



STATE OF CONNECTICUT
Commission on the Deaf and Hearing Impaired
 67 Prospect Avenue, 3rd Floor Hartford, CT 06106-2980

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June 23, 2005

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

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

Dear Ms. Dortch:

Enclosed are the State of Connecticut's Annual Telecommunications Relay Service Complaint Log and Tally Report. This submission fulfills the mandates established by the Federal Communications Commission.

If you have any questions or require additional information, I can be reached at (860) 231-8756.

Sincerely,

Stacie J. Mawson
 Executive Director

SJM:cfr

Enclosures

cc: Patricia Reilly, Supervisor of Technical Analysis - Telecommunications
 Connecticut Department of Public Utility Control

Mike Finneran
 Account Manager - Relay Connecticut

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Sprint
 Relay CT
 6/04 - 5/05

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
SERVICE COMPLAINTS													
#00 Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#01 Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	0	1	0	0	0	1	0	2
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	1	0	0	1
#06 Poor Spelling	0	0	0	0	0	0	0	1	0	0	0	0	1
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	2	0	0	1	0	3
#08 Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0
#09 Everything Relayed	0	0	0	0	0	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	0	0	0
#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	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	0	1	0	0	0	0	0	1	0	0	0	0	2
#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	0	0	0	0	0	0	0
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21 Other Problem Type Complaint	0	1	0	1	0	1	0	1	1	2	0	0	6
TOTAL	0	2	0	1	0	1	1	5	1	3	4	1	19
TECHNICAL COMPLAINTS													
#22 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#24 Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0
#25 Line Disconnected	0	0	0	0	0	0	0	0	0	1	0	0	1
#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	0	3	0	3
#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	1	0	0	1
#59 Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	2	3	1	6								
MISC COMPLAINTS													
#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 Caller 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	0	0	0	0	0
TOTAL	0	1	0	0	0	1							
TOTAL CONTACT	0	2	0	1	0	1	1	5	2	5	7	2	26

Two March Complaints were from CapTel Users

January 2005

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/10/05	VCO customer reported the agent's typing was poor. There were several typos for instance: "KMLP" which couldn't be deciphered. Also, stated that he was relying on the light on his modem when the voice person is speaking and there were time when there were a long lag time before the GA was typed after the voice person stop speaking. Apologized for the inconvenience and assured the customer that this will be followed up.	01/10/05	There were several typos showing on the screen. Agent was coached on the importance of typing accuracy and to use correction when needed. Voice person did not use the "GA" agent wait several second before typing the "GA".
01/12/05	Switchboard operator stated the agent was "impatient and incredibly rude." The customer explained that she was attempting to get a live person for the customer. She had to ask the customer to hold while she attempted to get a live, available person on line. The customer 3 times mistakenly said "tell the caller." The agent corrected her 3x, and the tone of her voice indicated she was clearly perturbed. The customer states she made a mistake, but she's never had a rude operator before.	01/12/05	Invalid number for Sioux Falls center, cannot follow up with agent.
01/22/05	Outbound TTY said that all South Dakota agents play games and do not type correctly; said that inbound voice does not use slang when talking. Did not like that agents type "leavin'" and "talkin'." Thanked caller for letting me know. Said that agent types conversation as agent hears it. No follow up needed.	01/22/05	Agents type slang when heard; caller does not like this. Agents are following proper procedures.
01/26/05	Agent typed the word "kay." This upset the TTY customer. Believes relay is talking about her and everyone is watching her calls. Has contacted account manager and will call corporate. Thanked caller for feedback. Will follow up with agent. No follow up necessary.	01/28/05	Followed up with agent immediately after phone call with customer. Voice person had said "kay," as in "okay" but agent did not hear "o" if it was used. Not agent error.
01/27/05	A CT TTY customer called to say that the agent was harassing her and her husband on her call tonight. RCS: Apologized for the handling of the call. No follow up requested.	01/27/05	Followed up with agent immediately after phone call with customer. Voice person had said "kay," as in "okay" but agent did not hear the "o" if used. Not agent error.

February 2005			
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/12/05	CT VCO Customer called at 10:52 stating CA was presumptuous while processing her call. Agent dialed out and reached a voice mail, agent did not type the whole ans mach recording, typed "ans Mach and you can voice after the GA". Customer did not say anything after the GA because she did not want to leave a MSG. Customer hung up and waited a few moments and called back to relay and got the same agent. Customer asked the agent if she was the agent she had earlier and agent said yes. Agent dialed out while customer was giving instructions that she did not want to leave a MSG. Agent Gave customer the GA to leave a MSG. She apologized and customer wants a follow up.	02/18/05	Agent remembers finger slipped on complete and knew customer was not finished speaking. Agent does not remember the rest of the call. Coached agent on proper procedures. Called customer on 2/18/05 at 3:45 pm. Informed customer supervisor had spoken to agent and coached on proper procedures. Customer was satisfied.
02/16/05	VCO customer unable to dial local phone call via Relay due to recording heard by Relay oper "phone co equip busy now" customer's husband able to pick up regular phone and make call without problem (apologized to customer for problem advised trouble ticket and complaint would be entered also provided SRO website for customer to hopefully complete the call) T.T. 1002378128 Customer requests contact from acct. manager when ticket closed.	02/16/05	Contacted the customer. She responded: "Sorry you had trouble reaching me. I don't know why Relay had trouble calling a number for me and would get this "all phone lines are busy" or some such response when my husband could pick up his phone and get thru with no problem. I will report it the next time it happens again. I appreciate your help. Thank you." Customer was satisfied.
March 2005			
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
03/10/05	A CT TTY user called to say that the agent called her Kay which is not her name and if happens everytime she calls her husband. RCS: Apologized for the handling of the call. No call back requested.	03/10/05	Agent was typing voice user's speech verbatim. He would say "kay" instead of "okay." TTY user misunderstood. Agent was not at fault.
03/11/05	Customer Complaint: The caller reported "she doesn't know how to get the other guy off the line at the end of the call. She needs coaching." The conversation had ended and the caller had typed "bye to sksk", then they waited. Finally the operator came back with "he's still on the line." Customer feels it is relay's job to tell someone that sksk means they are hanging up. Customer Service Response: Apologized for the inconvenience and told them the report would be sent to the call center supervisor. No follow up requested.	03/15/05	3/15/05 Met w/ opr and went over the closing procedures with her and she did well. Opr was being careful not to tell the voice person to go on and hang up because she felt that was up to the TTY user. No further follow up needed.
03/29/05	TTY customer received a call from a voice caller at 10:49 AM during call Relay oper and suddenly typed the voice person hung up sksk TTY user was upset and wouldn't respond when the voice caller called back a few minutes later due to disconnect voice caller deliberately when it didn't actually happen (apologized to caller for problem experienced advised the voice caller could have accidentally disconnected and Relay oper would be required to type what was heard). Customer requests call back	04/18/05	CA was spoken to and did not remember the call. CA was coached and reminded of the repercussions for disconnecting any call. QA will monitor during the month. Several attempts were made to contact the customer but unable to get in touch with the customer.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
04/04/05	Customer stated a person unfamiliar with Relay called her home. The person started the call by repeating saying the customer's name and saying, "can you hear me?" "Are you there?" The CA reportedly provided no explanation and allowed the person to hang up. The customer contends the CA should have offered the caller some education when it became obvious that she didn't understand VCO and Relay procedure. Apologized. No follow up.	04/04/05	Met with agent, agent stated that by the time she realized that the caller was unfamiliar with relay, it was too late and they had hung up. Coached agent on always keeping the customer informed, and if a voice person needs assistance to explain relay, it should be provided. Also informed agent not to assumed that every person calling through relay has used relay before.
04/13/05	Customer states the CA needs additional training on how to close a call. She explained that she had already typed sk, and the outbound should have been told the call was ending. Apologized for the frustration. No follow up.	04/13/05	Spoke with the agent and she stated that when she told the voice person that the tty user was ready to hang up the voice person continued talking because they were not ready to close the call. The agent was scanned several times and closed all calls properly.
04/19/05	Customer is unable to dial number via Relay but call can be completed dialing directly (apologized for problem advised complaint and trouble ticket would be entered) T.T. 1002501882. Customer requests call back.	4/27/2005	This issue has been resolved. The switch was the culprit for this and it was revised and it is now working.
04/20/05	An SNET tech called in to complain that he could not get through to numbers 860-255-7970 and 860-582-1090. The tech states that he was getting a fast busy. Customer Service rep dialed through relay agent number 3087 and got a recording stating the call could not be completed and the phone disconnected Trouble ticket 1002505307 was entered.	04/20/05	This issue has already been reported to CS. NY tech talked to the tech at Comcast. It has been decided that the Comcast tech has the number set up incorrectly and resolved.
04/26/05	A CT HCO customer called to say that the agent was typing "slang" and leaving "g" off her husband conversation. RCS Apologized for the handling of the call. No follow up requested.	04/26/05	CA typed conversation as heard. Husband was saying "callin" instead of "calling" and "goin" instead of "going." CA followed all proper procedures in typing everything that is heard. It was not CA error.
04/27/05	SBC tech gets fast busy when calling # via CTRS, but is able to connect when dialing same # direct. apologized for problem, let customer know I would submit a request for technicians to check this. Entered TT 2519986 Would like to hear from technician with findings.	04/27/05	TT#2519986: Test calls from the 816 area code and from the CT lata 920 have completed to the CT relay svc using both 800# and 711. A message has been left for the customer informing him of the results and requesting him to please place another call to the relay service.
04/27/05	Customer said agent 1742M "doesn't type well" and had "many omissions and mistakes." The customer also said that the CA disconnected the call in the middle of the conversation. Thanked caller. No call back needed.	04/27/05	Met with CA. CA does not remember the call. CA demonstrated knowledge and understanding of protocol to not hang up on customers. CA feels may have been a dropped call. CA will pay more attention to typing verbatim and spelling.

MAY 2005		Explanation of Resolution	
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/13/05	Reported by e-mail from Comcast to AM: "Our customer initiates a 711 call, the relay operator answers and terminates the call to any destination that is not back to the Comcast voice switch in Bristol, CT. But anytime a call is made to the relay operator	05/13/05	This issue has been resolved. Comcast changed a timing setting in their switch and it will now accept all 711 local and LD calls.
05/24/05	A voice customer states during a call this CA was extremely rude to them and was not pleasant at all, also told the customer to repeat what she was saying over and over during the entire call. When the customer requested a Supervisor this CA continuously kept putting the customer on "hold" making the customer wait long periods of time and never did get a supervisor. The same happened when this customer requested the CA's id number, customer waited and waited and states this CA kept coming back on the line saying "Goodbye, Goodbye, Goodbye" and then finally gave the customer their CA id number. RCS apologized to this customer. Follow up requested by supervisor or Account Manger.	05/24/05	Customer contacted, Apologized for the problem. CA number unassigned, attempted to find out the CA number who processed the call but was unable to find out using information provided by the customer. No further action possible. Customer did not wish further contact and was thankful for being called back so fast.

March 2005			
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution or Status
3/15/05	Disconnect/Reconnect during calls	3/15/2005	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.
3/28/05	Inability for CapTel users to reach the data toll free number	3/28/2005	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.

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JUN 28 2005

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Relay CT
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	0	0	0	0	0	0	0
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0
#03	Didn't Follow Cust. Instruct.	0	0	0	0	0	0	1	0	0	0	0	0	1
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0
#05	Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0
#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	0	0	0
#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	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	0	1	0	0	0	0	0	1	0	0	0	0	1
#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	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	0	1	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	2	0	1	0	1	1	5	1	3	4	1	19
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	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	0	0	0	0	0
#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	0	0	0	0
#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
TOTAL		0												
MISC COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
#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	0	0	0	0	0	0	0
TOTAL		0												
TOTAL CONTACT		0	2	0	1	0	1	1	5	2	3	7	2	26

Two March Complaints were from CapTel Users

July, 2005

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
07/03/04	Voice customer stated that the agent was rude by trying to pace the customer and by saying "one moment please" when the TTY was typing.	07/03/04	Coached the CA on remaining polite and professional throughout the call.
07/27/04	Caller reported that the operator kept calling her "Annie" when typing the conversation but her name is Kim. Her husband had called to her and the operator would not apologize for continuing to call her Annie.	07/30/04	Apologized for the inconvenience and thanked the caller for letting us know. Told caller the report would be sent to the call center supervisor. No follow up call requested. Agent misunderstood voice user to say "Annie" when he actually said "Honey".

September, 2005

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
09/27/04	Customer stated that CA was unusually erratic by the way CA handled the call differently by typing "Hi," + 800 NBR. then typed "NBR UR CALLING TO PLZ." as customer requested for full information with recording that the CA did not offer. Thanked cust. & assured complaint was sent exactly as stated so a supervisor could investigate.	09/30/04	Supervisor followed up with CA by reviewing the procedures by asking the customer if s/he wishes to have the recording typed.

November, 2005

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11/05/04	Customer reported that gas comp. received an emergency type call from a customer reporting headache from possible gas leak. The CA made the call difficult by continuing to re-direct call, asking the person to speak directly to caller. Refused to give his CA ID number or call supervisor when asked. Thanked customer, and apologized for the way the call was handled. Informed that CAs are to always provide their ID number when asked, etc. Explained that w/out ID, cannot find CA.	12/10/04	Internal Update Performed. No CA number to follow up with CA; contact closed.

December, 2005

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/04/04	Agent gave the customer a hard time with an interactive menu that the customer knows by heart. The agent before had no problem. Customer gave the same instructions in the same way. The first problem she didn't understand was 3445 pound 0,3, so customer had to elaborate, then she said there was no option, etc. I call this business all the time. I know the menu. Thanked customer for calling.	12/05/04	Met with agent who said she did not understand instructions at first and felt the need to ask customer to explain. After customer explained, agent pressed options as instructed and call went smoothly.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/10/05	VCO customer reported the agent's typing was poor. There were several typos for instance: "KMLJP" which couldn't be deciphered. Also, stated that he was relying on the light on his modem when the voice person is speaking and there were time when there were a long lag time before the GA was typed after the voice person stop speaking. Apologized for the inconvenience and assured the customer that this will be followed up.	01/10/05	There were several typos showing on the screen. Agent was coached on the importance of typing accuracy and to use correction when needed. Voice person did not use the "GA" agent wait several second before typing the "GA".
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Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/12/05	CT VCO Customer called at 10:52 stating CA was presumptuous while processing her call. Agent dialed out and reached a voice mail, agent did not type the whole ans mach recording, typed "ans Mach and you can voice after the GA". Customer did not say anything after the GA because she did not want to leave a MSG. Customer hung up and waited a few moments and called back to relay and got the same agent. Customer asked the agent if she was the agent she had earlier and agent said yes. Agent dialed out while customer was giving instructions that she did not want to leave a MSG. Agent gave customer the GA to leave a MSG. She apologized and customer wants a follow up.	02/18/05	Agent remembers finger slipped on complete and knew customer was not finished speaking. Agent does not remember the rest of the call. Coached agent on proper procedures. Called customer on 2/16/05 at 3:45 pm. Informed customer supervisor had spoken to agent and coached on proper procedures. Customer was satisfied.
02/16/05	VCO customer unable to dial local phone call via Relay due to recording heard by Relay oper "phone co equip busy now" customer's husband able to pick up regular phone and make call without problem (apologized to customer for problem advised trouble ticket and complaint would be hopefully complete the call T.T. 1002378128 Customer requests contact from acct. manager when ticket closed.	02/16/05	Contacted the customer. She responded: "Sorry you had trouble reaching me. I don't know why Relay had trouble calling a number for me and would get this "all phone lines are busy" or some such response when my husband could pick up his phone and get thru with no problem. I will report it the next time it happens again. I appreciate your help. Thank you." Customer was satisfied.
03/10/05	A CT TTY user called to say that the agent called her Kay which is not her name and it happens everytime she calls her husband. RCS: Apologized for the handling of the call. No call back requested.	03/10/05	Agent was typing voice user's speech verbatim. He would say "Kay" instead of "okay." TTY user misunderstood. Agent was not at fault.
03/11/05	Customer Complaint: The caller reported "she doesn't know how to get the other guy off the line at the end of the call. She needs coaching." The conversation had ended and the caller had typed "bye to ssksk", then they waited. Finally the operator came back with "he's still on the line." Customer feels it is relay's job to tell someone that ssksk means they are hanging up. Customer Service Response: Apologized for the inconvenience and told them the report would be sent to the call center supervisor. No follow up requested.	03/15/05	3/15/05 Met w/ opt and went over the closing procedures with her and she did well. Opt was being careful not to tell the voice person to go on and hang up because she felt that was up to the TTY user. No further follow up needed.
03/29/05	TTY customer received a call from a voice caller at 10:49 AM during call Relay oper and suddenly typed the voice person hung up ssksk TTY user was upset and wouldn't respond when the voice caller called back a few minutes later due to disconnect voice caller deliberately when it didn't actually happen (apologized to caller for problem experienced advised the voice caller could have accidentally disconnected and Relay oper would be required to type what was heard). Customer requests call back	04/18/05	CA was spoken to and did not remember the call. CA was coached and reminded of the repercussions for disconnecting any call. CA will monitor during the month. Several attempts were made to contact the customer but unable to get in touch with the customer.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
04/04/05	Customer stated a person unfamiliar with Relay called her home. The person started the call by repeating saying the customer's name and saying, "can you hear me?" "Are you there?" The CA reportedly provided no explanation and allowed the person to hang up. The customer contends the CA should have offered the caller some education when it became obvious that she didn't understand VCO and Relay procedure. Apologized. No follow up.	04/04/05	Met with agent, agent stated that by the time she realized that the caller was unfamiliar with relay, it was too late and they had hung up. Coached agent on always keeping the customer informed, and if a voice person needs assistance to explain relay, it should be provided. Also informed agent not to assumed that every person calling through relay has used relay before.
04/13/05	Customer states the CA needs additional training on how to close a call. She explained that she had already typed sk, and the outbound should have been told the call was ending. Apologized for the frustration. No follow up.	04/13/05	Spoke with the agent and she stated that when she told the voice person that the ty user was ready to hang up the voice person continued talking because they were not ready to close the call. The agent was scanned several times and closed all calls properly.
04/19/05	Customer is unable to dial number via Relay but call can be completed dialing directly (apologized for problem advised complaint and trouble ticket would be entered) T.T. 1002501882. Customer requests call back.	4/27/2005	This issue has been resolved. The switch was the culprit for this and it was revised and it is now working.
04/20/05	An SNET tech called in to complain that he could not get through to numbers 860-255-7970 and 860-582-1090. The tech states that he was getting a fast busy. Customer Service rep dialed through relay agent number 3087 and got a recording stating the call could not be completed and the phone disconnected Trouble ticket 1002505307 was entered.	04/20/05	This issue has already been reported to CS. NY tech talked to the tech at Comcast. It has been decided that the Comcast tech has the number set up incorrectly and resolved.
04/26/05	A CT HCO customer called to say that the agent was typing "slang" and leaving "g" off her husband conversation. RCS Apologized for the handling of the call. No follow up requested.	04/26/05	CA typed conversation as heard. Husband was saying "callin" instead of "calling" and "goin" instead of "going." CA followed all proper procedures in typing everything that is heard. It was not CA error.
04/27/05	SBC tech gets fast busy when calling # via CTRS, but is able to connect when dialing same # direct. Apologized for problem, let customer know I would submit a request for technicians to check this. Entered TT 2519986 Would like to hear from technician with findings.	04/27/05	TT#2519986: Test calls from the 816 area code and from the CT area 920 have completed to the CT relay svc using both 800# and 711. A message has been left for the customer informing him of the results and requesting him to please place another call to the relay service.
04/27/05	Customer said agent 1742M "doesn't type well" and had "many omissions and mistakes." The customer also said that the CA disconnected the call in the middle of the conversation. Thanked caller. No call back needed.	04/27/05	Met with CA. CA does not remember the call. CA demonstrated knowledge and understanding of protocol to not hang up on customers. CA feels may have been a dropped call. CA will pay more attention to typing verbatim and spelling.

May 2005			
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/13/05	Reported by e-mail from Comcast to AM: "Our customer initiates a 711 call, the relay operator answers and terminates the call to any destination that is not back to the Comcast voice switch in Bristol, CT. But anytime a call is made to the relay operator	05/13/05	This issue has been resolved. Comcast changed a timing setting in their switch and it will now accept all 711 local and LD calls.
05/24/05	A voice customer states during a call this CA was extremely rude to them and was not pleasant at all, also told the customer to repeat what she was saying over and over during the entire call. When the customer requested a Supervisor this CA continuously kept putting the customer on "hold" making the customer wait long periods of time and never did get a supervisor. The same happened when this customer requested the CA's id number, customer waited and waited and states this CA kept coming back on the line saying "Goodbye, Goodbye, Goodbye" and then finally gave the customer their CA id number. RCS apologized to this customer. Follow up requested by supervisor or Account Manger.	05/24/05	Customer contacted. Apologized for the problem. CA number unassigned, attempted to find out the CA number who processed the call but was unable to find out using information provided by the customer. No further action possible. Customer did not wish further contact and was thankful for being called back so fast.

March 2005			
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution or Status
3/15/05	Disconnect/Reconnect during calls	3/15/2005	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.
3/28/05	Inability for CapTel users to reach the data toll free number	3/28/2005	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.

July 2004		August 2004		September 2004		October 2004		November 2004		December 2004					
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution				
07/03/04	Voice customer stated that the agent was rude by typing to pace the customer and by saying "one moment please" when the TTY was typing.	07/03/04	Coached the CA on remaining polite and professional throughout the call.	07/27/04	Caller reported that the operator kept calling her "Annie" when typing the conversation but her name is Kim. Her husband had called to her and the operator would not apologize for continuing to call her Annie.	07/30/04	Apologized for the inconvenience and thanked the caller for letting us know. Told caller the report would be sent to the call center supervisor. No follow up call requested. Agent misunderstood voice user to say "Annie" when he actually said "Honey".	08/27/04	Customer stated that CA was unusually erratic by the way CA handled the call differently by typing "HI," + 800 NBR, then typed "NBR UR CALLING TO PLZ," as customer requested for full information with recording that the CA did not offer. Thanked cust. & assured complaint was sent exactly as stated so a supervisor could investigate.	09/30/04	Supervisor followed up with CA by reviewing the procedures by asking the customer if s/he wishes to have the recording typed.	11/05/04	Customer reported that gas comp. received an emergency type call from a customer reporting headache from possible gas leak. The CA made the call difficult by continuing to re-direct call, asking the person to speak directly to caller. Refused to give his CA ID number or call supervisor when asked. Thanked customer, and apologized for the way the call was handled. Informed that CAs are to always provide their ID number when asked, etc. Explained that w/out ID, cannot find CA.	12/10/04	Internal Update Performed. No CA number to follow up with CA; contact closed.
12/04/04	Agent gave the customer a hard time with an interactive menu that the customer knows by heart. The agent before had no problem. Customer gave the same instructions in the same way. The first problem she didn't understand was 3445 pound 0.3, so customer had to elaborate, then she said there was no option, etc. I call this business all the time. I know the menu. Thanked customer for calling.	12/05/04	Met with agent who said she did not understand instructions at first and felt the need to ask customer to explain. After customer explained, agent pressed options as instructed and call went smoothly.												

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/10/05	VCO customer reported the agent's typing was poor. There were several typos for instance: "KMJP" which couldn't be deciphered. Also, stated that he was relying on the light on his modem when the voice person is speaking and there were time when there were a long lag time before the GA was typed after the voice person stop speaking. Apologized for the inconvenience and assured the customer that this will be followed up.	01/10/05	There were several typos showing on the screen. Agent was coached on the importance of typing accuracy and to use correction when needed. Voice person did not use the "GA" agent wait several second before typing the "GA".
01/12/05	Switchboard operator stated the agent was "impatient and incredibly rude." The customer explained that she was attempting to get a live person for the customer. She had to ask the customer to hold while she attempted to get a live, available person on line. The customer 3 times mistakenly said "tell the caller." The agent corrected her 3x, and the tone of her voice indicated she was clearly perturbed. The customer states she made a mistake, but she's never had a rude operator before.	01/12/05	Invalid number for Sioux Falls center, cannot follow up with agent.
01/22/05	Outbound TTY said that all South Dakota agents play games and do not type correctly, said that inbound voice does not use slang when talking. Did not like that agents type "leavin" and "talkin." Thanked caller for letting me know. Said that agent types conversation as agent hears it. No follow up needed.	01/22/05	Agents type slang when heard; caller does not like this. Agents are following proper procedures.
01/26/05	Agent typed the word "key." This upset the TTY customer. Believes relay is talking about her and everyone is watching her calls. Has contacted account manager and will call corporate. Thanked caller for feedback. Will follow up with agent. No follow up necessary.	01/28/05	Followed up with agent immediately after phone call with customer. Voice person had said "key," as in "okay" but agent did not hear "o" if it was used. Not agent error.
01/27/05	A CT TTY customer called to say that the agent was harassing her and her husband on her call tonight. RCS: Apologized for the handling of the call. No follow up requested.	01/27/05	Followed up with agent immediately after phone call with customer. Voice person had said "key," as in "okay" but agent did not hear the "o" if used. Not agent error.

February 2005			
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/12/05	CT VCO Customer called at 10:52 stating CA was presumptuous while processing her call. Agent dialed out and reached a voice mail, agent did not type the whole ans mach recording, typed "ans Mach and you can voice after the GA". Customer did not say anything after the GA because she did not want to leave a MSG. Customer hung up and waited a few moments and called back to relay and got the same agent. Customer asked the agent if she was the agent she had earlier and agent said yes. Agent dialed out while customer was giving instructions that she did not want to leave a MSG. Agent Gave customer the GA to leave a MSG. She apologized and customer wants a follow up.	02/18/05	Agent remembers finger slipped on complete and knew customer was not finished speaking. Agent does not remember the rest of the call. Coached agent on proper procedures. Called customer on 2/16/05 at 3:45 pm. Informed customer supervisor had spoken to agent and coached on proper procedures. Customer was satisfied.
02/16/05	VCO customer unable to dial local phone call via Relay due to recording heard by Relay oper "phone co equip busy now" customer's husband able to pick up regular phone and make call without problem (apologized to customer for problem advised trouble ticket and complaint would be entered also provided SRO website for customer to hopefully complete the call) T.T. I002378128 Customer requests contact from acct. manager when ticket closed.	02/16/05	Contacted the customer. She responded: "Sorry you had trouble reaching me. I don't know why Relay had trouble calling a number for me and would get this "all phone lines are busy" or some such response when my husband could pick up his phone and get thru with no problem. I will report it the next time it happens again. I appreciate your help. Thank you." Customer was satisfied.
March 2005			
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
03/10/05	A CT TTY user called to say that the agent called her Kay which is not her name and if happens everytime she calls her husband. RCS: Apologized for the handling of the call. No call back requested.	03/10/05	Agent was typing voice user's speech verbatim. He would say "kay" instead of "okay." TTY user misunderstood. Agent was not at fault.
03/11/05	Customer Complaint: The caller reported "she doesn't know how to get the other guy off the line at the end of the call. She needs coaching." The conversation had ended and the caller had typed "bye to sksk", then they waited. Finally the operator came back with "he's still on the line." Customer feels it is relay's job to tell someone that sksk means they are hanging up. Customer Service Response: Apologized for the inconvenience and told them the report would be sent to the call center supervisor. No follow up requested.	03/15/05	3/15/05 Met w/ opr and went over the closing procedures with her and she did well. Opr was being careful not to tell the voice person to go on and hang up because she felt that was up to the TTY user. No further follow up needed.
03/29/05	TTY customer received a call from a voice caller at 10:49 AM during call Relay oper and suddenly typed the voice person hung up sksk TTY user was upset and wouldn't respond when the voice caller called back a few minutes later due to disconnect voice caller deliberately when it didn't actually happen (apologized to caller for problem experienced advised the voice caller could have accidentally disconnected and Relay oper would be required to type what was heard). Customer requests call back	04/18/05	CA was spoken to and did not remember the call. CA was coached and reminded of the repercussions for disconnecting any call. QA will monitor during the month. Several attempts were made to contact the customer but unable to get in touch with the customer.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
04/04/05	Customer stated a person unfamiliar with Relay called her home. The person started the call by repeating saying the customer's name and saying, "can you hear me?" "Are you there?" The CA reportedly provided no explanation and allowed the person to hang up. The customer contends the CA should have offered the caller some education when it became obvious that she didn't understand VCO and Relay procedure. Apologized. No follow up.	04/04/05	Met with agent, agent stated that by the time she realized that the caller was unfamiliar with relay, it was too late and they had hung up. Coached agent on always keeping the customer informed, and if a voice person needs assistance to explain relay, it should be provided. Also informed agent not to assume that every person calling through relay has used relay before.
04/13/05	Customer states the CA needs additional training on how to close a call. She explained that she had already typed sk, and the outbound should have been told the call was ending. Apologized for the frustration. No follow up.	04/13/05	Spoke with the agent and she stated that when she told the voice person that the ty user was ready to hang up the voice person continued talking because they were not ready to close the call. The agent was scanned several times and closed all calls properly.
04/19/05	Customer is unable to dial number via Relay but call can be completed dialing directly (apologized for problem advised complaint and trouble ticket would be entered) T.T. 1002501882. Customer requests call back.	4/27/2005	This issue has been resolved. The switch was the culprit for this and it was revised and it is now working.
04/20/05	An SNET tech called in to complain that he could not get through to numbers 860-255-7970 and 860-582-1090. The tech states that he was getting a fast busy. Customer Service rep dialed through relay agent number 3087 and got a recording stating the call could not be completed and the phone disconnected Trouble ticket 1002505307 was entered.	04/20/05	This issue has already been reported to CS. NY tech talked to the tech at Comcast. It has been decided that the Comcast tech has the number set up incorrectly and resolved.
04/26/05	A CT HCO customer called to say that the agent was typing "slang" and leaving "g" off her husband conversation. RCS Apologized for the handling of the call. No follow up requested.	04/26/05	CA typed conversation as heard. Husband was saying "callin" instead of "calling" and "goin" instead of "going." CA followed all proper procedures in typing everything that is heard. It was not CA error.
04/27/05	SBC tech gets fast busy when calling # via CTRS, but is able to connect when dialing same # direct. apologized for problem, let customer know I would submit a request for technicians to check this. Entered TT 2519986 Would like to hear from technician with findings.	04/27/05	TT#2519986: Test calls from the 816 area code and from the CT lata 920 have completed to the CT relay svc using both 800# and 711. A message has been left for the customer informing him of the results and requesting him to please place another call to the relay service.
04/27/05	Customer said agent 1742M "doesn't type well" and had "many omissions and mistakes." The customer also said that the CA disconnected the call in the middle of the conversation. Thanked caller. No call back needed.	04/27/05	Met with CA. CA does not remember the call. CA demonstrated knowledge and understanding of protocol to not hang up on customers. CA feels may have been a dropped call. CA will pay more attention to typing verbatim and spelling.

May, 2005			
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/13/05	Reported by e-mail from Comcast to AM: "Our customer initiates a 711 call, the relay operator answers and terminates the call to any destination that is not back to the Comcast voice switch in Bristol, CT. But anytime a call is made to the relay operator	05/13/05	This issue has been resolved. Comcast changed a timing setting in their switch and it will now accept all 711 local and LD calls.
05/24/05	A voice customer states during a call this CA was extremely rude to them and was not pleasant at all, also told the customer to repeat what she was saying over and over during the entire call. When the customer requested a Supervisor this CA continuously kept putting the customer on "hold" making the customer wait long periods of time and never did get a supervisor. The same happened when this customer requested the CA's id number, customer waited and waited and states this CA kept coming back on the line saying "Goodbye, Goodbye, Goodbye" and then finally gave the customer their CA id number. RCS apologized to this customer. Follow up requested by supervisor or Account Manger.	05/24/05	Customer contacted. Apologized for the problem. CA number unassigned, attempted to find out the CA number who processed the call but was unable to find out using information provided by the customer. No further action possible. Customer did not wish further contact and was thankful for being called back so fast.

March 2005

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution or Status
3/15/05	Disconnect/Reconnect during calls	3/15/2005	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.
3/28/05	Inability for CapTel users to reach the data toll free number	3/28/2005	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.

RECEIVED & INSPECTED

JUN 28 2005

FCC - MAILROOM



Relay CT
6/04 - 5/05

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
SERVICE COMPLAINTS													
#00 Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#01 Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	0	1	0	0	0	1	0	2
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	1	0	0	1
#06 Poor Spelling	0	0	0	0	0	0	0	1	0	0	0	0	1
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	2	0	0	1	0	3
#08 Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0
#09 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	1	0	1
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#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	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	0	1	0	0	0	0	0	1	0	0	0	0	2
#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	0	0	0	0	0	0	0
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21 Other Problem Type Complaint	0	1	0	1	0	1	0	1	1	2	0	0	7
TOTAL	0	2	0	1	0	1	1	5	1	3	4	1	19
TECHNICAL COMPLAINTS													
#22 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#24 Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0
#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	1	0	0	1
#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	0	3	0	3
#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	1	0	0	1
#59 Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	2	3	1	6								
MISC COMPLAINTS													
#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	1	0	0	0	1
#35 Other	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	1	0	0	0	1							
TOTAL CONTACT	0	2	0	1	0	1	1	5	2	5	7	2	26

Two March Complaints were from CapTel Users

July 2004		September 2005	
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
07/03/04	Voice customer stated that the agent was rude by trying to pace the customer and by saying "one moment please" when the TTY was typing.	07/03/04	Coached the CA on remaining polite and professional throughout the call.
07/27/04	Caller reported that the operator kept calling her "Annie" when typing the conversation but her name is Kim. Her husband had called to her and the operator would not apologize for continuing to call her Annie.	07/30/04	Apologized for the inconvenience and thanked the caller for letting us know. Told caller the report would be sent to the call center supervisor. No follow up call requested. Agent misunderstood voice user to say "Annie" when he actually said "Honey".
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
09/27/04	Customer stated that CA was unusually erratic by the way CA handled the call differently by typing "Hi," + 800 NBR. then typed "NBR UR CALLING TO PLZ" as customer requested for full information with recording that the CA did not offer. Thanked cust. & assured complaint was sent exactly as stated so a supervisor could investigate.	09/30/04	Supervisor followed up with CA by reviewing the procedures by asking the customer if s/he wishes to have the recording typed.
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11/05/04	Customer reported that gas comp. received an emergency type call from a customer reporting headache from possible gas leak. The CA made the call difficult by continuing to re-direct call, asking the person to speak directly to caller. Refused to give his CA ID number or call supervisor when asked. Thanked customer, and apologized for the way the call was handled. Informed that CAs are to always provide their ID number when asked, etc. Explained that w/out ID, cannot find CA.	12/10/04	Internal Update Performed. No CA number to follow up with CA; contact closed.
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/04/04	Agent gave the customer a hard time with an interactive menu that the customer knows by heart. The agent before had no problem. Customer gave the same instructions in the same way. The first problem she didn't understand was 3-445 pound 0.3, so customer had to elaborate, then she said there was no option, etc. I call this business at the time. I know the menu. Thanked customer for calling.	12/05/04	Met with agent who said she did not understand instructions at first and felt the need to ask customer to explain. After customer explained, agent pressed options as instructed and call went smoothly.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/10/05	VCO customer reported the agent's typing was poor. There were several typos for instance: "KMLP" which couldn't be deciphered. Also, stated that he was relying on the light on his modem when the voice person is speaking and there were time when there were a long lag time before the GA was typed after the voice person stop speaking. Apologized for the inconvenience and assured the customer that this will be followed up.	01/10/05	There were several typos showing on the screen. Agent was coached on the importance of typing accuracy and to use correction when needed. Voice person did not use the "GA" agent wait several second before typing the "GA".
01/12/05	Switchboard operator stated the agent was "impatient and incredibly rude." The customer explained that she was attempting to get a live person for the customer. She had to ask the customer to hold while she attempted to get a live, available person on line. The customer 3 times mistakenly said "tell the caller." The agent corrected her 3x, and the tone of her voice indicated she was clearly perturbed. The customer states she made a mistake, but she's never had a rude operator before.	01/12/05	Invalid number for Sioux Falls center, cannot follow up with agent
01/22/05	Outbound TTY said that all South Dakota agents play games and do not type correctly; said that inbound voice does not use slang when talking. Did not like that agents type "heavin" and "talkin." Thanked caller for letting me know. Said that agent types conversation as agent hears it. No follow up needed.	01/22/05	Agents type slang when heard; caller does not like this. Agents are following proper procedures.
01/26/05	Agent typed the word "kay." This upset the TTY customer. Believes relay is talking about her and everyone is watching her calls. Has contacted account manager and will call agent. No follow up necessary.	01/28/05	Followed up with agent immediately after phone call with customer. Voice person had said "kay," as in "okay" but agent did not hear "o" if it was used. Not agent error.
01/27/05	A CT TTY customer called to say that the agent was harassing her and her husband on her call tonight. RCS: Apologized for the handling of the call. No follow up requested.	01/27/05	Followed up with agent immediately after phone call with customer. Voice person had said "kay," as in "okay" but agent did not hear the "o" if used. Not agent error.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/12/05	CT VCO Customer called at 10:52 stating CA was presumptuous while processing her call. Agent dialed out and reached a voice mail, agent did not type the whole ans mach recording, typed "ans Mach and you can voice after the GA". Customer did not say anything after the GA because she did not want to leave a MSG. Customer hung up and waited a few moments and called back to relay and got the same agent. Customer asked the agent if she was the agent she had earlier and agent said yes. Agent dialed out while customer was giving instructions that she did not want to leave a MSG. Agent Gave customer the GA to leave a MSG. She apologized and customer wants a follow up	02/18/05	Agent remembers finger slipped on complete and knew customer was not finished speaking. Agent does not remember the rest of the call. Coached agent on proper procedures. Called customer on 2/18/05 at 3:45 pm. Informed customer supervisor had spoken to agent and coached on proper procedures. Customer was satisfied.
02/16/05	VCO customer unable to dial local phone call via Relay due to recording heard by Relay oper "phone co equip busy now" customer's husband able to pick up regular phone and make call without problem (apologized to customer for problem advised trouble ticket and complaint would be entered also provided SRC website for customer to hopefully complete the call) T.T. 1002378128 Customer requests contact from acct. manager when ticket closed.	02/16/05	Contacted the customer. She responded: "Sorry you had trouble reaching me. I don't know why Relay had trouble calling a number for me and would get this "all phone lines are busy" or some such response when my husband could pick up his phone and get thru with no problem. I will report it the next time it happens again. I appreciate your help. Thank you." Customer was satisfied.
03/10/05	A CT TTY user called to say that the agent called her Kay which is not her name and it happens everytime she calls her husband. RCS: Apokgzed for the handling of the call. No call back requested.	03/10/05	Agent was typing voice user's speech verbatim. He would say "Kay" instead of "okay." TTY user misunderstood. Agent was not at fault.
03/11/05	Customer Complaint: The caller reported "she doesn't know how to get the other guy off the line at the end of the call. She needs coaching." The conversation had ended and the caller had typed "bye to sksk", then they waited. Finally the operator came back with "he's still on the line." Customer feels it is relay's job to tell someone that sksk means they are hanging up. Customer Service Response: Apokgzed for the inconvenience and told them the report would be sent to the call center supervisor. No follow up requested.	03/15/05	3/15/05 Met w/ opr and went over the closing procedures with her and she did well. Opr was being careful not to tell the voice person to go on and hang up because she felt that was up to the TTY user. No further follow up needed.
03/29/05	TTY customer received a call from a voice caller at 10:49 AM during call Relay oper and suddenly typed the voice person hung up sksk TTY user was upset and wouldn't respond when the voice caller called back a few minutes later due to disconnected voice caller deliberately when it didn't actually happen (apologized to caller for problem experienced advised the voice caller could have accidentally disconnected and Relay oper would be required to type what was heard). Customer requests call back	04/18/05	CA was spoken to and did not remember the call. CA was coached and reminded of the repercussions for disconnecting any call. CA will monitor during the month. Several attempts were made to contact the customer but unable to get in touch with the customer.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
04/04/05	Customer stated a person unfamiliar with Relay called her home. The person started the call by repeating saying the customer's name and saying, "can you hear me?" "Are you there?" The CA reportedly provided no explanation and allowed the person to hang up. The customer contends the CA should have offered the caller some education when it became obvious that she didn't understand VCO and Relay procedure. Apologized. No follow up.	04/04/05	Met with agent, agent stated that by the time she realized that the caller was unfamiliar with relay, it was too late and they had hung up. Coached agent on always keeping the customer informed, and if a voice person needs assistance to explain relay, it should be provided. Also informed agent not to assumed that every person calling through relay has used relay before.
04/13/05	Customer states the CA needs additional training on how to close a call. She explained that she had already typed sk, and the outbound should have been told the call was ending. Apologized for the frustration. No follow up.	04/13/05	Spoke with the agent and she stated that when she told the voice person that the ty user was ready to hang up the voice person continued talking because they were not ready to close the call. The agent was scanned several times and closed all calls properly.
04/19/05	Customer is unable to dial number via Relay but call can be completed dialing directly (apologized for problem advised complaint and trouble ticket would be entered) T.T. 1002501882. Customer requests call back.	4/27/2005	This issue has been resolved. The switch was the culprit for this and it was revised and it is now working.
04/20/05	An SNET tech called in to complain that he could not get through to numbers 860-255-7870 and 860-582-1090. The tech states that he was getting a fast busy. Customer Service rep dialed through relay agent number 3087 and got a recording stating the call could not be completed and the phone disconnected Trouble ticket 1002505307 was entered.	04/20/05	This issue has already been reported to CS. NY tech talked to the tech at Comcast. It has been decided that the Comcast tech has the number set up incorrectly and resolved.
04/26/05	A CT HCO customer called to say that the agent was typing "slang", and leaving "g" off her husband conversation. RCS Apologized for the handling of the call. No follow up requested.	04/26/05	CA typed conversation as heard. Husband was saying "callin" instead of "calling" and "goin" instead of "going." CA followed all proper procedures in typing everything that is heard. It was not CA error.
04/27/05	SBC tech gets fast busy when calling # via CTRS, but is able to connect when dialing same # direct. apologized for problem, let customer know I would submit a request for technicians to check this. Entered TT 2519986 Would like to hear from technician with findings.	04/27/05	TT#2519986: Test calls from the 816 area code and from the CT area 920 have completed to the CT relay svc using both 800# and 711. A message has been left for the customer informing him of the results and requesting him to please place another call to the relay service.
04/27/05	Customer said agent 1742M "doesn't type well" and had "many omissions and mistakes." The customer also said that the CA disconnected the call in the middle of the conversation. Thanked caller. No call back needed.	04/27/05	Met with CA. CA does not remember the call. CA demonstrated knowledge and understanding of protocol to not hang up on customers. CA feels may have been a dropped call. CA will pay more attention to typing verbatim and spelling.

Date of Complaint		May 2005		Explanation of Resolution	
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution		
05/13/05	Reported by e-mail from Comcast to AM: "Our customer initiates a 711 call, the relay operator answers and terminates the call to any destination that is not back to the Comcast voice switch in Bristol, CT. But anytime a call is made to the relay operator	05/13/05	This issue has been resolved. Comcast changed a timing setting in their switch and it will now accept all 711 local and LD calls.		
05/24/05	A voice customer states during a call this CA was extremely rude to them and was not pleasant at all, also told the customer to repeat what she was saying over and over during the entire call. When the customer requested a Supervisor this CA continuously kept putting the customer on "hold" making the customer wait long periods of time and never did get a supervisor. The same happened when this customer requested the CA's id number, customer waited and waited and states this CA kept coming back on the line saying "Goodbye, Goodbye, Goodbye" and then finally gave the customer their CA id number. RCS apologized to this customer. Follow up requested by supervisor or Account Manger.	05/24/05	Customer contacted. Apologized for the problem. CA number unassigned, attempted to find out the CA number who processed the call but was unable to find out using information provided by the customer. No further action possible. Customer did not wish further contact and was thankful for being called back so fast.		

March 2005			
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution or Status
3/15/05	Disconnect/Reconnect during calls	3/15/2005	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.
3/28/05	Inability for CapTel users to reach the data toll free number	3/28/2005	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.

Date of Complaint		Nature of Complaint		Date of Resolution		Explanation of Resolution	
07/03/04	Complaint	07/03/04	Voice customer stated that the agent was rude by trying to pace the customer and by saying "one moment please" when the TTY was typing.	07/03/04	Resolution	07/03/04	Coached the CA on remaining polite and professional throughout the call.
07/27/04	Complaint	07/27/04	Caller reported that the operator kept calling her "Anne" when typing the conversation but her name is Kim. Her husband had called to her and the operator would not apologize for continuing to call her Anne.	07/30/04	Resolution	07/30/04	Apologized for the inconvenience and thanked the caller for letting us know. Told caller the report would be sent to the call center supervisor. No follow up call requested. Agent misunderstood voice user to say "Anne" when he actually said "Honey".
September 2005							
09/27/04	Complaint	09/27/04	Customer stated that CA was unusually erratic by the way CA handled the call differently by typing "Hi, + 800 NBR, then typed "NBR UR CALLING TO PLZ," as customer requested for full information with recording that the CA did not offer. Thanked cust. & assured complaint was sent exactly as stated so a supervisor could investigate.	09/30/04	Resolution	09/30/04	Supervisor followed up with CA by reviewing the procedures by asking the customer if s/he wishes to have the recording typed.
November 2005							
11/05/04	Complaint	11/05/04	Customer reported that gas comp. received an emergency type call from a customer reporting headache from possible gas leak. The CA made the call difficult by continuing to re-direct call, asking the person to speak directly to caller. Refused to give his CA ID number or call supervisor when asked. Thanked customer, and apologized for the way the call was handled. Informed that CAs are to always provide their ID number when asked, etc. Explained that w/out ID, cannot find CA.	12/10/04	Resolution	12/10/04	Internal Update Performed. No CA number to follow up with CA; contact closed.
December 2005							
12/04/04	Complaint	12/04/04	Agent gave the customer a hard time with an interactive menu that the customer knows by heart. The agent before had no problem. Customer gave the same instructions in the same way. The first problem she didn't understand was 3445 pound 0.3, so customer had to elaborate, then she said there was no option, etc. I call this business all the time, I know the menu. Thanked customer for calling.	12/05/04	Resolution	12/05/04	Met with agent who said she did not understand instructions at first and felt the need to ask customer to explain. After customer explained, agent pressed options as instructed and call went smoothly.
JAN 2005							
07/03/04	Complaint	07/03/04	Nature of Complaint	07/03/04	Resolution	07/03/04	Explanation of Resolution

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/10/05	VCO customer reported the agent's typing was poor. There were several typos for instance: "KMJP" which couldn't be deciphered. Also, stated that he was relying on the light on his modem when the voice person is speaking and there were time when there were a long lag time before the GA was typed after the voice person stop speaking. Apologized for the inconvenience and assured the customer that this will be followed up.	01/10/05	There were several typos showing on the screen. Agent was coached on the importance of typing accuracy and to use correction when needed. Voice person did not use the "GA" agent wait several second before typing the "GA".
01/12/05	Switchboard operator stated the agent was "impatient and incredibly rude." The customer explained that she was attempting to get a live person for the customer. She had to ask the customer to hold while she attempted to get a live, available person on line. The customer 3 times mistakenly said "tell the caller." The agent corrected her 3x, and the tone of her voice indicated she was clearly perturbed. The customer states she made a mistake, but she's never had a rude operator before.	01/12/05	Invalid number for Sioux Falls center; cannot follow up with agent.
01/22/05	Outbound TTY said that all South Dakota agents play games and do not type correctly; said that inbound voice does not use slang when talking. Did not like that agents type "leavin'" and "talkin'." Thanked caller for letting me know. Said that agent types conversation as agent hears it. No follow up needed.	01/22/05	Agents type slang when heard; caller does not like this. Agents are following proper procedures.
01/28/05	Agent typed the word "key." This upset the TTY customer. Believes relay is talking about her and everyone is watching her calls. Has contacted account manager and will call corporate. Thanked caller for feedback. Will follow up with agent. No follow up necessary.	01/28/05	Followed up with agent immediately after phone call with customer. Voice person had said "key," as in "okay" but agent did not hear "o" if it was used. Not agent error.
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04/27/05	Customer said agent 1742M "doesn't type well" and had "many omissions and mistakes." The customer also said that the CA disconnected the call in the middle of the conversation. Thanked caller. No call back needed.	04/27/05	Met with CA. CA does not remember the call. CA demonstrated knowledge and understanding of protocol to not hang up on customers. CA feels may have been a dropped call. CA will pay more attention to typing verbatim and spelling.

May 2005			
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05/13/05	Reported by e-mail from Comcast to AM: "Our customer initiates a 711 call, the relay operator answers and terminates the call to any destination that is not back to the Comcast voice switch in Bristol, CT. But anytime a call is made to the relay operator	05/13/05	This issue has been resolved. Comcast changed a timing setting in their switch and it will now accept all 711 local and LD calls.
05/24/05	A voice customer states during a call this CA was extremely rude to them and was not pleasant at all, also told the customer to repeat what she was saying over and over during the entire call. When the customer requested a Supervisor this CA continuously kept putting the customer on "hold" making the customer wait long periods of time and never did get a supervisor. The same happened when this customer requested the CA's id number, customer waited and waited and states this CA kept coming back on the line saying "Goodbye, Goodbye, Goodbye" and then finally gave the customer their CA id number. RCS apologized to this customer. Follow up requested by supervisor or Account Manger.	05/24/05	Customer contacted. Apologized for the problem. CA number unassigned, attempted to find out the CA number who processed the call but was unable to find out using information provided by the customer. No further action possible. Customer did not wish further contact and was thankful for being called back so fast.

March 2005			
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution or Status
3/15/05	Disconnect/Reconnect during calls	3/15/2005	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.
3/28/05	Inability for CapTel users to reach the data toll free number	3/28/2005	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.

JUN 28 2005

FCC - MAIL ROOM



Relay CT
6/04 - 5/05

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
SERVICE COMPLAINTS													
#00 Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#01 Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	0	1	0	0	0	0	0	0
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	1	0	0	0
#06 Poor Spelling	0	0	0	0	0	0	0	1	0	0	0	0	0
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	2	0	0	1	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	1	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	0	0	0
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	1	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	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	0	1	0	0	0	0	0	1	0	0	0	1	0
#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	0	0	0	0	0	0	0
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21 Other Problem Type Complaint	0	1	0	1	0	1	0	1	1	2	0	0	0
TOTAL	0	2	0	1	0	1	1	5	1	3	4	1	19
TECHNICAL COMPLAINTS													
#22 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#24 Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0
#25 Line Disconnected	0	0	0	0	0	0	0	0	0	1	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	0	3	0	0
#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	1	0	0	0
#59 Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	2	3	1	6								
MISC COMPLAINTS													
#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	1	0	0	0	0
#35 Other	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	1	0	0	0	1							
TOTAL CONTACT	0	2	0	1	0	1	1	5	2	5	7	2	26

Two March Complaints were from CapTel Users

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

- o This document is confidential (**NOT FOR PUBLIC INSPECTION**)
- o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.
- o Microfilm, microform, certain photographs or videotape.
- o Other materials which, for one reason or another, could not be scanned into the ECFS system.

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5 DISKETTES