

# STATE OF COLORADO

## PUBLIC UTILITIES COMMISSION

Gregory E. Sopkin, Chairman  
Polly Page, Commissioner  
Carl Miller, Commissioner  
Doug Dean, Director

## Department of Regulatory Agencies

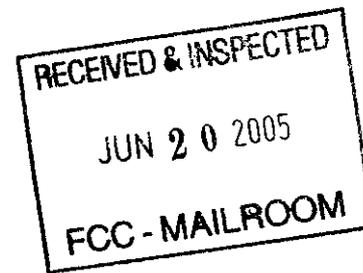
Tambor Williams  
Executive Director



Bill Owens  
Governor

June 17, 2005

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



Danna Jackson  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> Street, SW  
Room CY-C417  
Washington DC 20554  
[dljacks@fcc.gov](mailto:dljacks@fcc.gov)

**RE: CG Docket 03-123: Colorado TRS Consumer Complaint Log Summaries for June 1, 2004 through May 31, 2005**

Dear Ms. Dortch and Ms. Jackson,

As you know, State and Telecommunications Relay Services (TRS) providers must submit annual consumer complaint log summaries to the Federal Communications Commission on or before July 1<sup>st</sup>.

Attached, for the State of Colorado, is the annual complaint log summary for June 1, 2004 through May 31, 2005; also attached is a diskette of the same, and four copies, as requested.

If I can be of further assistance to you, please do not hesitate to contact me via TDD 303 894 2512 or email at [Joe.Benedetto@Dora.State.Co.Us](mailto:Joe.Benedetto@Dora.State.Co.Us).

Kindest regards.

Sincerely,

Joe Benedetto  
State Relay Administrator  
Colorado Public Utilities Commission

Attachment: Complaint Log Summary, June 1, 2005 – May 31, 2005  
Four Copies, One Diskette

No. of  
List ASOM

1580 Logan Street, Office Level 2, Denver, Colorado 80203, 303-894-2000

[www.dora.state.co.us/puc](http://www.dora.state.co.us/puc)  
Permit and Insurance (Outside Denver) 1-800-888-0170  
TTY Users 711 (Relay Colorado)  
Consumer Affairs 303-894-2070

Consumer Affairs (Outside Denver) 1-800-456-0858  
Hearing Info 303-894-2025  
Transportation Fax 303-894-2071  
Fax 303-894-2065



# Relay Colorado

June 2004 - May 2005



	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
<b>SERVICE COMPLAINTS</b>														
#00 Answer Wait Time	0	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	1	1	2%
#02 Didn't Follow Database Inst.	0	0	0	1	0	0	0	0	0	0	0	1	2	4%
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0	0	3	0	3	6	12%
#04 Didn't Keep Customer Informed	0	0	0	0	0	1	1	0	0	0	1	3	6	12%
#05 Agent Disconnected Caller	0	0	0	0	1	1	1	0	0	1	4	0	8	16%
#06 Poor Spelling	0	0	0	0	0	0	0	0	1	0	1	0	2	4%
#07 Typing Speed/Accuracy	1	0	0	0	0	1	0	0	1	0	0	0	3	6%
#08 Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09 Everything Relayed	0	1	0	0	0	0	0	0	1	0	0	0	2	4%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	1	0	1	2%
#11 VCO Procedures Not Followed	0	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	1	0	0	0	0	1	2%
#13 Background Noise Not Typed	0	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	0%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	2	0	0	2	0	1	1	0	1	1	0	8	16%
#17 Agent Was Rude	0	0	0	1	0	0	2	0	0	0	2	1	6	12%
#18 Problem Answer Machine	0	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	0%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21 Other Problem Type Complaint	0	0	0	0	0	0	0	1	1	0	3	0	5	10%
<b>TOTAL</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>13</b>	<b>9</b>	<b>51</b>	
<b>TECHNICAL COMPLAINTS</b>														
#22 Lost Branding	0	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	0%
#24 Trouble Linking Up	0	0	0	1	0	0	0	0	0	1	4	3	9	41%
#25 Line Disconnected	0	0	1	0	0	1	0	0	1	0	0	0	3	14%
#26 Garbled Message	0	0	0	0	0	0	0	0	0	0	0	2	2	9%
#27 Database Not Available	0	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	0%
#29 Other Technical Type Complaint	0	0	0	0	0	0	0	0	3	1	3	1	8	36%
#57 Caller ID	0	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	0%
#59 Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>6</b>	<b>22</b>	
<b>MISC COMPLAINTS</b>														
#30 Rates	0	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	0%
#32 No 900 Number	0	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	0%
#34 Network Recording	0	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	0%
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>											
<b>TOTAL CONTACT</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>8</b>	<b>7</b>	<b>20</b>	<b>15</b>	<b>73</b>	

CG Doc. 03-123

## Relay Colorado and Colorado CapTel Complaints Log June 2004 - May 2005

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/16/04	Very unhappy with the agent. Typing was horrible. After every 3 words agent would send XXX XXX.	06/17/04	Apologized to customer. Met with agent. Coached the agent on staying focused on calls an ensuring that all words are spelled correctly the first time, agent also advised to verifying spelling of words if unsure. Explained to the agent how continuous backspacing could affect the call. Agent typing speed meets FCC regulations.
07/21/04	Voice caller requested to speak with a manager, complains agent did not relay what was typed when her mother was calling a computer company. As a result of the agent's error, the wrong telephone number and credit card number were given and it was billed to someone else's account.	07/21/04	Supervisor assisted and apologized for the problem. Customer offered to send in the print out tape from the TTY. No further contact requested.
7/7/2004 CapTel	Dual Tone Multi-Frequency Tone Interference	7/7/04	Tech Support adjusted Dual Tone Multi-Frequency tone pass through. Confirmed resolution was successful.
7/27/2004 CapTel	Dual Tone Multi-Frequency Tone Interference	7/27/04	Tech Support adjusted Dual Tone Multi-Frequency tone pass through. Confirmed resolution was successful.
8/27/2004 CapTel	Technical Disconnection	8/27/04	informed customer that the captionist reported an isolated technical difficulty during the call. Apologized for this incidence.
09/15/04	Customer was not satisfied with the CAs service, Customer state CA yawned audibly throughout the call, distracting her from the conversation.	09/16/04	Couldn't apologize to the Customer, outbound line was disconnect. No follow up requested. Met with the CA and coached CA on muting headset upon coughing, sneezing, clearing throat, any other distraction affecting call adversely. Appropriate action taken.
09/29/04	CO TTY users requested supervisor, said CA continued type (Silence) during call, which frustrated, wanted to know when this will be fixed. She complained before. Customer is sure that this was mandated and her notes specify not to type any background.	09/29/04	Relay Supervisor assisted, explained this is not mandated. Ca are trained to type everything including background noise. Customer interrupted several of supervisor attempts to explain procedures, guidelines. Caller disconnected. No contact requested.
9/23/04	Account Login Failure	9/23/04	Unit's account activated. Customer now able to make calls.
10/26/04	A CO TTY customer called to complain that the 1st called the agent placed was fine, there was a long delay with the 2nd call. When the numbers was finally connected in the middle of the conversation, he disconnected the call. RCS apologized for the handling of the call.	11/05/04	Spoke with agent about staying focused on calls. Also, if call were to disconnect, always let a supervisor know.
10/7/2004 CapTel	Echo sounds	10/11/04	Provided tips to customer to reduced incidence of echo feedback.
10/20/2004 CapTel	Dual Tone Multi-Frequency Tone Interference	10/21/04	Tech Support adjusted Dual Tone Multi-Frequency tone pass through. Confirmed resolution was successful.
11/2/2004 CapTel	Disconnect/Reconnect during calls	11/3/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection-reconnection might be occurring and sent email with tips to reduce their occurrence.

11/13/04	Customer called in on Sat at 4:08 PM stating that agent had very bad spelling and that it was definitely not computer error.	11/15/04	Thanked the customer for letting us know and that a complaint would be sent in and that it would be investigated further. Met with agent, but she did not remember this specific call. Coached agent on the importance of correcting all typos and maintaining a speed of 60 wpm on every call. Agent passed the typing test given, meeting the typing speed and accuracy rate required by the FCC.
11/22/04	Caller said when reaching an answering machine agent redialed back to number before she had typed her message and was having conversation with the people she was leaving the message for. Operator did not keep caller informed of call process.	11/23/04	Apologized to caller for the problem. Unable to resolve, because the agent assigned to this number was terminated since 10/31/04.
11/30/04	Customer was upset the agent would not respond to the customer when they gave them number to dial, then disconnected.	11/30/04	Apologized and informed customer will follow up with agent. Met with agent, and did remember the call in which they received the calling to number, followed but numerous CAs, and as agent was dialing out the number the customer hung up. Coached agent on the severity of disconnecting calls, which can lead to termination.
12/06/04	Agent would not let customer give all info to use calling card. Agent was rude and hung up on customer. Apologized for inconvenience. No follow up needed.	12/06/04	This agent ID number is currently unassigned. The customer did not want follow up, therefore further investigation is not possible.
12/06/04	CA was very impatient, "I couldn't understand what person was saying (TTY user) and asked CA. She didn't answer me." When I kept addressing CA she said "FCC says I can't talk to you...said you've used relay before."	12/06/04	Apologized and told customer. CA was following procedure, but should be more professional when redirecting concerns would be forwarded to correct center. For follow up with CA. Customer doesn't want follow up. Agent was coached on behavior and remaining flexible and patient.
12/7/2004 CapTel	Dual Tone Multi-Frequency Tone Interference	12/7/04	Tech Support adjusted Dual Tone Multi-Frequency tone pass through. Confirmed resolution was successful.
12/07/04	Caller said when reaching an answering machine agent redialed back to number before she had typed her message and was having conversation with the people she was leaving the message for. Operator did not keep caller informed of call process.	06/01/05	Apologized to caller for the problem.
12/20/04	Customer says agent did not hold when asked. She typed that she was only allowed to hold a couple of minutes and then hung up "after a couple of minutes." She typed, "Please call back when the number is available. Relay here only allowed to hold a couple of minutes. SK" then disconnected. Apologized to customer. Explained holding rule of three (not two) minutes.	12/20/04	When spoke to agent said she always waits 3 minutes per procedures. Reviewed procedures with agent.
1/5/2005	The agent dialed the number and left the call hanging. She never informed me as to what was going on, I finally hung up.	1/13/2005	Agent did not work during the time of customer contact. Time of occurrence unknown.

1/11/2005 CapTel	Dual Tone Multi-Frequency Tone Interference	1/11/05	Tech Support adjusted Dual Tone Multi-Frequency tone pass through. Confirmed resolution was successful.
1/24/2005 CapTel	Answer Time	1/24/05	Explained to caller heavy call volume and weather-related staffing shortage resulted in some delays. We apologized for this inconvenience. (Met answer time for day.)
2/1/2005 CapTel	Disconnect/Reconnect during Calls	2/2/05	Assisted customer by email and phone with troubleshooting. Tech Support enabled Retrain prompt, to provide a visual indicator.
02/08/05	A CO TTY customer called to say that the agent skipped relay explanation put on hold and when someone answered no his announcement in proper manner I mean all basic things an agent should do. RCS: Apologized for the handling of the call No Contact requested	02/08/05	Invalid agent number. Unable to follow up with agent.
02/10/05	CA sent the "person hung up" macro, before the TTY user had a chance to say goodbye. Later TTY user contacted the voice person again and the voice person said they had not hung up. Apologized for inconvenience said would send the complaint to the proper supervisor. No follow up needed.	02/10/05	Met with agent, but they did not remember this specific call. Agent did state that would not hang up an outbound line, unless agent gets message that the outbound party has disconnected. Still coached the agent on the severity of hanging up on a customer, which can lead up to termination. Resolved on 02/18/05.
2/14/2005 CapTel	Inability for CapTel unit to reach data toll free # due to toll free network routing problem.	2/14/05	Contacted toll free network managers and they resolved the problem at their end. Customer service representative confirmed with customer that they are able to make calls.
2/14/2005 CapTel	Inability for CapTel unit to reach data toll free # due to toll free network routing problem.	2/14/05	Contacted toll free network managers and they resolved the problem at their end. Customer service representative confirmed with customer that they are able to make calls.
2/15/2005 CapTel	Inability for CapTel unit to reach data toll free # due to toll free network routing problem.	2/16/05	Contacted toll free network managers and they resolved the problem at their end. Customer service representative confirmed with customer that they are able to make calls.
02/23/05	Customer stated the operator's errors on the evening of 2/22 made it impossible for her to understand the conversation. She stated her aunt was telling of a serious illness and upcoming treatment. Because of xxx's and typographical errors, she wants her long distance charges reversed. Apologized. Recommended customer mail her phone bill to us when it arrives. No follow up.	02/23/05	CA received two complaints both are the same. This complaint is the second. To review the written resolution please refer to tracking # numbers.
02/25/05	Customer was talking to aunt at 8:30 on 2/2/05 and the operator typed a lot garbling and many misspelled words to the TTY user thus causing confusion with the call. What was said to the customer: Apologized to the customer and gave assurance to the customer that an email will be sent following a meeting with the operator.	03/03/05	Coached CA to use one of our macros to 'unscramble' garbling when typing to the TTY user. It may be possible that the TTY user was using a Turbo-code type TTY machine which can easily cause garbling during an exchange of TTY transmissions between the TTY user and relay operator. CA is fully aware of this. Followed up with customer via email. CA received two complaints both the same.
3/7/2005 CapTel	Dual Tone Multi-Frequency Tone Interference	3/7/05	Tech Support adjusted Dual Tone Multi-Frequency tone pass through. This change provided immediate resolution.
3/9/2005 CapTel	Sound Quality-Static; Captioning speed; Accuracy of captions; Connection cuts out.	3/9/05	After extensive troubleshooting customer advised to send unit to our national service center.

03/22/05	Customer states the agent did not follow his instructions. At the beginning of the call he asked the agent to get a live rep on the line. It didn't happen. The customer also states his notes were not followed. He doesn't want the holding macro used. Apologized. Follow up requested.	03/22/05	Customer requested supervisor and supervisor was trying to advise customer that CA was indeed following relay protocol in not taking control of the call when CA did not randomly choose options to get live person. Customer would not accept supervisor's explanation and was insistent that CA should just choose any option to get live person as, according to customer, other agents have done this in the past. Customer asked to be transferred to customer service. See that customer contact for further information.
03/22/05	The customer stated the supervisor was argumentative and said their agent didn't have to follow his instructions. The customer encountered several problems with the agent, so he requested a supervisor. The supervisor attempted to justify the agent's handling of the call, even the hanging up after every option on the second call back. The supervisor's response to the problems addressed was unacceptable. Apologized. Follow up requested.	03/22/05	Inbound instructions at the beginning of the call were to get a live person. CA dialed out and there was no option for a live person. CA informed inbound of that and waited for further instruction. Inbound was upset stating other CA's just press buttons in an attempt to get a live person. Supervisor attempted to explain to inbound that relay procedure would be to inform no live option available and wait for further instructions from try user on what they would like to do. CA followed proper procedure for customer instructions. CA, however, did use the hold macro even though was requested not to ... supervisor apologized for that error.
03/25/05	Voice customer received Relay call from TTY user agent read very fast and spelled words/names very fast voice customer could not write fast enough to document info when voice customer asked agent to repeat the agent typed it back to customer who was totally confused by the request voice customer unable to help the caller due to agent reading so fast voice customer could not understand what was needed customer also upset that agent typed that a supervisor was requested voice customer stated agent hung up on them (apologized for problem advised complaint would be forwarded to supervisor) Customer requests contact	03/25/05	This agent said she did not hang up on the customer. She said that TTY told her to hang up and she followed instructions. Coached agent on voicing and spelling at a pace that is easy to understand and to be careful not to read to quickly. Reviewed ability to repeat what was just voiced if customer asks for repeat. CA has correct understanding.  Spoke to consumer; she vented and is now fine.
3/28/2005 CapTel	Inability for CapTel users to reach the data toll free number	3/28/05	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.
03/30/05	Agent hung up on caller without dialing HCO call. Thanked caller for letting us know. No call back needed.	04/01/05	Supervisor spoke with CA regarding proper procedure. CA coached.
04/01/05	The main reason why I am writing to you again is that I wanted you to see my phone bill caused by the relay services. All those one and two minutes was the TRS fault because every single time I would make a call most of the time I forget that if they don't answer the answering machine would pick up and then the TRS would just let it hang up without even asking if I wanted to leave a message or not. It is not right at all that I should have to pay for the machine to pick up and being billed over and over just because the operators let it hang up without asking if we wanted to leave a message or not before it hangs up on us. The Relay services tells us that we had to talk to the phone company.	04/01/05	AM contacted the customer and explained the relay procedures Relay Operators followed. Also, Calls from the Correction Department must be made collect calls through relay. She was not happy with the procedure. AM encouraged her to contact CO PUC for more support. Case is closed.
	TTY user reports agent dialed out and sent ringing macro		Operator was spoken to, did not remember the call. The

04/05/05	after 2 rings the line was disconnected from Relay no further response (apologized for problem encountered) Customer requests contact	05/18/05	Operator was spoken to - did not remember the call. The penalties for disconnecting any customer were reviewed. Said the phone on the other end may have disconnected.
04/06/05	At 950 am a customer stated that he called relay and had agent on his line and felt that this agent was rude for the following reasons:1-he asked for calling from number 2-Agent did not follow instruction to get to Live person-the prompt recording was typed in its entirety 3-Agent placed him on hold for 20 min after he requested a supervisor (in fact he was still on hold when this complaint was filed) The customer felt that the service was extremely poor lately and is frustrated with the quality of service provided because it its making a impact on his work performance involving a lot of calls. Apologize to the customer for the customer for the inconvenience. Follow up needed	04/06/05	Explained that we have been experiencing this problem this morning and agent was correct in requesting calling from number to place the call. (Enter trouble ticket) Assured him the this agent will be followed up on other issues. At this time our record indicates that we have not assigned 1215 to any of our agent. Suspected the possibility that the id being transposed, I checked with another relay center and they too did not have that number assigned as well.  There is no agent number XXXX assigned at this time. Customer still needs follow up on their general concerns about relay.  I tried to call consumer to conduct follow up. There is a recording saying this number does not work with this area code. Unable to call them back. Trich Shipley
04/07/05	VCO customer cannot dial to XXXXXXX with this agent but gets fast busy signal instead. COC is Qwest (0432) T.T. turned in trouble ticket. Call back requested	04/28/05	Qwest made routing changes to correct the problem per SD Sprint tech.
04/07/05	A WA voice customer trying to call her daughter in Colorado customer (who is a TTY user) thru the CO Relay service can not get thru. If they dial the nbr direct they can connect fine only thru the relay service can they not get thru. RCS Apologized for the problem and let them know that I would put in a Trouble Ticket. No contact requested	05/10/05	AM review the case and there was no TT issued and customer does not want a follow up. Case closed.
04/11/05	CO VCO user is unable to call LD to her daughter. She has no problem with other long distance calls but when calling her daughter the recording that says, Your call cannot be completed as dialed, plays but RCS was able to call the number direct and got through just fine. Apologized, TT was issued. Follow-up requested.	04/11/05	Qwest made routing changes to correct the problem. Account Manager contacted the customer and left the message. If any problem arise, they will contact us again. Customer seems to be satisfied. 4/29/30 TT tickets there issued and both are closed.
4/12/2005 CapTel	Account Login Failure	4/12/05	Unit's account activated. Customer now able to make calls.
4/19/2005 CapTel	Sound Quality-Static	4/19/05	Discussed circumstance with customer. Problem present during one call. Customer will report if there are problems on any additional calls. Calls before or since have been reported satisfactory.
04/15/05	The voice customer stated that she had just placed a relay call around 1130 am and was concerned the way the agent relayed the call. She asked for the Relay supervisor and requested the agent not to type the conversation between them two however supervisor never did appear on the line. Then at the call closure the agent verbalized, "Caller is done ready to hang up" The voice person thought the caller has actually disconnected and then asked for the supervisor however there was no supervisor and then the line got disconnected. Wanted to know proper procedure in requesting for relay supervisor since the customer is a mutual customer. No follow up needed.	04/15/05	Explained that agent did correctly followed the agent protocol of typing everything that is heard. Also explained the way she could do to contact relay supervisor during the relay call or after the completion of a relay call. Forwarded this to appropriate center for a follow up on disconnection.

04/16/05	CA hung up on me just a minute ago. Thanked caller. No call back needed.	04/16/05	Not an agent error - agent did not take a CO call all day.
04/16/05	CA hung up on me. Thanked caller. No call back needed.	04/21/05	Could not meet with Agent due to termination. No call back requested therefore no further investigation will be needed.
04/18/05	Customer Complaint: Caller in Colorado complaining that each time he dials the CO Relay voice number, he reaches an operator that announces the call: "Oklahoma Relay", instead of "Colorado Relay". His concern was that he would be billed for long distance for calling to Oklahoma. He reported this had been happening all night long, and possibly for quite some time in the past. He provided one of the agent ID numbers so trouble ticket could be entered. Customer Service Response: I apologized for the inconvenience and told him the report would be sent to call center as well as a trouble ticket. TT was entered 4/18/05. When I dialed CO # I also reached OK Relay.	04/18/05	No follow up necessary. Customer service entered a trouble ticket.
04/18/05	CO TTY customer states they were in hold for a couple minutes, got the answering machine and then got this agent and her typing was atrocious. Apologized. No Follow-up requested.	04/18/05	Discussed complaint with the operator. She stated her nails were too long, but she has since gotten them cut and that it's easier for her to type now. Suggested that she keep them that way, as if she is unable to type properly with long nails, it is not acceptable.  Discussed complaint with the operator. She stated her nails were too long, but she since cut them, and that it's easier for her to type now.
04/19/05	Customer states that this agent who is also known as supervisor Corey was rude and told him to get off of the phone. Customer states that he was trying to make a call to someone when he was told that they were keeping records and files of his calls and that he was not calling to a try user or connecting to anyone so he should get off of the phone. Customer states that this supervisor was assuming that he was calling someone hearing and he was not. RCS response: Apologized for the problem and assured that the complaint would be turned in as stated. No call back requested	04/19/05	I spoke with Tech on this issue. He mention that he had a bell and went to the station. The CA was explaining that the customer was calling a number that would continue ringing. While it is ringing the customer was moaning as if he was masturbating. We asked for a number to call three times and got no response except for the moaning sound. Supervisor warn that we are ready to hang up but no response and then hung up. This was not the first time and had many calls doing the same thing over and over. He called again asking for a supervisor and start yelling at him. Supervisor tried to explain our procedure but became upset. He does not recall making the comments that was documented.
	Colorado inmate in Canon City trying to use Relay Colorado on 4/14/05. The Relay operator would not place the call collect for him because the computer is showing the call is local. The number the inmate is attempting to		A call center agent is unable to force the system to place a call collect that is identified currently identified by the system as local. The error requires further investigation through the TT system and is referred back to the AM.

04/21/05	the call is local. The number the inmate is attempting to call is XXXXXXXX which is a Colorado Springs number and the inmate is in Canon City. They are in the same LATA but the calls are not local, they are long distance. The Relay Operator told the inmate the Relay Computer says the number is local and does not let the operator select collect. The case manager said he was calling the 800 659 2656 number to reach Co Relay. The inmate did not get the operator number. The account manager turned this in to customer service.	04/21/05	Using the information provided the tech was able to locate two calls placed from originating ANI of XXXXXXXX to dialed address of XXXXXXXX. These calls are not being given the proper info-digits by the customer's service provider. The relay service is receiving these calls with an info-digit of 20. For the relay service to process these calls as a prison/inmate call the correct info-digit would need to be 29. The calls are being handled properly by the relay service based upon the calling information received from the service provider. AM contacted the customer and notified the resolution. The customer understands and will provide more information if it happens again. Case Closed.
04/21/05	Colorado inmate in Canon City trying to use the Relay Colorado number 1 800-659-2656, on 4-14-05. The Relay operator would not place the call collect for him because the operator said it is local. The number the inmate is attempting to call is XXXXXXXX which is in Colorado	05/23/05	AM contacted the customer explained that all local or long distance calls through the Correction Department must make a collect call. The Director of Telecommunication for Correction Department understands the policy and was pleased with our follow ups. Case is closed.
04/24/05		05/24/05	No contact taken; no follow up possible.
04/25/05	TTY customer states in the middle of her conversation this operator disconnected the call. RCS apologized for this problem. No follow up requested.	04/25/05	AM reviewed the case, group manager coached the CA, and there is no follow up requested. Case closed.
04/25/05	TTY customer states when dialing out this operator dialed the wrong number causing customer to have to repeat the number and dial again. RCS apologized for problem. No follow up requested.	04/25/05	Coached CA to check dial out number against number given by the TTY customer and to ring bell for supervisor if any questions.
04/26/05	Customer tried to make an HCO call to a medical center. Agent refused to pay attention to anything customer typed and didn't do HCO. Wanted to leave message but couldn't even hear answering mach. Apologized for inconvenience and said would coach agent on HCO procedures. No call back needed.	04/26/05	Agent heard answering mach and hit his record button instead of keeping HCO open. Coached agent on HCO procedures. Agent knew exactly what he had done wrong.
05/03/05	Agent was very rude and yelled at me and Barb the nurse and refused to give ID number when asked. Apologized for problem encountered advised would forward complaint to appropriate center. Customer would like call back at number provided.	05/09/05	Called at 12:00 noon on 5/9/05. Recording number dialed not a working number or must be dialed with correct area code. No further action possible. Agent number not valid.
05/05/05	Caller said agent did not complete call because the connection went dead. C.S. Response: Apologized to caller for the problem. No follow up contact required.	05/05/05	Agent does not remember call. Reviewed proper procedures with agent.
05/05/05	Caller said agent did not follow customer note instructions not to type answering machine message. Agent instead typed out entire answering machine message.	05/05/05	Spoke with agent and agent did not remember the call. Coached agent on importance of following directions.

05/08/05	A voice customer called to complain that when she called relay Colorado the agent told her she couldn't call the number provided. The agent told her there was some problem with the "number combination." Apologized for problem. Follow-up requested at number provided.	05/08/05	There was no agent number provided, therefore, could not further investigate. Forwarding to CO acct mgr.  AM reviewed the case and TT. The number went through but the customer was not able to provide the agent number. AM contacted the customer and she is pleased with the follow up. Case closed.
05/16/05	Customer states the agent didn't keep her informed. She received a call from her daughter, but she didn't know her daughter had hung up. The daughter had said, "I have to go," but she didn't see any gas to ski, so she waited. The customer expressed frustration with the agent. Apologized. Follow up requested.	05/16/05	Agent did not remember the call. Reviewed proper procedures with agent. Called customer at 1:22 pm 5/18/05 with no answer. Called customer at 10 am 5/20/05 with no answer. Customer called me on 5/20/05; I was unavailable at the time. Returned call at 4:02 pm on 5/20/05 with no answer.
05/20/05	Voice customer calling from cell phone and could not get through to her mother when using relay service. When calling through agent the customer got the message saying the party you are calling does not except blocked calls and to call back after pressing star 82. The customer did this and the call still would not go through. Trouble ticket was entered. Customer does want call back when the problem is fixed.	06/01/05	Account Manager contacted the customer and notified that it has been fixed. Requested customer to call back if any problem arises in the future. Customer is pleased. Case Closed
05/20/05	VCO customer states the agent did not finish the call properly. At the end of the call, the voice person said "I love you grandma, bye sk" and the VCO person said, "I love you too, bye sk" and that was it. The operator never said "person hung up" and when the VCO user asked if she had hung up there was no response. Apologized and thanked the customer for calling Follow-up requested. VCO user wants to know what they are doing wrong that their calls are not ending properly.	05/20/05	Group Manager coached the CA. Account Manager contacted the customer and notified that the CA has been coached. The customer is satisfied. Case closed.
05/20/05	Agents are stopping in the middle of the sentence and saying the person hung up. My caller said, "I'm heading to sign off now and thanks operator" and the outbound hung up. The part that was typed to the VCO user was, "I'm head (person hung up). Also, the inbound VCO user (during call) asked agent to explain how the outbound should end call, agent refused stating cannot be part of the call. Apologized and explained that it is possible the agent missed the last of the sentence and since the outbound had already hung up was unable to verify what was said therefore put person hung up. Advised inbound would have to ask operator. because she is in charge of call. Follow-up requested.	05/20/05	Manager coached the CA. Account Manager contacted the customer and notified that the CA has been coached. The customer is satisfied with the follow up. Case Closed.
05/22/05	A Colorado TTY customer called in stating that when trying to make a call from 11:25pm to 12:15am they were on hold for 45 minutes plus for CO Relay and on hold for 10 minutes for Customer Service. Customer insisted this was an emergency situation and that something is wrong with the relay system. RCS apologized for the inconvenience continually and informed this customer that the Account Manager would contact them regarding this issue. RCS also opened TT. Account Manager follow up requested.	05/22/05	TT has been resolved. AM contacted the customer and notified her that the ticket has been taken care of. She will keep me posted if any problem arises in the future. Case closed.
	VCO customer reports agent did not keep her informed customer wants to know when person hangs up and caller		

05/24/05	customer wants to know when person hangs up and caller said "I will ask agent to let you know when I hang up" agent typed the words but did not type the person hung up before disconnecting call VCO asked agent if caller hung up but agent did not respond (apologized for problem encountered advised complaint would be forwarded to supervisor) Customer requests contact	05/24/05	Supervisor coached the CA. Account Manager contacted the customer and explained that the CA was coached. The customer is satisfied. Case closed.
05/25/05	Agent dialed wrong number. Thanked caller for feedback. No call back needed.	05/25/05	Invalid agent number.
05/25/05	"I gave agent my number to dial and agent never responded." Thanked customer. Said will follow up with agent. No call back needed.	05/27/05	Reviewed proper procedures with agent.
05/26/05	CO TTY user complains of garbling, agent not responding to his questions and hitting wrong keys. I apologized for the problem, let customer know I would inform the account manager. Customer disconnected before I could obtain required information to submit a trouble ticket. No contact	05/26/05	Supervisor assisted on call. Agent disabled turbo code which cleared up the garble. Customer was not satisfied; thought transmission was too slow without turbo code. Customer asked to be transferred to customer service to file this complaint. Supervisor transferred. Garble was technical issue - customer did not want supervisor to file trouble ticket - not agent error.
05/26/05	CO TTY user complains supervisor assisting agent on garbling issue, ignored his complaint but offered to add a note. Customer feels garbling is a relay issue. Apologized, referred to manufacturer and offered account manager contact. Customer disconnected.	05/26/05	Once agent disabled turbo code, garbling issues cleared up. Supervisor offered to enter in customer notes to turn off turbo code if experiencing garbling. Customer did not want to do that; customer thought transmission was too slow without turbo code. Supervisor offered to write up trouble ticket; customer refused service. Customer wanted transfer to customer service. Supervisor transferred.
05/26/05	Customer was upset on his end when typing the calling to number he would get letters and numbers as if the agent were hitting keys. Also on our end all of the callers info was garbled. Once the agent disabled turbo code all was clear. Customer felt by not having turbo code on slows the transmission too much. Apologized to customer explained what I felt the problem was. Customer requested to be transferred to customer service to file a complaint. Transferred as requested. No call back needed.	05/26/05	Not agent error - once turbo code was disabled garble cleared up.