05/15/05	Voice customer said that the supervisor was rude and not helpful after a stressful situation with an operator. Customer Service response: Apologized to customer and referred them to the Account Manager.	05/17/05	Customer a voice end user. Asked opr to repeat part of earlier conversation. Opr typed this to TTY user. TTY user typed "SKSK" in response. Voice user asked to speak to supervisor. Opr typed this to TTY user. TTY user typed "SKSK" and hung up. (Supervisor was observing the original call at this time.) Call disconnected after TTY user hung up. Voice user called back and requested supervisor. Supervisor explained procedures the opr had to follow. Customer did not agree w/ procedures. Supervisor apologized and offered to take a complaint, but customer didn't want to file w/ supervisor. Supervisor gave customer Customer Service #.
05/24/05	Customer said while the operator was typing, customer pressed the spacebar to interrupt. However, there was no indication on the screen that there was an interruption. Informed customer that a trouble ticket would be filled out.	05/24/05	Trouble Ticket #1002575263 Spoke with customer for 45 mins. Customer is fairly new to relay and had several questions which were answered. Customer doesn't have an issue with relay, she has one with her mother who never remembers to say "ga."
06/06/04	Customer said he was in a correctional facility and said that operator #1555M or #1553M (whichever one is male) of using customer's prepaid calling card which had 16 hours of call time. Now the card is invalid. A/C told him it would be investigated and reported to the supervisor at the operator's center. Customer said that he cannot accept incoming calls so he will call next week for follow up.	12/02/04	Internal update performed. After confirming with the center, there isn't an operator with either of those numbers.
06/07/04	Customer said that the operator didn't follow instructions. Customer typed "I want to voice to her" but the operator didn't respond with "voice now ga". Thanked customer for his comments and apologized for the inconvenience.	06/07/04	Coached the operator on the importance of following customer's request and not to make any assumptions as to what the customer may or may not mean.
06/21/04	Customer said that the operator did not do specific person request correctly. The operator did not send the "ringing" macro and didn't confirm when the person was on the line. Customer asked who was online and the person said "ga". Operator typed "ga to sk" as if trying to get the customer off the line. Thanked the customer for the comments and said that the operator will be coached.	06/21/04	Coached the operator on specific person procedure, to keep the caller informed, and to use appropriate macros.
06/22/04	Caller asked opr for a specific person and to mention caller's name. Phone rang, opr typed "voice mail box is full." Caller interrupted opr to give ext # but opr typed "person hung up, opr #, ga to sk" like a third party had hung up. Informed caller that the opr will be coached. Caller requested follow up.	06/22/04	Reviewed proper procedures with operator. Contacted customer back and informed her that the proper procedures were reviewed with the operator. Customer was satisfied.
06/22/04	Customer stated this operator did not reply when she gave another number to call. Stated it took operator too long to dial numbers and customer had to type "hello? hello? hello?" Apologized to customer and said that the operator will be coached.	06/22/04	Called customer back and informed her that operator had been coached. Apologized for the inconvenience.

06/28/04	Customer said that the operator transferred him to Customer Service when he did not request this. Customer had asked for a male agent. Apologized to customer and said that a supervisor will coach the operator.	03/01/05	Copied to the relay center. Operator ID belongs to a different center; forwarded there. Operator coached on the proper procedures.
07/09/04	Customer was cut off from the operator. Apologized to customer and said this issue will be investigated.	07/09/04	Internal update performed. Everything appears to be in working order. Reviewed with operator disconnection procedures.
07/12/04	Customer is a teacher at SCSDB and was contacting the school through relay and said that the operator was rude. Customer kept saying "wait a minute, wait a minute, familiar with relay service." Operator kept saying "wait a minute, wait a minute, I'm not gonna type that--he's already typing." Apologized to the customer and thanked her for the feedback and will follow up with the operator.	07/12/04	Operator stated that the customer did not wait for the "GA" and kept interupting the operator. Coached operator on proper pacing phrases, and remaining calm and professional.
07/20/04	Customer asked opr to dial an 800 #. It was busy, so the customer asked opr to keep redialing. Opr typed "redialing...line is busy, sk." Apologized to customer and said that the operator's supervisor will follow up with the operator.	07/26/04	Coached operator on the importance of following the customers' instructions. Followed up with customer by mail and apologized for the inconvenience.
07/25/04	Customer said he had already spoken to the center manager about how operators should not be allowed to make decisions for customers. Customer said that the operator dialed the wrong number. Told customer the supervisor will follow up with the operator.	07/25/04	Discussed with operator. Determined that the operator had followed correct procedures, but coached operator again.
07/31/04	VCO customer reports that when she asked operator to hold while she looked for another # to dial and came back on the line 30 seconds later, the operator had already disconnected her. VCO customer requested to speak with supervisor. Supervisor assisted, apologized to the customer and said that supervisor will follow up with the operator.	07/31/04	Operator states that she forgot to open the headset when the end user disconnected the call so she did not hear the VCO user say "hold." When operator realized headset was not on, she immediately turned it on, but there was no response, so she disconnected the line. Operator was coached on proper VCO procedures and disconnect procedures.
08/02/04	Per TTY user's request, opr placed call and asked for a specific person. The end user said that the requested person was not there and if they could take a msg. TTY user said that before she could give the msg, opr was explaining relay and sent "Alt 0". TTY customer asked the opr why that was done and opr responded "Opr. no longer has that info." TTY customer thought the opr had disconnected the call.	08/02/04	Explained to customer that the operator is required to explain relay unless otherwise instructed by the TTY user. Thanked her for the comments. Spoke with operator, coached operator on the correct procedure for specific person calls and the importance of keeping the TTY user informed. Operator understood correct procedures.
08/06/04	Customer said that the operator didn't type clearly. Customer was trying to discuss medications with a nurse and the information didn't come through clearly.	08/06/04	Spoke to operator, operator admitted to not asking the nurse to spell out names of medications. Coached operator on proper pacing procedures and the importance of asking the voice user to spell out difficult-to-understand words.
08/13/04	TTY customer said that the operator kept asking the doctor's office staff member to repeat what was being said. Customer said that the operator was not typing what was being said.	08/13/04	Apologized to the customer and explained that if the voice person is talking too fast, for the customer to instruct the operator to type verbatim if the operator asks the voice user to repeat. Customer notes show an alternate announcement for relay. Operator was instructed to always ask about familiarity of the service if an alternate announcement is given.

08/16/04	Operator did not follow customer's directions. VCO customer wanted to leave a message on the voice machine and the operator did not allow customer to do so.	08/20/04	Reviewed with the operator on the importance of following the procendures for VCO calls and following customers' instructions.
08/17/04	Customer said that operator was rude; operator hung up on customer when customer wanted to leave a message on the answering machine.	08/17/04	Asked operator to demonstrate VCO calls to an answering machine. Operator was able to do so. Operator remembers this call and stated that he waited over 5 minutes for a response from the VCO customer then disconnected the line.
08/18/04	VCO customer was unable to reach the end user since a system interrupts her call for billing information.	12/08/04	Apologized to customer for the problem. Checked to verify customer phone number is selected with ATT as COC and everything appears to be in the system. Entered TT #2007627 Internal update performed.
10/14/04	TTY customer said that the operator disconnected the call in mid-conversation. Customer called again and talked with a supervisor and the supervisor didn't provide an ID number. Also that the supervisor had hung up on the customer. Thanked customer for feedback and said that this will be communicated with the supervisors.	10/16/04	Proper call procedures were discussed with the operator; however, there were several random dropped calls on this day/night. For each dropped call, the Force department was notified.
10/20/04	Customer tried to interrupt operator by clicking on the spacebar but operator did not acknowledge this. Customer said that she wanted to speak with this operator's supervisor but operator transferred her to Customer Service instead.	10/26/04	Informed operator's supervisor of this situation. Operator was coached on the importance of following customers' instructions; and the operator was reminded to not transfer customers unless requested.
10/23/04	TTY customer said that she instructed the operator to use the frequent dial feature to ask for a specific person and not to repeat the name. Also that the call did not flow smoothly. Apologized to customer and thanked her for the feedback. Told customer that her feedback will be forwarded to the supervisor.	10/23/04	Supervisor assisted with this call. Operator followed all call procedures and customer instructions. Attempted to return the call 3 times but , but there was no answer.
10/24/04	TTY customer said that the operator was not a skillful typist. Customer Service response: Apologized to the customer.	10/25/04	Met with operator, coached operator on the importance of focusing on all calls and correcting typos.
10/24/04	TTY customer said that the operator was not a skillful typist. Customer Service response: Apologized to the customer.	10/24/04	Unable to resolve, operator number not active at time of complaint.
10/25/04	Customer said that the operator didn't use the mute button. While the customer waited for her daughter's response, the operator whistled in her ears, spoke in a very low, deep voice; and she could hardly understand him. Operator breathed heavily as though bored. Apologized to customer.	10/25/04	Coached operator on remaining professional.

10/26/04	TTY customer asked operator not to announce relay. Customer asked to speak to a pharmacist and operator typed back the recorded message. Customer hit the spacebar to interrupt. Operator typed "one moment, hd" and operator had the pharmacists' names confused. Apologized to customer. Customer requested follow up.	10/26/04	Coached operator. Called customer back, said that the operator had been coached.
10/28/04	TTY customer made a call to a hearing person who wasn't familiar with relay. I told the person to hang up. Customer wanted to make another call but after several minutes and typing "hello" 3 times, the operator never got back on the line. Thanked customer for the information and told the customer that the complaint will be sent in for further investigation.	10/28/04	Reviewed proper procedures with the operator.
11/19/04	TTY customer asked to speak to supervisor regarding operator's poor typing skills whereupon the operator referred to customer by name. This familiarity made customer uncomfortable. Apologized to customer and said that this info will be passed to the supervisor for coaching the operator. Also said that a supervisor will follow up with the customer.	11/22/04	Supervisor emphasized to opr to refrain from breaking transparency by using the caller's name, and to forward customers' request to speak w/ a higher authority. Explained to opr to seek assistance from a supervisor and not to say that no one is available. Left a msg for the caller, explained that the proper procedures were reviewed with the opr.
11/22/04	Customer was displeased with the operator's typing skills. The operator typed "liver person" instead of "live person." The customer stated the operator needs to be more professional and not to abbreviate names. Thanked the customer for feedback and assured that a supervisor will follow up with the customer.	11/22/04	Spoke with operator about increasing typing speed/accuracy. Advised the operator if the TTY user or other callers say a specific name, to type that specific name and not to assume responsibility for abbreviating unless it is an acceptable abbreviation. Called customer back and informed her that operator had been coached. Apologized for the confusion.
11/29/04	Customer said that operator was very slow in relaying the typed message. The end user also commented that the call speed was unusually slow. She said when another operator handled the call it went more smoothly. Apologized for the problem. Advised customer that operator will be coached.	11/29/04	Internal update performed.
11/29/04	Operator typed to customer, "The numbers had dialed out, the party has hung up. Thank you, sksk," and disconnected. The opr didn't let the customer request a redial or to inquire what went on. Customer Service response: Apologized to customer. Requested follow up.	11/29/04	Internal update performed. This number is invalid for that call center. Called customer and received a busy signal. Called 4 days later, the customer hung up due to garble. Called 3 days later, informed customer there is no operator with that number at this center. Customer thought she may have typed the wrong operator number. Customer satisfied.
12/01/04	Customer said the operator hung up after saying the end user hung up. Thanked customer and said that I would forward the comments to operator's supervisor.	12/02/04	Internal update performed. Coached operator on disconnect procedure when the end user hangs up first. Operator acknowledged procedures and understands the importance of waiting for a response.

12/04/04	Customer said that the end user did not disconnect the call but put her hand over the receiver and accidentally hit a button. However, the opr sent a "hung up" macro. Customer asked opr to redial and there was no response from the opr. After about 5 minutes, the customer asked again for the redial but after a few minutes, the line was disconnected.	12/30/04	Ticket was opened on 12/4 and resolved on 12/30. Therefore, this ticket is closed.
12/09/04	Customer gave number to operator to dial but recording gave new number. Customer asked to dial new number. Child answered the phone, operator announced relay and child hung up. Customer thought operator dialed wrong number.	12/09/04	Operator typed to customer what the recording said. Customer said "thank you, relay. sksk" and disconnected.
12/09/04	The customer said that the operator incorrectly typed specific person request, so customer had to interrupt operator to clarify the correct name. Apologized to customer.	12/09/04	Internal update performed. Supervisor coached the operator on the importance of properly requesting a specific person per customer request.
12/10/04	TTY customer said that the operator disconnected her in the middle of the call. Customer Service response: Apologized for the handling of the call.	12/10/04	Internal update performed. No operator with that ID.
12/10/04	TTY user said that the operator disconnected after the customer requested to look up a number. Apologized to the customer and said that the supervisor will be informed for follow up.	01/03/05	Coached operator on the importance of not disconnecting calls. Called customer back and apologized for this situation and informed her that operator had been coached.
12/11/04	Customer said that the operator hung up on customer after saying that the end user had hung up. Thanked customer and said I would forward comments to the operator's supervisor.	12/11/04	Internal update performed. Asked operator to demonstrate proper procedure for closing a call. Operator did correctly.
12/18/04	TTY customer said that the operator didn't type after he was given a phone number. The customer saw her TTY signal light flashing and had to keep repeating herself	12/18/04	Unable to resolve because as of the date of this complaint, this operator number is no longer active.
12/21/04	Customer reported that the operator did not wait for "GA" before dialing out. Thanked customer for feedback. Customer requested follow up.	12/21/04	Coached operator on the importance of waiting for the customer to give "GA" before dialing out. Called customer and informed her that the operator had been coached. Customer was satisfied.
12/25/04	Operator did not allow customer to leave a message on an answering machine and hung up on the customer. Thanked customer for the information and said this comment would be forwarded to the appropriate person.	12/27/04	Spoke with the operator. Reviewed proper procedures for leaving a message with a VCO user and operator correctly listed the steps.

12/27/04	Customer said that she is disconnected from relay rather frequently. She said it used to be just an occassional problem but now it has become frequent and would like to know what is causing this problem. Apologized to customer for the issue. Customer requested follow up from the Account Manager.	12/31/04	Account Manager called customer via TTY. Met with customer in person on 1/25/05. Explained Relay to customer. Customer satisfied.
12/28/04	TTY customer said that the operator disconnected the call while she was making a call. Customer requested a follow up.	12/28/04	On this date there was a technical problem within the center which caused several of our calls to be disconnected. Unable to do follow up because there was no information given to contact the customer.

DOCKET NO. 03-123 Attachment A

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