

Texas Customer Contacts - June 2005 through May 2006

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/02/05	Caller cannot complete call through relay -- gets block call recording. C.S. Response: Apologized for the problem and opened TT I002594461. Follow up required for problem resolution.	06/02/05	Tech Support spoke with the customer, the customer indicated that they had dialed a number with privacy manager through relay using 711 and the call went through without any problems. Checked this number and it does in fact have privacy manager on it. The customer was satisfied that the calls now seem to be working. The customer stated that she would call back in if she had any further problems.
06/03/05	TX TTY user complains after typing a message to leave on their son's cell phone answer machine, that agent asked if they wanted them to redial. Customer felt this was a dumb thing to do. Apologized for the problem and explained I will be sure to let the supervisor know for follow up with the agent. No contact requested.	06/03/05	Spoke to agent regarding incident. Agent was not sure if TTY user knew they had reached an answering machine; message they had typed sounded as if they were talking to a live person. Agent wanted to confirm before dialing to leave message. NOT AGENT ERROR.
06/05/05	S2S customer states they have had a problem with their "from" number not appearing when they place calls through S2S Relay. Instead of their home number appearing, only the area code of "210" shows in the dial window. This has occurred for the past year and the LEC stated to this customer it was a tracking issue and gave no further information to assist this customer. RCS apologized and informed customer we will enter in TT. TT#I002597821. Follow up requested with resolution.	06/05/05	Tech Support communicated with customer and tested calls. It was confirmed that ID info was showing up correctly. We agreed to close ticket as we were not able to reproduce error when client called in.
06/06/05	upset w/agent who was cussing at him and then hung up on him. Thanked for feedback and assured agents supervisor would be notified.	06/06/05	Met with agent, but he did not remember this call, and stated he would not curse at a customer. Coached agent on the importance of always maintaining a professional phone image on every call.
06/07/05	When I asked agent to retrieve my voice mail I gave her the nbr to dial but then she would not listen to my instructions. I never got my voice mail. Told customer agent would be talked to.	06/07/05	Reviewed proper voice mail retrieval processing w/agent/. Agent remembers the call and followed the correct procedure, however the information given by the customer was not accepted by the VM system. 6-13-05 spoke with customer at 5:30 pm today. She was very happy to hear back from Relay on this and satisfied w/the outcome.
06/08/05	Did not follow customer notes. The note says not to ask to repeat, to ask voice person to spell names, or repeat info. because to do so otherwise would slow down communication. Apologized to the VCO user and assured her that this would not happen again.	06/17/05	Agent remembers this call. He said he only asked for the spelling because he did not understand what the person was saying. He did read the notes. No customer follow-up requested.
06/08/05	Customer Complaint: Customer reported that this is 3rd time to report this problem. She cannot connect to a number with privacy manager through the relay service. She was told to press star 82 to unblock her number from transmitting and she has done that, but still her calls will not go through to the number she needs to connect to through Relay. She does not have number block feature through SBC and has never had it. Customer Service Response: I apologized for the inconvenience and told her a trouble ticket would be entered to resolve the issue. She provided the agent ID number and phone number dialed to add to the TT. Follow up requested by account manager	06/08/05	Tech support was not able to reach her to do test calls. Referred to AM.
06/14/05	Customer explained that the CA was rude. The customer states he heard the CA conversing with coworker. He also reports she was impatient and condescending. The customer stated he understands the call center environment; the customer should not be made to feel he is inconveniencing the CA. Apologized. Follow up requested.	06/28/05	CA #6528 No longer employed. Apologized for the problem.
06/15/05	Customer states the agent was inattentive. She dialed the wrong number. The customer asked the agent to get her supervisor, but she said there was "no need for that. Thank you I will disconnect this call." Apologized. Follow up requested.	06/15/05	Reviewed proper call processing guidelines with the agent. The agent understands that a supervisor is always called when a customer requests one. Agent remembered call and tried to get a supervisor. When the supervisor was on the way, the customer disconnected. E-mailed customer followup on 6-18-05.

06/15/05	(CAPTEL) Sound Quality - Static	06/16/05	Provided suggestions for alleviating sound quality.
06/15/05	(CAPTEL) DTMF Tone Interference	06/08/05	Arranged for Technical Support to address DTMF Tone pass-through.
06/16/05	VCO customer dialed RTX toll free number and reached an operator who dialed the number they asked for. At the time of out dialing, the outbound person was not able to clearly hear and understand the VCO customer so the outbound hung up and the relay operator could no longer clearly understand the VCO person either. Customer wants to know why it was clear at first and then no one could understand him. CS was able to hear and understand him clearly. Apologized, TT 32091. No Follow-up requested.	06/16/05	Coached operator for proper call procedures.
06/20/05	A TTY customer called to complain that the agent dialed the wrong area code, thus delaying the call and by the time the correct number was dialed, the party he was trying to reach was gone. Apologized for inconvenience. Follow-up requested via email.	06/21/05	The agent did type the wrong area code, and after one ring immediately hung up and redialed with correct area code. Agent will continue to focus on importance of following customer instructions. Followed up with customer via email with explanation and apology.
06/20/05	Customer reported that the agent hung up before they were finished talking. Apologized and assured customer we would look into what happened during the call. Incident reported at 11:05 AM.	06/20/05	Agent does not remember the call. The agent was reminded of the proper disconnect procedures set forth by Sprint. The agent also understands the consequences of not following those procedures. The agent will get a supervisor in the future if having problems with a customer.
06/23/05	Customer states that this agent must have been new and didn't know what he was doing. He took forever to dial out, he typed very slowly and there were long pauses in between all of the words and it was very frustrating on the call. Her son hung up and called her back through another agent who did much better. Customer states that this agent needs further training. No call back requested.	06/23/05	It was this agents first night on the floor and someone was assisting him with this call. He had not gotten the number the first time it was given and then asked for a repeat and there was some confusion at the start of the call. The agent will continue to have a mentor until he is more familiar with call processing.
06/24/05	A TX TTY customer called to say that the agent did not follow his instructions and then hung up on hom. RCS: Apologized for the handling of the call No contact requested	06/24/05	Not enough information for the CA to remember this specific caller. CA says they have not hung up on anyone. It does not state what the note was that was not followed so didn't remember the call. The CA is aware of relay policy regarding disconnects and is also aware that she needs to read and follow customer notes.
06/26/05	A TTY customer called to complain that he called the Spanish TX Relay six times today (6/26/05) and each time has had very long waits to get an operator. Customer requests more Spanish agents and a holding recording to keep him informed of his wait. Apologized for inconvenience. Follow-up requested.	06/26/05	Called James and spoke to him on the TTY. Explained to him that we will need agent ID number, time and date when he has difficulty connecting to a Spanish relay opr. He and I will communicate via email going forward to monitor on his accessibility to a Spanish relay opr. CLOSED
06/28/05	A TTY customer called to complain that the agent did not follow his instructions. He asked her to dial a number and she replied that it was a "fast busy." He asked her to try another number and she replied: "That is the number I just dialed GA." The customer says that's what he wanted in the first place. Apologized for inconvenience. Follow-up requested by supervisor at email address provided.	06/29/05	Coached agent to follow customer's dialing instructions to avoid misunderstandings. Agent stated she did not intend to be rude, but was trying to explain the number had been dialed previously. Further coached agent that responses to customers should be polite and professional. Agent assured the supervisor she will do this. Follow up explanation provided to customer via email.
06/30/05	A TTY customer requested that turbocode be turned "on," but the agent turned turbocode "off." This led to the agent's being unable to see the "interrupt" request. Apologized for inconvenience. Explained that turbocode can only be disabled by agents, not enabled. Added CDB note not to disable turbocode. No follow-up requested.	06/30/05	Spoke to agent about turning turbocode on/off. The agent did not realize that you could not turn on turbocode once it had been turned off. The agent understands this affects the ability to see interrupt requests.
07/01/05	Customer stated this agent failed to relay information that was given to her, and VCO had to repeat herself several times before agent decided to type what was said. Apologized for the inconvenience, stated would forward to appropriate supervisor. Follow up requested at number provided.	07/01/05	The agent experienced technical difficulties at the workstation. The incident was correctly reported by trouble ticket. The agent was coached in the future to keep customers informed of any technical issue when possible. Completed customer follow up apology and explanation by phone.

07/01/05	(CAPTEL) Accuracy of captions	07/12/05	Advised customer that Call Center director investigated and identified cause of difficulty during call. Apologized for this occurrence.
07/02/05	Customer states that he asked the agent to dial a local number and the agent used the wrong area code therefore it was not a local number. The supervisor also agreed with the agent. Apologized. Follow-up requested.	07/02/05	The agent and supervisor remember this call. The supervisor documented this call because the agent notified the supervisor for assistance. The agent used the area code of the number that the customer was calling from because the customer only gave a 7 digit number. The supervisor verified that the area code for the 2 numbers was the same since the customer did not give an area code. Reminded agent to be sure to follow customer instructions and to continue to use the same area code as the from number if the customer does not give an area code. Also reminded agent to be sure and follow customer instructions if a new area code is given. Follow-up e-mail sent on 7-7-05.
07/04/05	TTY customer reports agent did not repond when requested to dial a number customer typed calling to number again agent did not respond TTY customer states the agent is not paying attention (apologized for problem encountered advised complaint would be forwarded to supervisor) Customer requests contact via email	07/07/05	The agent does not remember the call. The agnet was reminded on the importance of paying attention on a call and resonding to customer requests in a timely manner. The agent understands the consequences of not doing so. A follow-up e-mail was sent to the customer on 7-7-05.
07/04/05	A TX VCO customer has attempted on numerous occasions to place a call internationally with no success. Calls go through without relay but do not when customer tries to call using relay. Customers LEC has been contacted and customer discovers this has nothing to do with their LEC. Customer gets a recording stating that the call will not go through when trying to call internationally. RCS apologized for this problem and entered TT # 106,027. Follow up requested for resolution.	07/04/05	Sprint tech support looked in this situation and informed all call center agents of a work around call procedure. It is in place now. TX Acct Mgr tried to call customer for a follow up but the customers ph number is out of service. CLOSED
07/11/05	Customer stated that the agent dialed the phone number and pretended no one answered the phone. The agent dialed and then hung up.	07/11/05	Spoke with agent about correct call procedures. Also reminded the agent of the consequences of not following proper disconnect procedures. Agent understands.
07/21/05	At 940 am the VCO customer called into Relay and got Agent 1752M and instructed the agent that she would like to leave a message if a voice mail is reached. Agent placed the call and typed a voice mail recording message. VCO attempted to interrupted however the agent continued with the typing. VCO customer then had a few inquires to which the agent never responded. Apologized for the inconvenience and assured the customer that agent will be followed up. No follow up necessary.	07/21/05	Agent was coached to follow agent's instruction.
07/22/05	Customer stated that the agent did not verify the calling to number prior to outdial. The customer notes state that the agent should verify the number before placing the call. The customer said that the agent also did not wait for the "Go Ahead" before dialing. Thanked the customer for letting us know and stated that this would be forwarded to the appropriate supervisor. No follow-up requested.	07/22/05	Agent was reminded to read customer notes as soon as call comes in. Agent demonstrated proper procedure for verifying telephone number.
07/22/05	The agent kept dialing the wrong number several times. I asked her to repeat the number and she said "agent does not have that info". I asked for a supervisor and the line disconnected. She hung up on me. She did not want supervisor to see she dialed the wrong number.	07/22/05	Agent was reminded of the importance of following customers instructions. The agent was also reminded of the importance of getting a supervisor when requested. The agent will get a supervisor in the future if she is having issues with a call. Follow-up call made on 7-25-05 at 8:26 pm. The customer was satisfied with the resolution.
07/22/05	The customer did not want the recording typed. Agent kept typing the recording even when the customer kept trying to interrupt to tell her to stop. Thanked customer for letting us know and noted that we would inform the appropriate supervisor. No follow-up requested.	07/26/05	Agent does not recall a specific situation where customer did requested the recording not to be typed. Agent assured supervisor she understands importance of following customer instructions and call focus. Agent will be careful in following customers instructions.
07/25/05	CA does not understand me (S2S cust) at all even when I give the CA an example or when I tell the CA what the word means or anything else. Any of my techniques that I use, the CA wasn't able to associate them. The CA puts my techniques into the message. From this day on, I've been hanging up on this CA because he upsets me too much. Customer wants a follow up via email.	08/01/05	Coached CA to ask for possible assistance to listen and interpret what the S2S was saying. Sent a follow-up email note to the customer on 8/1/05

07/26/05	Customer reports frequent garbling on incoming calls. Apologized. Trouble ticket ID 203936 opened. Follow up requested.	07/26/05	Sprint Tech Support contacted the customer and got some more information on the problems he was having. Made some suggestions on tweeking the settings on customer's VCO phone. After tweeking the settings the customer seemed to be receiving text more clearly. We are going to wait for the customer to make several calls and then he is going to send me an email indicating whether or not he is still experiencing excessive garbling. For now the problem seems to have subsided. CLOSED
07/31/05	A TX TTY customer called in stating that when they placed a call into relay and gave this agent the number to dial there was no response from the agent at all. RCS apologized to this customer. No follow up requested.	07/31/05	Spoke to the agent about paying close attention to a call. The agent was reminded that their main focus is to process the call. Agent understands. The agent was also reminded of the consequences of purposely avoiding calls.
07/31/05	A Voice customer called in stating that while giving directions to the TTY caller he had connected with, the agent was not accurate in typing out the directions causing the entire conversation to be nothing but confusion. Customer requested agent to repeat what was typed to straighten the directions out, however agent did not respond and kept typing until finally according to the Voice customer the agent said in a curt tone "speak directly to the client". RCS apologized to this customer. Follow up requested from a Supervisor for resolution.	07/31/05	Agent was reminded to ask for clarification if they do not understand what a voice person is saying. Agent was reminded of the importance of typing verbatim as well as being polite and courteous throughout the call. The agent understands.
08/03/05	(CAPTEL) Voice user unable to connect to CapTel Service Number	08/03/05	Apologized for this incidence as we work to identify and remedy this technical incidence. The incidence has been reported to engineering for further investigation and they are looking into why calls are not reaching CAs.
08/04/05	A TTY customer called to complain that the agent was not following his prompts. Customer called a recording with menu options. He kept typing his selection but the agent continued to type over him, causing him to have to redial. Apologized for inconvenience. Follow-up requested.	08/16/05	The agent does recall a connection with a customer where the option requested was not available and that she made an attempt to obtain further instructions. The agent has assured us that she knows to then wait for and follow customer instructions. The agent has assured supervision she will do this in the future. Agent believes the relay system receiving the customer reply. Email correspondence with customer apologizing for inconvenience. Have requested reply with equipment information to allow testing.
08/05/05	VCO upset during the call placed to Time Warner. CA didn't keep the VCO informed. CA typed some of the recording and then put the line on hold but the CA didn't even ask the VCO user if she wanted to hold. I apologized for her inconvenience and assured VCO user everything was being documented and the appropriate supervisor will notified. Thanked her for letting us know. VCO customer does not want a follow up letter, phone call, or email.	08/09/05	Met with CA on 8/8/05. CA did not remember this call; doesn't remember calling Time Warner on Thursday. Coached CA on proper recording procedures.
08/05/05	Customer calling from cell phone and cannot get through using TX VCO dedicated line - agent got recorded message "Your LD is temporarily disconnected" - Call notes state that the line is a cell phone line Trouble ticket 257,206 RCS response: Apologized for the problem and assured that the complaint would be sent in as stated.	08/12/05	Spoke with the agent about this and refreshed the agents memory about cell phone processing. The agent understands the steps next time he is informed the person is calling from a cell phone.
08/05/05	VCO customer reports VCO branding not appearing (apologized to customer for problem encountered VCO branding and VCO note appeared to Relay Customer Service when customer called to our dept) T.T. 256,329 Customer requests contact asap	09/21/05	Sprint Tech Support tested and found no problems. Contacted the customer and informed him to use the dedicated vco number (877 826 1789) and that would insure that his calls were always answered as vco. We informed the customer that the systems does seem to be working properly on our end from what was received from the test calls. CLOSED

08/17/05	TTY customer reports pressing interruption key twice but agent ignored and continued to type conversation customer pressed interruption key again but agent ignored (apologized for problem encountered advised complaint will be forwarded to management) Customer requests contact via email	08/18/05	Unfortunately, the information received about this incident did not include an Agent Identification Number. Regrettably, it is not possible to discuss this matter with the agent who handled that call. Informed customer via email and suggested when possible that the customer request a supervisor at the time of the call.
08/18/05	Garbling issues which seem to happen thru the Lubbock, TX center mostly. Apologized, TT ID 311501. Follow-up requested.	08/18/05	Sprint Tech Support looked into it and determined that it was the customer's vco equipment that was defective. Tech support contacted the customer and went through some programming on her ameriphone equipment and asked her to call us when problem continues. CLOSED
08/23/05	Agent asked me to repeat the number and the agent never dialed the number. Assured caller that we would forward this to the appropriate supervisor. No follow-up requested.	08/23/05	Agent did not remember the call but did review the VCO procedures with the agent. Also reminded agent the importance of a quick outdial and if we are not able to do a quick outdial, at least keep the customer informed. Agent understands.
09/06/05	This agent does not understand him – request more training for the agent. Thanks for letting me know how agents are handling the call. Agent will be coached. Met with CA. Explained to the CA to Follow procedure and if have a hard time understanding to get someone to help him. So the CA can process the call. Explain to CA to get a supervisor if needed. No follow up needed.	09/07/05	Met with CA. Explained to CA to follow procedure and if the CA has a hard time understanding the conversation to ask for assistance. So the CA can process the call. Explained to the CA to get a supervisor if necessary. Emailed a follow up letter.
09/06/05	Agent made too many typing error corrections. Thanked customer for taking time to let us know.	09/06/05	Coached agent to let legible words go across without the XXX usage and to avoid heavy finger on the XXX feature.
09/06/05	(CAPTEL) Voice user unable to connect to CapTel Service Number	09/06/05	Apologized for this incidence as we work to identify and remedy this technical incidence. The incidence has been reported to engineering for further investigation and since resolved. Customer confirmed everything has been working fine.
09/14/05	This agent disconnected the line. I gave the agent the number to call and he just disconnected without dialing the number. Apologized for the inconvenience and noted that we would forward this to the appropriate supervisor. No follow-up requested.	09/14/05	Supv met with Agent and reviewed policy and procedures.
09/14/05	(CAPTEL) Accuracy of captions	09/20/05	Explained to customer how CapTel service generates captioning* and how they may document and report problematic captioning to CapTel customer service so we may investigate with Call Center personnel for quality control.
09/16/05	(CAPTEL) Accuracy of captions	09/21/05	Explained to customer how CapTel service generates captioning* and how they may document and report problematic captioning back to our Call Center for quality control.
09/19/05	Customer informed the agent that they would leave a message when they reached an answering machine. The agent typed out the message and then said "ans mach hung up". Customer asked the agent what was going on and the agent said that she left the message on the answering machine that the customer called. Agent also dialed the wrong number at that. Thanked customer for the feedback and assured him the agent's supervisor would be notified. He would like follow-up.	09/19/05	Agent misunderstood the meaning of the customer notes. The agent understood the notes to say to leave a message if an ans mach was reached. Reviewed the proper call procedures with the agent as well as the need to follow customer notes and instructions. Agent understands and will do so in the future. She will also get a supervisor if she does not understand any customer instructions. Attempted to contact the customer on 9-19-05 6:40 pm (no answer); 9-20-05 5:56 pm and 7 pm (no answer); 9-24-05 4:18 pm (busy); 9-24-05 5:30 pm (busy). We were unsuccessful after 5 attempts in being able to reach the customer via phone or ans mach.

09/20/05	Customer Complaint: Customer reported that when placing her call through TX Relay, they reach the recording, "the number you are dialing does not accept unidentified calls". She is not blocking her number from appearing and the person she is calling to does not have privacy manager feature. She placed the call successfully on 9/16/05, but today it will not work. Customer Service Response: Thanked the person for letting us know and told her a trouble ticket would be opened (TT#460560). She provided the CA number and number called to so complete info would be in the TT. TT was opened at 9:50 a.m. 9/20/05. No follow up requested.	09/20/05	Thanked the person for letting us know and told her a trouble ticket would be opened (TT#460560). She provided the CA number and number called to so complete info would be in the TT. TT was opened at 9:50 a.m. 9/20/05. No follow up requested.
09/21/05	Customer Complaint: Customer reports that when calling to her daughter (TTY)through TX Relay, she continues to get the recording, "the number you have dialed does not accept unidentified calls." Her daughter does not have privacy manager feature on her phone line and this should not be occurring. It has been happening for over a month. When she dials her number directly the call completes just fine. When she tested the privacy manager by first blocking her own number (*67) the call still went through when she dialed direct. Customer Service Response: Apologized for the inconvenience and told her I would enter a TT. Entered TT#466922 to resolve the issue. No follow up requested.	09/21/05	Sprint Tech Support called customer and made test calls with her. The recording is a lec recording coming from her daughters lec. I informed her that she would need to get in contact with the lec and remove the block. CLOSED
09/21/05	Customer Complaint: Caller reported that all afternoon she could not connect to the TTY user. The operator kept reaching a recording, "the party you are dialing does not accept anonymous calls, unblock your number and dial again." She is not blocking her number and the person does not have privacy manager. If she places a direct call without Relay, the call goes through--even if she tries blocking her number by pressing *67. Customer Service Response: Apologized for the inconvenience and told her the trouble ticket would be entered to the tech (entered TT#469420). Thanked her for letting us know. Placed test calls from CS to confirm the problem. No follow up requested.	09/21/05	We learned that this caller was in the process of evacuating due to Hurricane Rita. They do not know when they will be returning. The outbound party DOES have privacy manager turned on. I dialed *67 and called the outbound party @ 713-731-9150. I got the recording "the party you are dialing does not accept anonymous calls, unblock your number and try the call again." This caller will need to dial *82 before calling relay to ensure that there caller ID sends.
09/26/05	A Voice TX customer called in stating that when they attempted to place a call to a TTY customer a recording came on the line and said that this customer was not accepting anonymous calls and to unblock their number. Customer says their number was not blocked. RCS apologized for this problem and entered TT # 490365. No follow up requested.	09/26/05	Tech support checked into this and learned that the TTY party does have a block thru LEC. Therefore, the call was processed as designed and if the customer is having a problem they need to speak to their LEC. No follow up requested. Closed.
09/27/05	VCO customer was upset that the agent did not follow his instructions to "not send any macros". Thanked caller for letting us know and informed them that we would inform the appropriate supervisor of the issue. No follow-up needed.	09/27/05	Agent remembered this call cuz she could not fully understand all of the VCO customers instructions. Agent did call a supervisor after the VCO user disconnected. Reminded agent that if they are not able to understand a customers instructions fully, they are able to get supervisor assistance. Agent understands.
09/27/05	Voice caller unable to complete call to TTY user due to recording "the number does not accept unidentified calls" caller able to complete call in past (apologized for problem encountered advised complaint and trouble ticket would be entered) T.T. 494211 Customer requests contact	11/10/05	Tech Support looked into it and learned that a block is in place and the customer needs to contact the LEC about this. TX AM called and spoke with the customer and customer understood and was pleased for the follow up call. CLOSED.
09/29/05	The agent hung up on the voice person that I was calling. Apologized and assured customer the center will follow up with voice person as requested.	09/29/05	The agent ID identified by the caller is not assigned to any employee. Customer Follow Up: Voice person informed supervisor that the agent did not hang up on her. What happened was that the phone cord became disconnected from the wall.
09/29/05	Everytime I give him a sentence to describe the word I'm trying to say, this CA includes it in the message. He does not understand my technique.	10/06/05	Met with CA on 10/5/05 and coached him to be more open to different techniques and methods of S2S customers. Also to request a TL or other S2S CA for back up when having problems. Called customer on 10/6/05 and informed him of this meeting and resolution.

09/29/05	(CAPTEL) Inability for CapTel unit to reach data toll free #	09/29/05	Caller from Canada was given the international call in number for CapTel service. Call could then be made successfully. (Texas does not allow call in to the 800 CapTel service number outside of the U.S.)
09/30/05	Voice person who is a lawyer says agent typing was so poor his client could not understand what he was saying. Agent refused to get a supervisor. Requests follow up by 9/30 COB. Apologized and assured concern will be forwarded to appropriate center.	09/30/05	I called the customer at 12:50 pm CST to inform the customer that the agent tried all possible means to correct the garbling on our end. The customer was not satisfied that we were not able to get a supervisor after the inbound caller disconnected. The caller wanted to contact the Account Manager. I started to give him the info but he already had it. Forwarding this to the Account Manager for handling.
09/30/05	Customer states that Caller ID is not working. She cannot receive any calls when friends try to reach her through TX relay service. They all get Privacy manager recorded message and won't allow the call to go through RCS response: Apologized for the problem and assured that a complaint would be sent in as stated. Call back requested Trouble Ticket 513529	09/30/05	Tech Support rebooted both ACC's and caller ID is now working. TX AM tried to contact the customer but the phone number listed is disconnected or not in service. CLOSED.
10/02/05	VCO user called to complain that his caller ID information is not showing through relay service. Apologized. Opened TT#516652. No follow-up requested.	10/02/05	Tech support looked into it and fixed the problem. Caller ID works now for that customer.
10/04/05	A TX voice customer trying to connect with a VCO customer is receiving a recording when calling through relay. Recording states that "person you are calling does not accept unidentified calls", etc. The VCO customer has had call blocking for anonymous callers for 5 years, however this problem with the recording only started within the past month. Calls go through fine without relay. It is only when using relay that they receive the recording. LEC told customer it is a Relay issue. RCS apologized to this customer and entered TT # 529033. No follow up requested.	10/04/05	The outbound party had privacy manager turned on, which was blocking the calls. She contacted her LEC and had them remove privacy manager and the calls should now complete.
10/06/05	Customer calling from a correctional facility and is upset that he can no longer make his call through relay TX Speech to Speech. RCS response: Thanked the caller for letting us know and assured that the complaint would be sent in as stated. No call back requested.	10/07/05	This action was taken to reduce fraudulent and abusive calls from prisons. The prisoners can still make relay calls but will have to provide alternative billing options like collect, etc. Closed.
10/07/05	Last night the relay customer was talking to daughter-in-law, after call, agent broke in with their own comments. Apologized. Follow-up requested.	10/07/05	Spoke to the agent regarding confidentiality/transparency rules and their consequences. Agent understands. Attempted to follow-up with customer on 10-14-05 at 5:15 pm and reached a recording that the number had been disconnected. Called again on 10-17-05 at 5 pm and reached the same recording. Called again on 10-18-05 at 3:30 pm and reached the same recording. Not able to get in touch with customer so after 3 attempts, this contact is considered closed.
10/13/05	TX TTY user calling 711 to reach relay. Customer give Agent 7252F calling call number 800 846 8413 to dial. Customer gets recording "Were sorry all circuit's are busy" Customer can dial the 800 number with out relay and gets through. Time of the call was 7:50 AM CST. TT number 567739. Customer would like a follow up from AM.		We made some changes to the trunkgroup out of the Austin access tandem. The calls are now completing. Customer was notified.
10/19/05	CAPTEL Captions - dropped characters/garbled text	10/19/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained why dropped characters might occur and tips to improve the quality of captions. Also explained how to contact phone company to check the quality
10/25/05	Service center ticket #625934 was opened. Customer got a recording advising his access to the LD is not authorized. Apologized. Assured the customer that we would check into the problem. Follow up requested.	10/25/05	The recording is coming from AT&T long distance not from relay. This customer needs to get in contact with AT&T and get LD service set up for his work phone number that is being forwarded out by the phone system that he is using or give him a telephone that forwards the correct calling from number that has LD service. This is NOT a Relay issue. Spoke to customer and educated him on how his work ph system works.
10/26/05	Caller complained that agents lie about everything and interject	10/26/05	Assured caller that Relay strives for quality customer service and

	their own idea; however the caller was unable to give an agent number or offer specifics.		is committed to excellent service. Explained, if these situation occur again, please ask for a supervisor or note the agent's number and situation and the agent will be spoken to and the appropriate action taken. Customer understands.
10/28/05	TX prisoner trying to reach Spanish STS and gets a busy signal or "all circuits are busy" or "your call can not be completed as dialed" Customer spoke to the MO Supervisor and supervisor advised customer service to turn in another TT. TT number 643577		We identified the call as an "INMATE/PRISON" call. CAs are instructed NOT to transfer these types of call. What this appears to be is an attempt for the caller to get around making a fraudulent call. Closed.
10/28/05	TX Voice user, complains when asking agent to repeat, agent spoke extremely slowly, implying caller was stupid. Agent continued to be rude and seemed frustrated and unable to keep up with the call. Apologized, explaining I will inform the supervisor ASAP for follow up with the agent. No contact wanted.	10/28/05	Spoke to agent; she vaguely remembers the call. The voice customer asked the agent to please slow down so the agent accommodated the caller. The voice customer never made any further comment so the agent thought the customer was satisfied with the adjustment. Reviewed procedures with agent.
10/28/05	A VCO customer stated that this agent disconnected him while he was attempting to make a collect call. Informed the customer that we appreciate the feedback and we would forward this to the appropriate supervisor. No follow-up requested.	11/03/05	The agent does not recall any issues resulting a VCO call disconnect. Agent is aware of consequences of disconnecting calls and assured supervisor she would never do so.
10/29/05	TX TTY customer states that he gave agent 7946M the number to dial and waited 30 seconds and nothing happened so customer said hello? and waited and waited. Customer could see the red light flashing so he thinks the agent was talking to his neighbor or neighbor needed assistance. Agent never responded to the customer so customer disconnected. Customer service apologized several times to the customer. Customer would like follow up via email.	11/02/05	Spoke to the agent about the call. The agent did not remember the call, however, the agent was reminded of the importance of keeping a customer informed. The agent understands the importance of following our disconnect procedures as well as the consequence of purposely disconnecting customers. Follow-up e-mail was sent on 11-2-05.
10/31/05	Customer Complaint: Nurse at care facility for mentally ill reported that this CA was very rude and condescending to two different employees at the facility. In the beginning the call came to the emergency line, so the receptionist had to ask right away if they need a nurse or appointment. With this the CA interrupted her and told her she needed to say "GA". Later the nurse came on the line and was told the same thing. The CA spoke in a very low tone hard to understand, then said "Are you talking to me or what?" Caller is experienced on Relay. Customer Service response: Apologized and told her report would be sent to supe. at call center. No follow up requested.	10/31/05	The agent number identified by the caller is not assigned to any employee. The caller did not want follow up contact, therefore further investigation is not possible.
11/01/05	A TTY customer called to say that the agent took to long to enter information that was needed to get correct dept. RCS: Apologized for the handling of the call . Contact requested via e-mail.	11/01/05	Spoke with the agent about keeping the customer informed. Also spoke to the agent about the speed of entering options in a recording. Agent understands. Follow-up e-mail sent to the customer on 11-4-05.
11/06/05	A TX VCO customer states this agent was extremely rude and has been on previous occasions. Customer says when placing their call this agent was intentionally typing numbers in response to their questions and typed "OK" over and over again and then disconnected their call. Customer is worried this agent may retaliate since they mentioned to agent they would be entering a complaint. RCS apologized to this customer and let them know this agents Supervisor would take care of the problem. No follow up requested.	11/06/05	Spoke to the agent about VCO call processing. The agent mentioned that she did have a VCO user who was upset about garbling. The agent attempted all possible solutions on her side, but it was not clearing up the problem for the VCO user. Reminded the agent to get a supervisor if they encounter any problems of this nature again. Agent will also fill out a trouble ticket next time this problem occurs.
11/16/05	CAPTEL Accuracy of captions	11/16/05	Customer shared feedback regarding accuracy of captions. Apologized to customer for this incidence. Suggested customer document the date* time* CA #* and explain experience for any future calls where captions seem to be inaccurate.

11/17/05	S2S customer reports S2S operator asked if a comment made to the operator was supposed to be included in the message customer reports the operator would not use any of customer's techniques to try and understand him customer stated operator needs to be certified to handle different types of speech and operator should know when customer is speaking to them and not ask if the words should be included in a message customer refuses to use this operator for any future calls (apologized for problem encountered customer stated a lot of the problem was his fault because he was in pain) Customer requests contact	11/17/05	Called customer and explained there is no CA 8537 and if he had a better number to give us a call back. Thanked him for taking his time.
11/19/05	When the call came in, CA was only able to catch the last few digits. CA asked VCO customer to repeat the number and then the customer called for a supervisor. The customer user said CA was rude and hung up on him 3 times.	11/19/05	When the call came in, the call wasn't branded as VCO according to CA. The customer spoke the call-to number too quickly before CA could open the bridge or communication line which explained why the CA missed the first few digits of the number. CA politely asked for the customer to repeat. Coached CA to open the bridge immediately following an incoming VCO call in order to hopefully capture the full phone number provided by VCO customer. Mailed a follow up letter on 11/19/05.
11/21/05	When the call came in CA was only able to catch the last few digits. CA asked him to repeat # then he called for a supervisor. VCO user said CA was rude and hung up on him 3x.	11/19/05	Coached CA on how to open the bridge up in operator mode using Alt V and to ask politely when not getting the number the first time. Sent letter explaining to customer that the CA was met with and coached.
11/23/05	Customer Complaint: Caller reported that CA was very rude and did not announce the relay or the CA number. Did not announce who was calling when leaving a message, so had to call back to leave his name. Did not say thank you for using Speech to Speech at the end of the call. Customer Service response: Apologized for the inconvenience and informed caller that the report would be sent to the call center supervisor. Thanked him for letting us know. No follow up requested.	11/23/05	The Agent ID number provided is currently not assigned to any of our agents. Therefore, we cannot meet and coach the agent in question. However, we do sincerely apologize for the incident.
11/28/05	CAPTEL Disconnect/Reconnect during calls	11/28/05	Apologized for incidence and 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.
11/28/05	CAPTEL Accuracy of captions	11/28/05	Apologized for incidence. Customer shared feedback regarding accuracy of captions and captioning speed. CSR thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff.
12/04/05	A TX TTY customer attempting to place a local call was unable to because their from number in the dialing window was showing as an out of state number, specifically California. Customer was using Nextalk Freeware Software to connect to TX Relay in order to place the local call. Customer attempted the call 3 times and was unsuccessful every time. When the customer called into Customer Service their from number showed correctly. RCS apologized for problems and turned in TT 820032. Customer requests follow up with resolution.	12/04/05	Tech support tried to contact her several times with no luck so we were unable to collect more information. Closed due to the inability to reach customer for more info and follow up.
12/08/05	CAPTEL Captions Lag too far behind voice	12/08/05	Customer shared feedback regarding captioning speed. CST apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document the date
12/13/05	Caller is upset that her long distance bill is still wrong from 2 months ago. Had talked to SBC but no resolution yet -- very upset - said that she had talked to Becky in Customer Service -- asked again for Spring billing number.	12/13/05	Not enough information to pass onto the proper resources.
12/15/05	Customer was disconnected midway through call after agent	12/15/05	12/19/06 Agent does not remember call. May have been technical

	typed answering machine message. Apologized, assured customer concern would be forwarded to appropriate center. Customer requests follow up.		problem. Explained to agent to make sure and get red box or SK from customer.
12/20/05	Speech to Speech customer called to report that the agent "had an attitude" and agent's voice "escalated" with frustration when the customer was not understood. Apologized for rudeness. Follow-up requested.	12/20/05	called customer and assured him we would work with the CA to be sure he uses your technique to help communicate the message being given
12/23/05	System Message: Ticket has been opened by customer for appending, but no text has been entered. Subticket closed by system. Mo Customer Service Rep checking to see if there was a TT on this issue. Customer Service Rep also is closing this ticket there is no Agent number for the Tech. If customer calls back in Customer Service will open a new ticket.	12/24/05	Verified and explained to caller how VCO works and different circumstances of garbling issues. Provided her with the CS phone number and suggested the VCO user call CS and test the garbling. From there the CS Rep can also get the VCO user's manufacturer and model number in case it involves equipment issues. Customer said they would call back tomorrow and do test calls. NO FOLLOW UP NEEDED.
12/25/05	CAPTEL Technical - General	12/27/05	Thanked customer for report and explained call was interrupted due to technical problem.
01/05/06	Customer does not like the procedure of describing voice tone. Agent typed (sounds annoyed). Supervisor explained it is procedure for agents to provide voice tone description. Customer described conversation as non-emotional and believes in this case the agent should be coached to select neutral, and non-judgmental descriptions appropriate to the intent of conversation.	01/05/06	Supervisor witnessed part of call and agent followed proper procedure.
01/07/06	CAPTEL Captions Lag too far behind voice	01/09/06	Customer shared feedback regarding captioning speed. CSR apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document the data and contact us again if needed.
01/08/06	A TX TTY customer states this agent kept them on hold for entirely too long, approximately 15 to 20 minutes and would not respond to them when customer typed "hello?". Customer states then this agent hung up on them. RCS apologized to this customer for this problem. No follow up requested.	01/08/06	Spoke to the agent about the call. The agent does not remember having any technical problems lately. Clarified with the agent the consequences of purposely disconnecting customers. Agent understands and will get a supervisor in the future if he encounters any problems.
01/08/06	A TX TTY customer states this agent kept them on hold for approximately 15 to 20 minutes and would not respond when they typed "hello?". Customer states this agent then hung up. RCS apologized to this customer. No follow up requested.	01/08/06	Spoke with agent on the importance of being prompt with call. Agent said that she did not remember any call being on hold for 15-20 minutes, and we both agreed that this was an excessive amount of time to be put on hold to wait for a supervisor or whatever the reason might have been. I suspect that the TTY user may have been disconnected earlier and didn't notice, continuing to say hello, hello. Am looking further into the length of time (15-20 minutes) and on agents productivity score for the night of the 7th (morning of the 8th).
01/18/06	This agent hung up on me. Thanked customer for letting us know and informed them that we would speak to the agent about this. Follow-up requested.	01/18/06	Spoke to the agent. the agent does not remember the call. The supervisor reminded the agent the importance of not disconnecting customers. He is aware of the consequences of purposely disconnecting customers. Attempted to contact the customer 1-13-06 at 7:35 pm - no answer; 1-14-06 at 6:35 pm - no answer; 1-17-06 at 11:30 am - left msg on TTY ans mach. Customer tried to call back collect using the number from the caller id. Supervisor called back at that time and spoke with the customer.

01/18/06	TX TTY user complains agent dialed wrong number. Apologized for problem, explained I will let the supervisor know. Customer does not want contact.	01/18/06	Agent dialed number given, when the wrong number was reached, the caller said, "you should have asked if that is the number I wanted to call," and requested transfer to customer service. Agent understood customer to be upset that she did not ask the caller about the number dialed and called for a supervisor. When supervisor offered to assist, customer again requested customer service. Customer did not seem to want discuss situation further and the supervisor instructed the agent to follow customers request for transfer. Agent will be reminded to offer immediate credit.
01/18/06	TX TTY user demanding credit, complains agent mis-dialed and when they asked supervisor to credit the misdial, supervisor refused. Apologized, explained that when call is disconnected there is not a way to do that, but suggested they send in billing to RCS to obtain credit. Customer did not provide any further information and disconnected. No contact wanted.	01/18/06	Agent dialed number given, when the wrong number was reached, the caller said, "you should have asked if that is the number I wanted to call," and requested transfer to customer service. Agent understood customer to be upset that she did not ask the caller about the number dialed and called for a supervisor. When supervisor offered to assist, customer again requested customer service. Customer did not seem to want discuss situation further and the supervisor instructed the agent to follow customers request for transfer. Agent will be reminded to offer immediate credit.
01/19/06	This agent did not dial the 800 number that was provided. There was no response at all. After waiting for quite some time, TTY customer asked agent a question and still no response. Apologized. Customer gave email address if there are questions regarding this complaint, otherwise, no follow up requested.	01/19/06	Spoke to the agent about proper call procedures. The agent was reminded about the importance of following customer instructions and the importance of having a fast out dial time. The agent understands.
01/22/06	CAPTEL Captions - dropped characters/garbled text	01/23/06	Sent email asking customer to document calls and share examples of poor captions so we can investigate further and determine the cause. Captions could be garbled due to line quality not supporting the data connection fully.
01/23/06	CAPTEL Accuracy of captions	01/23/06	Customer shared feedback regarding accuracy of captions and captioning speed. CSR apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff.
01/25/06	The agent did not dial the number and hung up on caller. Call was made 1/25 at 11:42AM. Apologized to caller.	01/27/06	Agent does not remember the call. The supervisor reviewed call disconnect procedures with the agent. The agent understands the consequences of not following the proper protocol.
01/25/06	Rates charged for collect TTY to TTY calls which do not connect according to outbound TTY. Outbound is charged for call. This occurred six times in December.	02/01/06	Customer advised to fax or mail copies of bills to TRS customer service. Customer Service supports customers who have billing questions.
01/25/06	The agent did not dial the number and hung up on caller. Call was made 1/25 at 3:17PM. Apologized to caller.	01/27/06	Spoke to the agent about informing a supervisor if she encounters any problems so that we may document the situation. Reviewed proper disconnect procedures with the agent as well as remind the agent of the consequences of purposely disconnecting a call. Agent understands.
01/25/06	CAPTEL Unable to make captioned calls	01/25/06	Advised customer to delete mistaken dialing prefix number and 2 line mode mistaken code. This resolved problem.
01/27/06	VCO customer was having a very long conversation and during the call, she made a statement and received no response. She started typing to the agent but did not get anything back on the TTY. Thanked customer for letting us know about the situation and noted that we would speak to the agent. The customer would like follow-up via e-mail.	01/27/06	Agent does not remember this particular call but she does remember having problems when an inbound customer hung up suddenly. Agent was reminded to get a supervisor if she encounters any problems at all and to fill out a trouble ticket if she has any technical issues. The agent was also reminded of the consequences of purposely disconnecting calls as well as the proper procedures for disconnects. The agent understands. A follow-up e-mail was sent on 1-29-06 at 3:49 pm.

01/30/06	TX Voice caller called in to complain that the opr typed everything he said back to the hearing impaired person that was calling him, therefore the HOH customer decided not to use this persons business. Voice caller said OPR did not explain to him that they were going to type everything he said. Customer said the OPR didn't know what agency they work for. Customer also did not have the agent number just had 766 John. Customer service tried to explain to him how relay works, but the caller kept interrupting. Customer would ask questions but when customer service tried to explain the customer would just say he wants to file a complaint. Customer would like follow up from the Acct. MGR	01/30/06	Acct Mgr called the customer and he said he was upset about how he has to communicate with deaf people and said its a waste of his time and he refuses to talk to me. Hung up. Closed due to his refusal to communicate.
02/09/06	CAPTEL Disconnect/Reconnect during calls	02/09/06	Apologized for incidence and 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.
02/09/06	CAPTEL Accuracy of captions	02/09/06	Advised customer to keep log of problematic call* noting date and time (and CA#) and forward that information to CCS for further investigation.
02/10/06	CAPTEL Accuracy of captions	02/10/06	Customer shared feedback regarding captioning accuracy and speed. CST apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff.
02/14/06	The customer states that this operator hung up on her. The opr kept typing to the customer even after the customer kept explaining to the opr that she could hear. The opr did not understand what was happening and then hung up on me. Thanked customer for letting us know and informed the customer that we would forward this to the appropriate supervisor. Customer would like follow-up via phone. Internal Update Performed	02/14/06	The agent number is unassigned. This agent number is currently unassigned. Contacted customer via phone @ 6:15 pm 2/23/06 and explained this agent number is currently unassigned.
02/16/06	CAPTEL Caller ID	02/16/06	Customer request to have Caller ID on unit. Caller ID enabled.
02/18/06	Agent made a call for the TTY customer, the voice person was upset, yelling at relay operator, but relay did not type any of this to the TTY customer so keep them informed. Apologized. No follow-up requested.	02/18/06	Spoke to the agent about the call. Reminded the agent the importance of typing everything heard. The agent understands.
02/19/06	A customer called to report garbling on the line for the past couple of days. She says she has never had this problem before. Apologized. I did three test calls; two directly and one with a relay agent. The only garbling that occurred was with the relay call. Opened TT 1198198. Follow-up requested.	02/19/06	Tech Support worked with customer and found that she was using an Ameriphone equipment. Reviewed the settings on the Ameriphone in order to get the phone to synchronize with the relay service correctly. Closed.
02/22/06	CAPTEL Disconnect/Reconnect during calls	02/24/06	Disconnect/Reconnect-Apologized for incidence and 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 the problem.
02/23/06	Customer said that this agent in charge told her that they did not have time to listen to her complaint about agents not knowing how to handle her HCO calls. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. Also updated the database records, rebranded her line as HCO and tried to explain the garbling issue that was happening on her phone that caused her typing to be very hard to read. No call back requested	02/27/06	There is a technical issue concerning the connections with this customer. The issue has been handled by the Account Manager, too.

02/23/06	Customer states that this agent needs further coaching on how to handle HCO calls. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested.	02/27/06	There is a technical issue concerning the connections with this customer. The issue has been handled by the Account Manager, too.
02/23/06	CAPTEL Disconnect/Reconnect during calls	02/24/06	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.
02/25/06	TX TTY customer called to say they gave Agent 7617M the number to dial, didn't dial nothing, customer waited for the agent to dial but nothing happened. Customer said dial that number GA still nothing, no signal light flashing nothing, so customer repeated the number to dial GA Customer Service apologized to the customer. Customer would like follow up via email from the supervisor.	02/25/06	Coached agent on the importance of keeping a customer informed as well as following directions. Agent understands. Follow-up e-mail sent to the customer on 3-8-06.
02/26/06	Customer reports the agent hung up on him when he was giving instructions. Apologized. Supervisor will be notified. Follow up requested.	02/26/06	Spoke to the agent about the call. The customer does not remember the call. The agent was given a refresher of the proper disconnect procedures. The agent was also reminded of the consequences of purposely disconnecting calls. The agent understands and will get a supervisor if she experiences any problems. Follow-up e-mail sent on 3-1-06.
02/27/06	CAPTEL Accuracy of captions	02/28/06	Apologized for incidence of poor caption quality. Verified that a technical problem had been reported on the call* appears to have been a one-time incident. Asked customer to contact us if any unsatisfactory calls occur in future.
03/01/06	Speech to speech customer does not have his database information showing up when he calls in to TX relay. This has happened 3 times today. The last time being with agent 8909M when calling in to RCS. RCS response: Did apologize for the problem and assured that a trouble ticket would be sent in. Also mentioned that the database information was showing to the rep. Call back requested Trouble Ticket 1254363	03/02/06	Tech support looked into the system and confirmed that he is indeed on our database. We were not able to duplicate the problem. CLOSED.
03/13/06	Customer gave instructions and then typed GA GA GA GA, the agent did not respond and hung up. Apologized for the incident and informed customer will speak with agent.	03/13/06	Agent recalls relaying call without incident. Agent does not recall seeing GA messages from customer. Coached agent to keep eye on screen for interruptions.
03/13/06	CAPTEL Accuracy of captions	03/14/06	Customer shared feedback regarding accuracy of captions.CSR apologized for incidence and thanked customer for the feedback and informed customer's caller how to manage CapTel call.
03/14/06	Customer had a complaint about agent 6162. She said agent was very rude to her, and she could not understand what was said by the agent. The agent refused to repeat, and did not offer to have the caller repeat, and was "nasty" about it.	03/14/06	Apologized to customer for agents tone, explained relay procedure on repeating while relaying. Customer does not want a follow-up. No such agent at this center.
03/14/06	He's getting constant calls through Relay Texas. It started Friday and he received them for hours, then got several again today. He wants them to stop! He feels it is a technical issue because he is not the person they are trying to reach. I told him I would forward the information along to technical support to see what they could do to resolve this issue. He wants a call or an e-mail back asap.	03/14/06	Sprint AM contacted the customer and spoke with him. Learned that it was a harassing call that lasted few days but it stopped. Gave him a phone number for his detective to call the Sprint AM to learn more about our procedures and Corp Security. CLOSED

03/15/06	Customer was upset that the agent asked him for the "area code and phone number" as he had already provided a 7 digit local number to dial. he was also upset that the agents id nbr did not include a (m) or (f). he did not complete his call with the agent. he said he called the agent "dumb" and hung up to call SCS. i apologized to him and let him know that it may have been an agent error in hitting the wrong key but assured him that the appropriate center would be notified. he would like a follow up via email for an update.	03/15/06	Spoke to the agent and reminded the agent to send "msg garbled pls repeat" if the msg is garbled instead of asking for the number again. The agent does not have control as to whether his/her gender comes out with the agent id number. That is performed automatically by the computer. Could be a possible garble issue. E-mailed customer follow-up on 3-20-06.
03/17/06	vco customer is stating that from about 8 am to 2 pm the vco relay nbr of 877 826 1789 was busy and he was unable to get through to relay to make calls apologized for inconvenience stated would make up a trouble ticket about the problem gave customer 711 and tty 800 to use as possible alternative to reach relay customer does not require call back	03/17/06	No technical issue was found. We may have experienced additional call volumes during this time-frame. We will continue to monitor answer time and will make adjustments as needed.
03/18/06	VCO customer states, whenever he gets this agent, they do not answer. They wait but have to hang up to get another relay agent in order to place their call. It seems to happen with this agent only. Apologized. No follow-up requested.	03/18/06	Agent doesn't remember the call. The agent was advised to get a supervisor if she experiences any technical difficulties or problems. Agent understands. The agent also understands the consequences of purposely avoiding calls.
03/20/06	VCO caller: "This agent was the agent from Hell. The service was disgusting -- she left me hanging and did not let me know what my daughter was saying. I asked 'What is she saying?' and 'What are you doing?' Nothing. I hung up and called my daughter back with a different agent and my daughter said that the operator had no idea what she was doing. She needs to be fired or completely retrained." Apologized to customer. Let them know I would pass this along to the proper center.	03/20/06	Agent does remember the call. This was her very first VCO call she had ever processed. Since then, the agent has reviewed procedures for VCO calls and has had zero problems since then. Supervisor again reviewed the procedures with the agent and the agent is now comfortable with the call type.
03/24/06	CAPTEL Echo Sounds - CapTel user hears	03/25/06	Provided customer with general suggestions to minimize echo sounds.
03/28/06	Customer states that the caller Id feature does not work through relay for any calls from any friends. Would like follow-up via phone call or fax explaining why caller ID does not work.	03/28/06	Sprint AM contacted the customer and the customer said its fine now. CLOSED
03/30/06	TTY customer's database not available to Relay TX (apologized for problem encountered advised complaint and trouble ticket would be entered) T.T. 1410201 Customer requests contact via email asap	05/31/06	Sprint Tech Support fixed the problem. It was a minor glitch in system. CLOSED
03/31/06	Voice person expressed concern about this agent sounding like he was slouched in his chair. Person could not understand him and had to ask the TTY user to repeat a couple of times. Voice person wanted to remind the agent that he is the "voice" for all deaf users. Thanked customer for letting us know about this problem and informed the customer that we would speak to the about about this. No follow-up requested.	03/31/06	4/8/2006 TL reviewed importance of spirit and style through voice tone when relaying. Agent has been working on this and I have seen an improvement.
03/31/06	Customer stated that she gave the agent a number to a bank and the instructions to get a live customer service rep. The agent did not follow the directions and get a live rep. Apologized for the inconvenience and stated that we would forward this to the appropriate supervisor. No follow-up requested.	03/31/06	The agent dialed the local number given to a bank and relayed a conversation with a live person. Agent recalls that the outbound directed the caller to call a toll free national number. Customer indicated at the time they thought the agent dialed the wrong number (local verses national).
03/31/06	CAPTEL Captions - stop in middle of call	03/31/06	Provided customer with software update and advised customer to contact telephone company to check telephone line quality for a data connection.
04/01/06	CAPTEL Accuracy of captions	04/03/06	Customer will log and report time*date and captionist ID of any calls with unsatisfactory captioning for investigation.

04/03/06	When the phone was answered the agent did not announce and the outbound hung up and then the agent hung up. Apologized and informed the customer that a supervisor would speak with the agent and that the concerns would be forwarded to training.	04/03/06	Reviewed Branded HCO procedures. Reminded agent of processing steps that prevents the agent from hearing the outbound line answer.
04/03/06	Customer gave the agent the number to dial and informed the agent that she would leave a message if an answering machine picked up. There was no response from the agent. The customer gave the instructions again and this time the agent typed SKSKSKSK several times in response. Apologized to the customer. Assured her that we would forward this to the appropriate supervisor for handling. No follow-up requested.	04/03/06	TL met with CA on 4/3/06. Stressed being very careful about following customer instructions. The CA was also instructed to check the signal light to see if someone could be speaking. Indicated the CA should never type SKSKSKSK as he has been coached on this in the past.
04/03/06	CAPTEL Accuracy of captions	04/12/06	Explained to customer how CapTel service generates captioning* and how they may document and report problematic captioning back to our Call Center for quality control.
04/04/06	A TX voice customer called to report that she has not been able to call her VCO niece in Louisiana because the communication is always garbled. Her niece can call her without any problems, and everyone else can call her niece without problems as well. Apologized for inconvenience. Opened TT 1440264. Follow-up requested.	04/04/06	Sprint Tech Support worked with the customer and could not duplicate the problem. There was no garblings during test calls and we explained to the customer various possible causes on garbling from her end or her equipment. CLOSED
04/06/06	CAPTEL Disconnect/Reconnect during calls	04/07/06	Advised customer to contact local DSL provider for line check and possible replacement of DSL filter.
04/06/06	TX VCO customer using Agent 7802F to make a call. The phone rings and then disconnects. When customer calls the number with out relay the call goes through fine. Customer Service apologized to the customer. Customer Service turned in TT 1452102. Customer would like to be contacted via email.	04/06/06	Sprint Tech Support worked with the customer and learned that there was a minor problem with the modem at the relay center at a station. It was fixed. OK now. CLOSED
04/07/06	Complained about recent experience with an agent and supervisor. Customer was vague, but complaint was about asking for the agent ID number and said that a female supervisor has disconnected on more than one occasion. Customer wanted complaint filed. No details were given.	04/10/06	No details were given about when the call was placed. At the time of the concern there was no female supervisor on duty in the center. Training will communicate concerns expressed by customer to the call centers.
04/07/06	TX HCO user reports agents do not know correct way to handle her HCO calls. The problem has persisted for months. Apologized for the problem, explaining I will inform the relay trainers, supervisors and account manager. Customer would like contact.	04/07/06	We have been working very closely on this issue. We did a equipment check up on our end, reviewed HCO procedures with our agents, and determined that there was nothing wrong with our system or call procedures. It is determined that the problem lies with the customer who we learned that may have some mental disabilities. CLOSED with ongoing observation for new problems.
04/10/06	VCO user stated she got long drawn out explanation on everything but the question she asked when she called customer service. She need to know if we can do a VCO to TTY call. Apologized for the inconvenience and answered her questions. No follow-up requested.	04/10/06	Not enough information to investigate. This CS Rep is not working today so it is not clear when the customer contacted CS and what kind of questions they asked. Customer can contact CS directly and request the supervisor if they want to provide additional information.
04/14/06	VCO user complained that agent 1346F was rude and told her that VCO to TTY call could not be done. She was very upset and wants a follow-up. Apologized to the customer and told her she would be contacted by a supervisor.	04/14/06	Agent 1346F not scheduled during morning hours on this day. No further follow-up needed.
04/17/06	Concern was raised by VCO customer that when she tried to call to voice person at 832 452 1032 through relay it could come up as long distance but when she would dial that number directly would go through as local. She would like call back from technician. Trouble ticket entered #1508545	04/17/06	Entered trouble ticket #1508545 and we all learned that the call is indeed LD (between Houston and Salt Lake City) and the customer was informed of this.

04/21/06	VCO customer states that agent dialed the wrong number and when customer called him on it he said he typed the number wrong but dialed the correct number and when customer tried to verify the number dialed, the agent gave no further response. VCO customer tried repeatedly for a response from the customer. Apologized. No follow-up requested.	04/21/06	5/15/06 TL met with agent. Agent does not remember call. Agent was reminded of the importance to follow customer instructions.
04/22/06	CAPTEL Accuracy of captions	04/24/06	Customer shared feedback regarding accuracy of captions. CSR apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff.
04/24/06	Called 800 #, caller asked 3 times if someone was on the line and agent started typing their response on an HCO call. Caller said agent never came back on the line. Apologized to the customer. No follow-up requested.	05/02/06	Supervisor spoke with agent, who said the call was HCO to TTY. Supervisor reviewed the procedures for HCO calls in general and HCO to TTY specifically.
04/24/06	CAPTEL Captions - stop in middle of call	04/28/06	Advised customer that halted captioning on call was due to technical problem with captionist's computer.
04/24/06	Customer Complaint: VCO caller reports that she is still experiencing garbling problems despite many reports. She has contacted the PUC and opened an investigation with the FCC regarding the ongoing problem. This particular call was very important insurance information call and she could not even make out the agent ID number due to garble. She reports that many times she has contacted the current account manager and the acct. mgr. before him and has never once had her message returned. Customer Service response: Apologized for the delay in resolving garble problem and told her it would be added to report. Explained some causes for garble. Requests a follow up call from Acct.mgr.	04/24/06	Sprint AM with support from Relay Texas Administrator of TX PUC and the regional specialists in the customer's area have worked with the customer and it was determined that the problem lies at the customer's equipment which was not functioning correctly. We have sent her new equipment to try out and she refuses to try them and they were returned to us. She does not want our support. With authorization from the RT Administrator at TX PUC, we closed this complaint. CLOSED
04/30/06	Agent did not follow customer notes stating, do not announce, only type how ans and gender then ga. Agent sent explained relay macro. Apologized and advised customer we will speak with agent.	05/02/06	Agent was reminded to double check customer notes before each out dial and to follow customer instructions.
05/05/06	TX voice customer calling 711 and reaching Sprint Relay customer service. Customer service apologized to the customer and turned in TT 1629885 Customer does not need follow up.	05/05/06	Customer service gave the customer the 1 800 voice number to TX relay.
05/08/06	Customer Complaint: Caller reported that while answering a call for Communication Access in Houston, an agency providing interpreters, the operator took control of the call. While she was explaining something to the TTY customer, the CA intervened into the conversation. The person reporting the incident said she is very familiar with relay calls and protocol, because she answers many relay calls in her position. Customer Service response: Apologized for the incident and told her the report would be sent to the call center supervisor. Customer does request a follow up call from the supervisor.	05/08/06	5/8/06 @ 4:45pm TL Levi Ham met with agent. Agent admitted to the validity of complaint. Supervisor spoke with agent about importance of professionalism and remaining transparent. Agent was placed on a written level of CAP. Supervisor spoke with customer 5/9/06 @ approximately 4:00pm. Apologized to customer. Customer confirmed what agent said happened and was satisfied with resolution.
05/12/06	Customer Complaint: Caller reported at 12:25 a.m. that the CA dialed out to one number and let it ring ten times, then disconnected before allowing the caller to place a call to another number. Customer Service response: Apologized for inconvenience and told them the report would be sent to the supervisor. No follow up requested.	05/12/06	This number 1018 was not been assigned at this time.
05/12/06	Customer Complaint: Caller reported at 12:20 a.m. that the CA dialed out to one number and let it ring ten times, then disconnected before allowing the caller to place a call to another number. Customer Service Response: Apologized for inconvenience and told them the report would be sent to the supervisor. No follow up requested.	05/12/06	Met with CA who did not remember the call. Coached on making sure relay user has enough time to provide another number to call before hanging up.
05/15/06	Asked agent to redial so I could leave message. There was no response, they never came back. Apologized to customer. No follow-up requested.	05/16/06	The agent does not recall the incident described by the customer nor any technical issues on that date with VCO communication. Reviewed VCO leaving message procedures.

05/17/06	Customer has had this agent several times now, does not dial out the number given. He just keeps typing "no response", "no response". Apologized to the customer. No follow-up requested.	05/17/06	5/16/06 6pm TL met with agent. Spoke with agent about proper call procedure and call avoidance. Agent thinks he may have been having technical issues. TL told him that a supervisor should be called over if it happens in the future.
05/17/06	The agent did not give me time to review what I had to for the pharmaceutical company and almost caused a breakdown in communication. Please see that this agent learns not to cut communication short. Apologized and informed customer concerns will be reviewed.	05/17/06	5/24/06 1:54pm TL met with agent. Agent remembered call and that agent was told not to announce or explain relay so the outbound kept interrupting. TL had discussion with agent regarding proper call procedures.
05/19/06	CAPTEL Service - General	05/19/06	Technical support investigated incidence and found that captionist experienced technical difficulty on the call which caused the quality of the captions to be affected. Apologized to customer for this incidence.
05/19/06	CAPTEL Sound Quality - Static	05/19/06	Advised customer to acquire an inline filter to improve line signal quality. Currently using DSL phone line system.
05/23/06	CAPTEL Disconnect/Reconnect during calls	05/24/06	Disconnect/Reconnect-Apologized for incidence and 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 problems.
05/25/06	TTY customer getting garbling. Apologized, TT 1757017. No follow-up requested.	05/25/06	Sprint Tech Support looked into this and learned that garblings occurred when customer tried to type numbers. It does not garble when customer type letters so we determined that its a equipment problem on the customer's end. CLOSED
05/27/06	TTY customer tried to get the operator to stop typing because the text was garbled and the agent would not stop so the tty customer had to disconnect the call. Apologized. No follow-up requested.	05/27/06	The time of the call was 4:25 PM CST, 5/27/06. 5/30/06 TL met with agent and reviewed proper call procedures. Agent understands
05/30/06	CAPTEL Disconnect/Reconnect during calls	05/31/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring.