line because their line keeps hanging up. Contacted the customer and informed them that a technician will contact them to follow up on their issue.
03/06/05	An SRO customer called to complain that the line was disconnected before he was finished with his call. The customer was still speaking to the outbound when the disconnection occurred. Apologized to customer for inconvenience. No follow-up requested.	03/06/05	Investigated issue--agent ID number found to be out of range sent reminder to all agents through refresher training and continued surveys on proper call closure. No follow up requested
03/06/05	An SRO customer reports that when he tries to make a call through the Spanish relay through SRO that he keeps getting disconnected. He says this has happened numerous times and that the agent ID reported above is just one of a series of agent IDs through which he has been disconnected.	03/06/05	Met with agent, but agent did not remember the call. They also stated that they would not hang up on a customer. Coached agent on the severity of disconnecting on a customer, which can lead up to termination.

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03/06/05	Customer states she was disconnected 3 times from SRO. The first time she advises she was having a conversation. She attempted two additional times, and her call was disconnected before reaching the outbound. Customer could not provide any operator ID numbers. Apologized. No follow.	03/06/05	Since there is no Agent ID number unable to follow up with anyone. This ticket will be closed since no follow up was requested or can be done with an agent.
03/06/05	Customer states that when placing calls through the SRO and connecting with their caller after 5 to 10 minutes of conversation the call disconnects. This has happened numerous times and the customer states they have reported this a few times and they have received no resolution for this problem. RCS apologized for the problem and assured that this would be looked into and resolved. Follow up is requested by an Account Manager to the customer.	03/06/05	acknowledged the problem and no customer contact information available
03/08/05	SRO customer reports disconnects after conversations started the line was disconnected several times (apologized for problems encountered) Customer did not request contact	04/30/05	Acknowledged this customer contact and shared this concern to Business Development about SRO line disconnection.
03/09/05	SRO user complains while she was online with SRO service the line disconnected in the middle of the connection. This occurred several times in the past and she is not pleased as she lost contact and can not call that number again. Apologized for the problem let customer know I would inform the SRO Account Manager. Follow up requested via email address provided	03/09/05	Email address incorrect and failed to deliver email to customer.
03/09/05	Customer upset that the SRO call disconnected in the middle of the conversation. Wants to see that this problem is fixed. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in so that the problem could be investigated further. No call back requested.	03/10/05	Acknowledged and shared this customer contact with Business Development about SRO disconnection.
03/10/05	An SRO customer called to complain that the line disconnected while he was on the call. Customer said he had "unfinished business" but "sprint relay did disconnect." Apologized to customer for inconvenience. No follow-up requested.	03/10/05	CA said she had not disconnected any calls in progress. She said she has had calls in the past where the calls drops off on its own which may be a technical problem. Reviewed disconnect protocol with CA.
03/10/05	A SRO customer called to say that they were disconnected in the middle of their conversation without any warning. RCS: Apologized for the problem No Contact requested	03/10/05	Note: Duplicate complaint to #K64467241. Agent does not remember a call with this description. Agent knows proper policies, including how to pause for a response after a call is completed.
03/10/05	An SRO customer called to complain that the line disconnected while he was on the call. Customer said he had "unfinished business" but "sprint relay did disconnect." Apologized to customer for inconvenience. No follow-up requested.	03/10/05	Agent did not remember this call, however was coached and is aware of the policies regarding disconnecting calls.
03/10/05	A SRO customer called to say that the agent disconnected his call when the party he was talking to hung up and therefore was not able to make another call. RCS Apologized for the handling of the call. No contact requested	03/10/05	*Note: This complaint is a duplicate to complaint #K64471572. Agent does not remember a call with this description. Agent is aware of proper policies, including disconnect policies.
03/10/05	A SRO customer called to say that in the middle of their conversation without any warning they were disconnected. RCS: Apologized for the problem. No contact request	03/10/05	Met with CA on 3/29/05 and discussed the issue.
03/10/05	SRO user complains they were talking and the call got cut off. Apologized, explaining the technicians are working on this issue. Customer commented "All of which does not help me" and disconnected. No contact requested.	03/10/05	Acknowledged and shared this customer contact with Business Development about SRO Disconnection
03/12/05	SRO customer called in saying "I got disconnected for no reason" I apologized to the customer. Customer would like a follow up via his email.	04/08/05	Emailed to customer on 3/18/05 for more info. No response 3/31/05 Closed due to no response from customer 4/8/05.
03/14/05	Customer states this agent was rude and disrespectful. Customer also states this agent was playing games and kept repeating that his message was garbled. RCS apologized to customer. No follow up requested.	03/17/05	Agent does remember this call. Agent followed correct procedures.
03/15/05	Reported that they had placed a call to City Hall and reached busy signal. The operator typed "line busy", and then hung up without giving a chance for the caller to let them know she wished to place another call. Customer Service Response: Thanked the caller for letting us know and apologized for the inconvenience. Told her the report would be sent to the call center supervisor. No follow up call requested.	03/15/05	Discussed with operator and coached on proper procedures.

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03/17/05	An SRO customer called to complain that the operator disconnected "after less than a minute after the first call." The customer said he keeps "getting disconnected after five times." Apologized to customer for problem. Follow-up requested at number given.	03/17/05	Caller said the line disconnected in mid conversation on SRO.	03/17/05	Caller said she just made a call and the line disconnected during mid conversation.	03/17/05	There was no response from the CA when customer asked CA to make another call. Customer was ignored when they asked the CA what was going on there was no response.	03/17/05	The agent recalls having a technical issue about this time where a customer was unable to read messages typed by the agent. The agent alerted a supervisor before the disconnection. No other technical issues were experienced at the workstation.	03/18/05	SRO user complains they fear agent provided their last name to insurance company without their authorization. I apologized explaining agents are trained to relay verbatim, and not to intervene in the conversation. Let customer know I would inform the agent supervisor for follow up. Customer does not want contact.	03/18/05	Sent to team leader for follow through and familiarity in this area.	03/18/05	Customer Complaint: Off and on all week, and this morning 3 times in a row the customer was disconnected right after getting the greeting and the CA ID number. Customer Service Response: Apologized for the inconvenience and told her the report would be sent to the call center supervisor. Follow up requested at provided email address.	03/19/05	SRO user stated, I have problem with agent, I asked her to follow instructions and she would not do it so I asked to speak to her supervisor but she hung up on. Person stated if agent not cooperative needs to be let go, then proceeded to call customer service representative rude names, laughed and disconnected. Apologized. No follow-up requested.	03/19/05	03/19/05	Customer states that this agent did not use the ending macro when ending the call. Instead this agent simply typed person hung up ask (no agent ID was given) RCS response. Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested.	03/19/05	Customer states that this agent reached and answering machine and insisted of typing out the message along with the gender the agent simply typed (ans mach playing) (ans mach hung up). No message was typed at all. Also the quality of service from this center is very lacking with all agents. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. Email back was requested specifically from the training department at this center. email address enclosed	03/19/05	When assisting on a call as an agent in charge this agent was asked to observe the previous agent's response on an answering machine message as it was not handled correctly. The previous agent had just placed the call and was still on the line when the supervisor was asked to assist the call. The customer asked the agent in charge to note how poorly the previous agent had handled the call and instead of noting how it was mishandled, this agent said that the information on the call could not be disclosed. This agent did nothing to help in supervising at all. This agent also responded rudely and should not be put in the position of supervisor or agent in charge again.	05/25/05	Manager properly informed customer that content of completed call is unavailable and that may have prompted customer to infer rudeness. Agents are aware of proper interactions with customers.
03/17/05	Several attempts made to contact customer. Message finally left on answering machine as follow-up suggesting he contact CS if he has further questions.	03/17/05	I apologized to caller for problem. No follow up required on this issue	03/17/05	C.S. Response: I apologized for the problem and let caller know I would report the issue. No follow up required on this issue.	03/17/05	The agent recalls having a technical issue about this time where a customer was unable to read messages typed by the agent. The agent alerted a supervisor before the disconnection. No other technical issues were experienced at the workstation.	03/18/05	Agent 1300F was followed up on this issue. Agent does not recall this call and assured me that everything typed would be read to the voice person accordingly. Agent was asked to demonstrate proper protocol for a couple scenarios given and agent displayed protocol familiarity in this area.	03/18/05	Customer Complaint: Off and on all week, and this morning 3 times in a row the customer was disconnected right after getting the greeting and the CA ID number. Customer Service Response: Apologized for the inconvenience and told her the report would be sent to the call center supervisor. Follow up requested at provided email address.	03/21/05	Talked with agent. Agent stated that the TY caller instructed to dial the number and let it ring 3 times and then hang up so that's what she did. The customer then said "what is wrong with you, can't you follow instructions, I told you to dial and let it ring 3 times and 3 times only." So the agent redialed and let it ring 3 times and then disconnected. The agent feels there was maybe a technical issue. The agent was coached and told to make sure to get a supervisor and fill out a trouble ticket if she feels there is a technical issue. 3/21/05.	03/22/05	Operator will be reminded of proper procedures.	06/09/05	Agent does not remember a call with this description. Agent has and does demonstrate knowledge of how to process a ans mach call. No email address on contact, unable to follow up with customer.	06/09/05	Customer states that this agent reached and answering machine and insisted of typing out the message along with the gender the agent simply typed (ans mach playing) (ans mach hung up). No message was typed at all. Also the quality of service from this center is very lacking with all agents. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. Email back was requested specifically from the training department at this center. email address enclosed	05/25/05	When assisting on a call as an agent in charge this agent was asked to observe the previous agent's response on an answering machine message as it was not handled correctly. The previous agent had just placed the call and was still on the line when the supervisor was asked to assist the call. The customer asked the agent in charge to note how poorly the previous agent had handled the call and instead of noting how it was mishandled, this agent said that the information on the call could not be disclosed. This agent did nothing to help in supervising at all. This agent also responded rudely and should not be put in the position of supervisor or agent in charge again.					

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03/21/05	Customer states the screen said connecting to relay. After the CA identification number appeared, the agent immediately hung up even before the number was dialed. Apologized. No follow up.	03/21/05	Spoke with CA who did not remember anything odd happening on a call. Sounds like a call that dropped out since it was before a number had even been given. CA is aware that they cannot disconnect a call without supervisor approval.
03/21/05	Customer states that SRO line keeps disconnecting - wants it fixed right away	03/22/05	RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in No call back requested
03/21/05	Customer states she's from PA and using SRO to make calls to her Spanish-speaking relative. Customer explained that on 3/14 at 12:44 PM and again on 3/16 at 4:34 PM the phone numbers she requested were never dialed. She was disconnected. She explained that bilingual SRO calls tend to disconnect. Apologized. No follow up.	03/21/05	All agents have been addressed that they need to wait 3 minutes before requesting for a hang up on an internet call. All agents are aware of the severity of hanging up on a customer.
03/21/05	Customer states that SRO keeps disconnecting on their calls with this agent and wants it fixed. Thanked the customer for letting us know and assured that the complaint would be sent in as stated No call back requested	03/21/05	Agent does not recall this call but is aware of the consequences of not following procedures regarding disconnects.
03/22/05	A SRO Customer called to say that she was disconnected on a call without any warning. RCS: Apologized for the handling of the call No contact requested	03/22/05	Operator spoken to about this call. Did not remember it. Said he wouldn't hang up on customers. QA will monitor this operator frequently during the month. Operator was reminded of the penalties of disconnecting any call.
03/22/05	Customer Complaint: Reported that operator hung up on them when they were calling a business. Customer Service Response: Call taken by relief operator who apologized to the caller and told them the report would be sent to the supervisor, and supervisor would speak with the operator. No follow up requested.	04/04/05	Met with CA. Was documented that caller had CA to dial 800# to a business and CA let caller know the name of the business and caller interrupted and got upset with CA. Supervisor came over, caller upset with supervisor and told supervisor they were going to complain on them. Was going off on supervisor and supervisor made documentation of this situation. Procedures were followed as directed. Rec'd on 4/4/05
03/23/05	SRO user complains agent did not enter information he provided on voice prompting recording, there was an extremely long pause with nothing and recording disconnected. Called tried 2 more times got the same agent, who would not type any recording information. Fourth time, he was successful in completing his call with a different agent. Apologized for problem, let him know I will inform the supervisor for follow up with agent.	03/23/05	Agent does not remember this specific call. Supervisor reviewed proper procedures for leaving messages and reminded agent to ring bell for a supervisor if any questions.
03/23/05	Reported through SRO email to Customer Service that call had been disconnected. Provided print out of a previous conversation through SRO, but did not have copy of the call in question. Customer Service Response: Apologized for the inconvenience and told them the report would be sent to the call center supervisor. Follow up requested, email contact provided.	03/23/05	This is the second complaint of operator disconnecting SRO calls in two days. The operator was again reminded of the penalties of disconnecting any call. We will be closely monitoring this operator for further incidents.
03/24/05	SRO caller is positive the agent disconnected the call and says it is happening too often for it to be a technical error and would like the CA's to receiving more training. Apologized. No follow-up requested.	03/24/05	Followed up with team leader who spoke with agent. Agent did not disconnect caller on purpose. Call dropped from the screen agent received inbound disconnect message will watch this issue to insure there is not some technical problem as well as continue to ensure this agent does a good job.
03/24/05	Customer states that agent disrupted call by telling the caller this was a fraudulent call. Customer states that agent would not continue making other calls. Customer then said that they wanted to talk to the agent. RCS response: Thanked the customer for letting us know. Told the customer it was not possible to talk to the agent but that the complaint would be sent in as stated. Customer then stated a curse on the agent and went on in detail what would happen to the body. Customer was told that the complaint would be sent in as stated. No call back requested	04/11/05	Met with agent, she did not remember this specific call. Agent stated that she would not tell that to a customer. Informed agent that refusing to process any calls for a customer could lead up to termination. Also coached agent on always remaining transparent, to keep in mind that they must always follow the caller's instructions, and if they wish to make several calls we must honor their request.
03/24/05	An SRO customer called to complain that the agent disconnected the call. Customer also said agent "would not clearly read the message, and started saying random quotes into my voicemail." Apologized to customer for inconvenience. No follow-up requested.	03/24/05	Met w/agent. Agent did not recall incident. Agent was coached on disconnect procedures.

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03/25/05	Customer Complaint: "CA insulted my party and told her it is fraudulent call. Cursing you and him." Customer Service response: Apologized and told him the report would be sent to the supervisor. Follow up requested at email address.	03/25/05	This agent denied that she said that it was a "fraudulent" call. CA acknowledged the importance of maintaining transparency on all calls. Trish-Customer Relation Manager was notified. Sent the customer an e-mail stating that all of our agents know the importance of maintaining transparency on all calls.
03/28/05	Customer Complaint: Caller requested a report be sent to supervisor of the agent that handled his call to MasterCard. He wants super. To check around the agent's workstation to see if she has written any of his account information down, because when he asked her if she did--she hung up. He wants to be sure the agent did not write the acct. number down plus his date of birth. He is very suspicious of identity theft, because the agent did not reply. Customer Service response: Apologized for the disconnection, and told him the report would be sent to the call center supervisor. Informed him that agents were not permitted to write down call content. No follow up requested.	03/28/05	Agent did not write down information. Reviewed proper procedures with agent. Disconnect sounds like technical problem.
03/28/05	An SRO customer called to report that the agent had trouble dialing the number. He waited for her to respond but after a long wait he hung up. He said this is not the first time this has happened and suspects it is a technical issue. Apologized to customer for inconvenience. No follow-up requested.	03/28/05	Agent does not recall this call and is aware of the consequences of not following disconnect procedures.
03/29/05	The customer stated that s/he is experiencing a problem with Sprint Relay Online scroll function. The scroll function for the operator section does not automatically scroll down when needed and that s/he has to do it manually. Meanwhile the scroll function for the user's section works just fine. S/he felt that it wasn't a user friendly and wanted to correct it.	03/29/05	Apologized for the inconvenience and offered them customer service for a resolution.
03/29/05	Customer states he is unable to scroll down in the operator screen. He reports it is simple software fix that he wants corrected. Apologized. Follow up requested.	03/29/05	Sent email to request more information about computer system. 5/17/05 never received a response from customer.
03/30/05	Customer gave specific instructions to delete messages after relayed. Agent did not delete; redialed and typed out saved messages again. Also agent failed to keep customer informed when live person answered. Apologized for inconvenience; thanked customer for feedback and educated customer that relay must redial to delete messages. No call back needed.	03/30/05	Coached agent on keeping caller informed and proper voice mail retrieval procedures.
03/30/05	A SRO customer called to say that the agent disconnected him right in the middle of his conversation. RCS: Apologized for the handling of the call. No contact requested	03/30/05	Agent coached on importance of not disconnecting customers without supervisor approval.
03/31/05	Customer states that agent misdialed the number and then typed over what he was saying which seemed very rude. Thanked the customer for letting us know and assured that the complaint would be sent in as stated No call back requested.	03/31/05	Supervisor assisted with call. Coached agent that even though it is possible to type at the same time as the SRO user, it's a good rule of thumb not to do this as conversations can become extremely muddled due to lag time. Treat SRO calls the same as regular state relay TTY calls. Also coached agent on importance of staying focused and dialing correct numbers.
03/31/05	SRO user complains agent disconnected him after he said a curse word. Caller asked if cursing was not allowed on relay. I apologized, explaining when someone uses relay it is "their" call and they can speak freely, that agent is not allowed an opinion about the call. I let caller know I will inform the supervisor to address it with the agent.	03/31/05	Agent did not remember the call. Agent demonstrated proper knowledge when supervisor reviewed procedures.
03/31/05	SRO customer disconnected in middle of conversation (apologized for problem) Customer did not request contact	04/30/05	acknowledged and shared customer contact with Business Development about SRO disconnection
03/31/05	SRO customer disconnected in middle of call (apologized for problem experienced advised complaint would be forwarded to SRO Acct Mgr) Customer did not request contact	04/30/05	Acknowledged this customer contact and shared concern with Business Development about SRO disconnection
04/04/05	An SRO customer called to complain that the operator hung up on her while she was making a call. She said she called back and talked to the supervisor 2600, who was "rude and not helpful at all" when she reported the incident. Apologized for disconnect and supervisor rudeness. Follow-up requested at provided email address.	04/04/05	Follow up e-mail sent by Relay Center CS Point of Contact on 4/4/05

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04/04/05	Customer reports the supervisor wasn't being honest with them when they asked that she check the agent's area to make sure she didn't have any credit card information written down. Customer suspects the supervisor and agent are lying. Customer wants SRO authorities to know that he/she will sue if unauthorized charges appear on their credit card statement. Explained our commitment to confidentiality. Customer ended our conversation by calling CS representative stupid. No follow up.	04/04/05	I was the supervisor who assisted on the call. I told the inbound SRO user that the agent did not have a pen or paper at their station and nothing was written down. I told them there was nothing there and asked if there was anything else I could assist with. They said they thought I was a liar and asked for both my I.D and the agents I.D. I provided that information and the inbound caller ended the call by saying "get a life bitch" and hung up. Both the CA and I followed relay procedure.
04/04/05	Customer suspected agent wrote down personal credit card information. Customer wants SRO authorities to know that they will sue if unauthorized charges appear on their credit card statement. The call ended with customer calling Customer Service representative stupid for explaining policy. Explained our commitment to confidentiality. No follow up.	04/04/05	There is no follow up needed.
04/04/05	Customer states that when calling a business and getting a recorded message this agent only typed the beginning of the recording and then typed (waiting for live representative) and then sent the holding macro. The customer states they did not instruct the operator to wait for a live person. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested.	04/11/05	Met with agent, she stated that while typing the recording, the caller interrupted by typing "wait. Wait". So agent thought caller meant to wait for a live person so that is why agent stopped typing the recording and waited for a live rep. Informed agent that if a TTY user types something, to first let them finished typing their message. Then if it seems that it may mean several things, to verify with the customer their exact instructions, instead of going ahead and doing the something else that the caller did not request.
04/04/05	An SRO customer called to complain that the agent was "being rude. He disconnected me on purpose." Apologized to customer. No follow-up requested.	04/04/05	
04/04/05	Customer stated that this agent hung up on him. Thanked customer for letting us know and that we would speak with the agent regarding this issue. No follow-up requested.	04/04/05	Reviewed proper call processing with the agent including the correct protocol when disconnecting a customer. The agent understands. The agent also understands the consequences of not following the disconnect procedures provided by Sprint.
04/05/05	Customer explained that his party hung up and he asked the CA why. The CA told the caller what the voice person had said. The customer contends since the CA knew the words voiced, she should have typed them verbatim. After the customer questioned the CA, he requested another number to call. The CA did not process the call; she disconnected the line. Apologized. No follow up.	04/08/05	Talked with Agent, did not remember disconnecting the call. Was coached on the importance of following customer's instructions. Agent is aware that disciplinary action will be taken if disconnect customer. No follow up necessary.
04/06/05	Customer states the agent dialed using the wrong area code. When he asked her why, he explained that the agent gave him a hard time. He states agent didn't like being corrected, and he didn't like her attitude. Apologized for the problem. No follow up.	04/06/05	Unable to resolve complain, when looking for agent, it showed this number has not been assigned to an agent for over a month.
04/06/05	Customer asked agent if she had left a message as requested, agent did not type a response then hung up on caller.	04/06/05	Agent does not remember a call with this description, but is aware of proper procedures for leaving msg and keeping customers informed.
04/06/05	An SRO caller stated that agent disconnected him after his caller hung up. Caller stated that operator said due to caller hanging up I do too and disconnected. Apologized for problem	04/06/05	Reviewed proper disconnect procedures with the agent. The agent understands. The agent was also reminded of the consequences of purposely disconnecting customers.
04/07/05	Customer states that while making a call through SRO the line was disconnected before the conversation was completed. RCS response: Apologized for the problem and assured that the complaint would be sent in so that the problem could be investigated further. No call back requested.	06/09/05	Agent does not recall this call but is aware of the consequences of not following procedure regarding disconnects.
04/07/05	Customer Complaint: Caller asked operator to dial a number and operator did not dial number requested then hung up on caller. Apologized to caller and thanked her for letting us know. No follow up requested	04/07/05	Met with CA. who does not remember call. CA feels it may have been a call that dropped off the screen. CA verbalized knowledge and understanding of protocol regarding hang-ups.
04/07/05	Customer states that while making a call through SRO the line was disconnected before the conversation was completed. RCS response: Apologized for the problem and assured that the complaint would be sent in so that the problem could be investigated further. No call back requested	04/16/05	Reviewed procedures with agent. Reminded agent to ring for supervisor if necessary.

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04/07/05	An SRO customer called to complain that the agent disconnected the call before the customer was finished. The customer says they had finished making one call and was about to type another number to dial when they got the message that the line had been disconnected. Apologized to customer. No follow-up requested.	04/07/05	Reviewed proper procedures with agent.
04/07/05	An SRO customer called to complain that the agent disconnected him in the middle of the call. He suspects it was because he used foul language and the agent did not like it. According to his friend, whom he was speaking with at the time, the agent sounded "disgusted." Apologized to customer. Follow-up requested at number given.	04/07/05	Talked with agent. Agent does not remember call. Coached agent on the consequences of disconnecting customers intentionally. Attempted to call customer back on 4/13/05 at 2:50 pm and 3:45 pm and on 4/14 at 3:30 pm. Each time was a recording with no TTY user.
04/10/05	Customer states CA did not respond/answer when the customer causing customer to waste time for a business call. RCS apologized to customer. Customer requests a follow up from Supervisor.	04/10/05	Message left on answering machine 4/11/05 thanking customer for info. Apologized and informed him that OPR will be coached.
04/10/05	SRO customer called in stating that the CA said she was going to ruin her identity and steal her name so it will look like she has bad credit. RCS apologized to customer and offered for someone to call back to follow up on this issue. Customer adamantly declined a follow up.	04/10/05	Followed up with CA and went over complaint with her. Reviewed confidentiality with CA. CA assured supervisor that she did not copy down any information. CA not at fault.
04/10/05	An SRO customer called in to complain that the agent disconnected the caller while he was trying to call a store. Apologized to customer. Follow-up requested at number given above.	04/10/05	Forwarded complaint to team leader for coaching and follow up. Agent does not remember this specific call, however, understands policy on releasing calls only with supervisor assistance. Reviewed consequences of intentionally releasing a call with agent. Called customer to inform them on outcome of follow up with agent.
04/11/05	The Supervisor was argumentative and did not help the situation at all with agent 7928 when the caller instructions were not followed. Apologized. No follow-up requested.	04/11/05	There is no supervisor name mentioned in this contact, therefore it is not possible to resolve the issue with a supervisor.
04/11/05	Agent is not complying with my instructions, to let the phone ring 3 times and only 3 times. She let the phone ring 5 or 6 times and let the answering machine pick up. I didn't ask her to let the phone ring more than 3 times. Apologized. No follow-up required.	04/11/05	Coached agent on the importance of following customer instructions. The agent understands. The agent was also reminded to get a supervisor if they encounter problems with a customer or if they have trouble understanding customer instructions.
04/11/05	Customer asked the agent not to type out the options upon reaching the number dialed to a company but to instead simply ask for a certain department. At first the agent did follow instructions but then went on to type out all the options and couldn't keep up with the recorded message. There were so many typos that the customer couldn't tell which extension number to press. Finally upon reaching a live person we were disconnected. This happened twice and was very frustrating. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested	04/12/05	CA said she followed the Inbound instructions and did not type out the recorded message; however, the recording went into an answering machine so she typed the answering machine message. On the second attempt a voice person answered and the person hung up as soon as the operator started to announce the Internet call. Coached CA on following customer instructions and typing carefully.
04/12/05	An SRO customer called to complain that the agent did not follow customer instructions regarding answering machine procedure. Apologized to customer. No follow-up requested.	04/12/05	Agent id 1626 currently has not been assigned. Unable to follow up.
04/12/05	An SRO caller called to complain that agent was very short-tempered with the voice person that he was calling and also that the agent hung up on him. Apologized for the problem. Customer does not wish follow up.	04/12/05	Forwarded complaint to agent supervisor for coaching and follow up. Supervisor spoke with agent. Agent didn't remember this particular call. Agent was coached on the repercussions of disconnecting calls and remembering to use appropriate procedures in handling customers.
04/12/05	Reporting garbling on SRO. The call to number was garbled with numbers and letters. Opened TT 1002489228 for resolution.	04/12/05	04/12/05 13:15:12 (NEM9485): A fiber cut occurred Monday between Phoenix and Tucson. This fiber cut-affected all communications into and out of New Mexico and Hawaii TRS centers for the rest of Monday and part of Tuesday. All voice communications were experiencing extreme echoing and TTY resulted in garbling. This could also be affecting SRO. Fiber cut has now been repaired, and echoing and garbling have ceased.