

New York Relay Service 201 Complaints June 1, 2005- May 31, 2006

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/01/06	Customer unable to connect to NY Relay from 12/27 until 01/01, very frustrated and irate. Customer confused about which number to use to reach relay, unable to connect or disconnected by operators at both numbers.	1/6/2006	Branded customer VCO. Clarified access numbers, provided TTY and dedicated VCO numbers for NY. Assured Customer they would be contacted regarding this matter. Account Manager requested Trouble Ticket be opened. Technician tried calling customer at 1700 1/6/06 with no answer. LEFT MESSAGE WITH CUSTOMER TO CALL BACK WITH BEST TIME TO REACH HER IF SHE IS STILL HAVING PROBLEMS. LEFT A SECOND MESSAGE AND NEVER RECEIVED A CALL BACK FROM MY MESSAGE ON FRIDAY. THIS IS THE 3RD CALL AND STILL UNABLE TO REACH CUSTOMER. THIS TICKET WILL BE CLOSED AS CUSTOMER IS NOT REACHABLE. Technician and Customer Service have both left messages for customer indicating if there are any problems, please do let us know.
01/02/06	VCO user received call to her TTY answering machine. She interrupted the machine greeting by hitting spacebar several times. Then Hello Hello QQ GA but operator proceeded to type voice caller's message without allowing real time conversation to take place. Customer Service Response: Apologized to customer and thanked her for her call. Told her the issue would be noted to the supervisor and they would speak to the Operator and someone would get back to her. Follow up requested.	01/02/06	Opr did not remember this call. Reminded Opr to stay focused while leaving msg as a TTY or VCO customer may be trying to let their party know they've picked up. Account Manager spoke with customer.
01/09/06	A NY voice customer called to complain that her calls to her daughter are always poor quality, "broken up" Both mother and daughter say this does not occur on any other calls. The daughter recently replaced her VCO phone, so it is unlikely an equipment problem. Apologized for inconvenience. Opened TT#980333. Follow-up requested.	1/11/2006	01/11/06 Technician called today at 3PM and received the answering machine. This is the third time trying to contact customer to try and resolve problem. This incident will be closed.
01/09/06	Customer said she has been getting calls tonight from a person named XXXX who is supposedly saying things like "I'm gonna get you. I'm gonna kill you." She wants to know if XXXX is a relay employee who is calling her. I suggested that she call her local phone company to get his number blocked while this issue is being investigated. Customer wants a follow up via email. This issue will be sent to the Account Manager to investigate and follow up with customer.	01/09/06	Customer was contacted via e mail to see if she still had questions. Nothing further.
01/11/06	Caller said agent when placing a call to her did not turn on VCO and she kept typing 4 or 5 times "VCO pls" and agent did not respond. Apologized for the problem. Caller is requesting a call back on this issue.	1/14/2006	Spoke with agent -- she would get TTY tones every time she would switch over to VCO, and then would send (VOICE NOW) and the VCO user would send TTY tones again. It took a few times to switch it over, but eventually it worked. Coached agent on what to do when she hears TTY tones on a VCO call. Called 1/12 @ 6:49 pm, left message Called 1/13 @ 4:00 pm, no answer Called 1/14 @ 9:25 am: Spoke with customer, explained the situation. She may alter her notes. Thanked for calling, apologized.
01/12/06	NY VCO user complains after typing "VCO PLS" agent informed her she was already on VCO. Customer felt this was rude. Apologized, explained I would let the supervisor know. Removed customer notes "VCO user" at customer's request. No contact requested.	01/12/06	Spoke to Opr, he remembered the call. The voice person told the Opr they were calling a VCO user. When the call was connected the VCO user typed VCO GA. The Opr typed (VCO is on) GA The VCO user typed again when Opr pressed F9. The VCO user again typed VCO pls and again the Opr typed (VCO on you may speak now). The Opr followed procedure. Perhaps the VCO user was having problems with their equipment.
01/13/06	I gave Opr number to dial and the Opr didn't do anything. It froze and he wasn't there anymore. Thanked customer for her concern and told her it would be immediately discussed with the Opr. Asked customer if she would like a call back and she said no, thank you.	01/13/06	Discussed this issue with the Opr right after the complaint came in. Opr recalled a call disconnecting shortly after dial out and thought maybe it was a technical issue. Reminded Opr to record these types of occurrences on trouble tickets.
01/13/06	TTY customer complained that this Opr gave him the "brush off" and hung up on him after he requested to call tdd to tdd through OSD. Opr told customer he is prohibited from making this call for him and disconnected. Apologized to customer for any inconvenience this caused his getting his call processed and assured him this info would be passed on to Opr's supervisor for immediate coaching. The customer seemed satisfied and did not request a follow up.	01/13/06	Had a discussion with this Opr about the call. Reviewed services for OSD transfer/collect from that area. Opr thought procedures were that call could not be processed and informed customer of that. After no response from customer after 3 minutes the Opr disconnected the call. Informed Opr in the future to get assistance from a Team Leader.

01/15/06	A voice customer called to report that her brother who uses VCO seems unable to connect with relay. She dials NY relay 800 number and they dial his number, but he does not seem to receive text. Apologized for inconvenience. Tried test call; received same result. Opened TT#1014737. Follow-up requested.	01/15/06	01/17/2006 Sprint technician tried to reach VCO user to make a test call but no answer, left message for him to call back to technician with best time to make a test call. Closed ticket.
01/19/06	NY VCO user is receiving garbling during her call. Customer Service apologized to the customer, and turned in TT number 103777. Customer would like follow up. Customer can be reached between the hours of 12-6PM in the afternoon.	01/19/06	Technician could not reproduce the problem. Account Manager called VCO customer and left a voice mail requesting call back if any other issues.
01/25/06	Customer Complaint: Caller reported that five times she dialed to the NY VCO number, 877-826-6977 and never connected to relay operator. She did not receive any recording that all lines were busy or to hold for next available operator. She then had to dial to the NY TTY number and then was able to place her relay call. Customer Service Response: Apologized for the inconvenience and told her I would check the traffic to see if all VCO lines were busy. Checked the traffic panel and found no available VCO operators at that time. (10:55 a.m. CST) Assured customer that she would be able to connect her call using either 711 or the NY TTY number. No follow up requested.	01/25/06	Customer satisfied, did not request call back. AM did share information with Traffic management.
01/27/06	I was on hold, then "redialing" came across the screen - red light started blinking. I would like to know what happened. Please leave a msg on my answering machine. Thank you.	1/30/2006	Opr had previously requested this supervisor - his screen had frozen and he could not respond to the caller or to the outbound person. Supervisor had to disconnect the call and reset the computer - this was not the Opr's fault. Called the customer back 3 times on 3 different days. There was no answer and there was no answering machine.
01/28/06	NY VCO users call would not go through, due to a Caller ID issue. The caller received a recording that said the person you are calling does not accept unidentified calls. OPRs tried to manually put the call through and it would not work. Customer Service has entered in the database to send customers Caller ID, and the call will not go through. Customer Service apologized to the customer and thanked him for being patient with us. Customer did not say he wanted a follow up. TT 1083456	01/28/06	Technician reset the system, problem should be resolved. Customer did not request follow up.
01/29/06	VCO customer called to complain that the agent did not follow instructions. Customer asked that when answering machine was reached, the agent simply type "ans mach, beep" but the agent instead typed "ans mach (voice now)." Apologized for inconvenience. No follow-up requested; customer will contact account manager.	01/31/06	CA was coached on the importance of following customer's notes/instructions.
01/30/06	Tired of relay ignoring notes. Opr did not read instructions not to type recording/answering machines, just hang up. Thanked customer for calling and informed customer that the matter would be reviewed. Customer was satisfied.	01/30/06	Team Leader held discussion with operator and reminded Opr to check for customer notes before out-dialing.
01/30/06	Caller reported that she was making quite a few calls, so on the first call she told the agent not to type the recording other than to identify the name of the business reached. The agent did not type the recording, but instead typed "on hold" one time. The caller held the line for five minutes with no holding macro ever being sent, just the one time typing of "on hold". Customer Service Response: Apologized for the inconvenience and told the caller the report would be sent to the call center supervisor. No follow up requested.	01/30/06	Agent said that customer asked for the name of the business and not to type anything else but that and no recordings. Agent dialed out, reached the recording, typed the name of the business per customers request and then typed "on hold". She felt she was following the customer's instructions even though she did not use the holding macro. The customer gave several instructions and the agent felt she followed those instructions. After that call the customer did ask that the agent tell her when she was holding so the agent did use the holding macro on the rest of her calls.
02/02/06	The Opr was not consistent. Only typed what I had to complain about at the end of the call to the TTY user. I was complaining to her throughout the call and she never typed my complaints then. She did not follow my instructions which were to read what the TTY user typed as he typed it. Apologized to customer and told her complaint would be filed. Would like a call back.	02/02/06	Discussed call processing procedures with the Opr. Opr noted that she couldn't type all of the outbound's complaints as the TTY user was still typing. When TTY user typed "GA" outbound stopped complaining etc. Opr was concerned about not doing her job properly by reading word for word instead of waiting for complete thought as she was trained. Advised Opr to call for supervisor assistance whenever in doubt. I contacted the customer 2/2/06 and left a message on her answering machine regarding the complaint.

02/02/06	VCO customer reports agent did not dial number requested. Agent kept asking VCO to repeat but agent could not hear the VCO user. Customer hung up. Apologized for problem .Customer reporting other agents for same reason. Advised customer to have equipment checked. Customer requests complaint is filed. Customer requested contact.	02/02/06	We do not have an operator by this number at NY Relay. Customer requested contact but no contact information given.
02/02/06	A VCO customer called to complain that the agent did not process the call correctly. Her brother called her and when she answered she typed "VCO please, GA" and waited a long time, before typing "Hello GA?" Then another long wait before the agent announced the call without acknowledging the customer was VCO. Apologized for inconvenience. Follow-up requested.	02/02/06	Reminded Opr of correct voice to VCO procedures. Opr did not remember the details of this call but was able to demonstrate correct VCO processing during our discussion. Left a message with the customer and will try to reach her again. Have played phone tag with the customer for over a week. Will continue to try and reach her. After several tries, was unable to reach customer.
02/03/06	Customer states that she told agent to give the name of the company that she was calling when they were reached and then get the customer service department. Agent never gave the name of the company. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. Call back requested	02/07/06	CA was met with and coached on following customer instructions at all times. Called customer and apologized and assured customer the CA was coached on following customer instructions.
02/03/06	Customer states that agent did not give the name of the company when reaching the number as requested. Agent did not type anything for several minutes while holding on several different calls. No feedback at all simply dead air while holding not even the holding macro was used until it was requested. On redialing a number agent never gave info that the number was dialed until she typed the company name. Customer was not able to leave message the 1st time as indicated in call notes on reaching an answering machine message. RCS response: Apologized for the problems and assured that the complaint would be sent in as stated. Call back requested	02/07/06	Met with CA and coached on keeping customer informed and following customer's instructions. Called customer and apologized for the inconvenience and assured customer the CA was coached.
02/04/06	Customer is having garbling problems. Apologized, TT 1122553. Follow-up requested.	02/04/06	Technician followed up with customer. Unable to talk directly with him, however technician was told subsequent calls had been made successfully. Customer will call again if any further issues.
02/06/06	The customer was very dissatisfied that the agent said to the voice caller that it was OK to put her call on hold. Also, later in the call, after the agent read the message and gave the GA the voice person asked for the spelling of a name and the operator gave it and did not let the TTY user type. Assured customer the Opr would be coached right away. TTY customer was satisfied after supervisor apologized for any inconvenience this may have caused.	02/06/06	Supervisor explained to this Opr that it takes caller control away when we respond for the customer. It was also explained that only the last sentence can be repeated and the spelling of the last name was in the beginning of the tty user's statement, therefore procedure was not followed. Opr was apologetic and very receptive when proper procedures were reviewed.
02/06/06	A NY TTY customer called in stating they attempted to place a call and found that their from number was showing from a different state. Customer was unable to place a call from their home state as the relay system sent a local call through as a long distance call due to this problem. RCS apologized for this problem and entered in TT #1131404 as well as referred this customer to their LEC. Follow up requested with resolution.	2/13/2006	Technician unable to duplicate problem as reported calling information was correctly received during multiple test calls. Closure Code UNSOLVED / CLEARED WHILE INVESTIGATING. Account Manager called customer.
02/09/06	Voice party called in stating that Opr was very rude and was very huffy and frustrated. She stated that his voice was completely inappropriate and he was not reading what the TTY was typing (ASL) properly. Also, he disconnected on the voice party and sent "person hung up", but the woman said she never hung up because she and TTY always say "Love You" at the end.	02/09/06	Supervisor had a lengthy discussion with customer and assured her that the Opr would be pulled for discussion regarding this issue. Granted her request for a call back. Had a discussion with the Opr and he was put on corrective action. I called and left a message regarding this complaint on 2/9/06.
02/12/06	Customer did not send Relay greeting; he tried to talk to the customer. Database displays VCO answer. The operator should have typed. The customer hung up in frustration and her party called successfully through a different operator. Apologized. Supervisor will be notified. No follow up.	02/12/06	Supervisor spoke with the Opr and he remembered a VCO customer answering, relay greeting was sent, then VCO said they needed to call through relay, Opr sent greeting again, and then customer hung up. Wasn't sure if that was the call in question or not. Reminded Opr of VCO processing.

02/12/06	VCO customer placed a call at approximately 1045a today and the agent didn't follow any of her instructions. The customer told the agent to hang up after 4 rings and not to type ans machine message. The agent said it was "busy" and she asked if it was a Company busy or a line busy. She had the agent redial and he typed out the ans machine message. She told him she instructed him "not to do that" and he said "I got confused". Customer was very angry and said if this same agent does this again she wants him fired. She did not want follow up at this time. I apologized and told her a supervisor would follow up with the agent.	02/12/06	Complaint was reviewed with Opr and he specifically recalled this incident. He explained that the line was busy and then he did type the answering message as he forgot that she asked him not to. Opr was coached on proper processing and will comply.
02/14/06	A NY VCO customer called to complain that the agent did not follow her instructions on her call. Caller said that agent took control of her call by redialing to an 800 number that disconnected. Apologized for the problem. Customer does request follow up from account manager.	02/16/06	Account Manager contacted customer. Agent has been coached. Customer informed.
02/14/06	NY VCO customer called to complain that the agent told her the customer database notes were not shown for her number. Customer hung up and redialed to another agent, who said she could see the customer information. Apologized. Opened TT 1174238. Follow-up requested.	02/14/06	Technician reset system. Account manager contacted customer via e mail.
02/15/06	Caller reported that the Customer database notes did not appear to the relay operator. The operator did not follow the instructions not to type political messages left on her answering machine during AMR. Operator informed customer that there were no CDB notes in place during that call. Operator transferred the call to CS dept. The notes and database profile information did appear to the CS screen. Customer Service Response: Apologized for the inconvenience and explained that this issue has been turned in to technicians to resolve. Entered trouble ticket #1176966. Customer was very appreciative. No follow up requested.	02/17/06	Technician did test call to make sure notes showed up. They did. Gave agent ID to manager to review with operator and make sure they are paying attention to notes. No follow up requested.
02/17/06	The Opr didn't respond for several minutes after I gave her the number. Then, when she finally did outdial she somehow hung up on me or cut me off. She is not competent. No follow up requested.	02/17/06	Unable to speak to this Opr as she is out on FMLA.
02/17/06	NY VCO customer calling her sister. Customer is getting a recording that says "the person you are calling does not accept unidentified calls". Customer Service entered yes in the system for the caller ID to send. Customer called back and said it still would not work. Customer Service apologized to the customer. Customer will call us back to find out the status of the TT. number 1190928.	2/21/2006	Technician re-originated test call from customer dialing area and was able to complete call sending Caller ID. Further testing duplicated Caller ID send results. Customer to call back to Customer Service for update.
02/19/06	A NY voice customer called to complain that she has been continuously billed by Sprint for her long distance calls, even though Verizon is her COC. Apologized. Verified that numbers in question had Verizon selected as COC in both notes and database. Opened TT#1197711. Asked customer to fax in bill for credit. Follow-up requested.	02/19/06	Problem cleared up during investigation. Customer Service communicated with customer.
02/23/06	TTY customer states this agent reached a recording and the customer kept informing the agent what to do during the recording to reach a live person but agent did not do what was asked and ended with answering machine and disconnected the call. Apologized. No follow-up requested.	02/23/06	Coached Opr to always follow customer's instructions and to confirm what she did in parenthesis to let customer know that their instructions were followed. Opr will comply.
02/28/06	Operator did not type verbatim - did not type "call back tomorrow or later" when voice person said it. TTY called back and spoke to voice person and was informed. Apologized to customer - wants call back. Concerned about verbatim due to profession.	03/01/06	This particular Opr did not work that day. She verified the ID number but after checking our records she was off that day. Apology was made to customer via email.
03/01/06	NY VCO user requesting to speak with Account Manager complains she is having a lot of trouble using relay and numbers are often coming across wrong. Apologized for the problem, explained I will be sure to ask the account manager to be in contact with her. Customer did not have agent ID #'s. Customer does want contact.	03/01/06	Account Manager called customer via TTY to VCO, and got voice answering machine. Called back and left voice message asking customer to please call Customer Service and request a trouble ticket be opened if she is having garbling issues.

03/13/06	TTY customer complains agent did not cooperate in providing tone of voice after call was disconnected customer begged agent to provide info. Customer has used Relay for many years and this is worst operator ever. (Apologized for any inconvenience. Customer very upset and expects feedback regarding this issue) Customer requests contact	03/16/06	Had a discussion with the Opr and explained procedure that after ALT 0 is sent you can still state how the customer sounded. Opr said the person sounded ok and fine but there was no definition for that. Said in the future use what is stated in PRG. Customer was very irate and made call very difficult for Opr. She tried to define her role as well. Contacted customer.
03/14/06	Customer has been trying all night long to place calls through the relay service and is constantly receiving the recording that all operators are busy. Would like someone to look into the fact that there are not enough operators to answer the incoming calls.	03/15/06	I tried to give the 800 number to dial for NY but they are not able to get through that way either. No follow-up phone call needed. AM did call in to relay center to verify that service was functioning properly. Confirmed calls were being answered. May have been a LEC issue.
03/15/06	Customer received multiple (4-5) relay calls. Each time either relay was not announced, or the line was disconnected. Person told the matter would be reported	03/15/06	While the agent does not recall circumstances of this nature, the agent was reminded to report any technical difficulty that may result in disconnects. Agent was also coached on the importance of responding in a timely manner and following proper call processing procedures.
03/16/06	Customer called relay last night using a calling card, gave operator all information and instructions on what to do is an answering machine was reached. She had to repeat all instructions and felt that the operator was not paying attention. During the call, she said there was a lot of "dead air" and said the operator was not keeping her informed and feels she should be coached on keeping tty (VCO) user informed. I apologized that she had this problem and told her I would pass along the information to the appropriate person. She thanked me and said she did not need a callback.	03/16/06	Met with the agent regarding this issue. Agent had asked customer to repeat instructions due to the speed at which the instructions were given. Agent wanted to be sure all instructions were followed appropriately thus had asked to repeat. Agent also felt they had kept customer informed properly. Agent was coached to keep customer informed to minimize "dead air."
03/16/06	"Dead air" issue. Customer gave the operator instructions to dial an 800 number, the operator kept her waiting a long time without letting her know what was going on. She feels the operator needs to be coached on keeping VCO user informed. I apologized and said I would take down all the information and pass it along to the appropriate person. Customer does not want a call back.	03/16/06	In talking with the CA, the CA dialed out the 800 number, informed the VCO that it rang, then there was silence (this was also relayed to the VCO). In waiting to see if there was a person on the line or a recording coming on, the VCO appears to think that the CA took too long in giving them more information about the silence and not being connected to anyone at the 800 number. The CA did redial and was then connected to someone at the 800 number and there were no other problems with the call.
03/16/06	The customer called into the relay center and gave the agent the number that they wanted to dial. The number that went across the customer's TTY was not the same number that they just gave to the agent. The customer tried to interrupt the agent to tell them it was the wrong number, but the line was connected to an outbound voice person. The customer informed the outbound person that it was the wrong number and disconnected the outbound line. The customer then confirmed the number with the agent and then the agent proceeded to repeat the number back to the customer in a very rude way. The customer was very frustrated and disconnected from the relay center.	4/12/2006	Team Leader tried to follow up 4 times, apparently had wrong number. Talked to agent about proper call procedure, the importance of dialing the correct number, and not being rude to the customers.
03/17/06	This Opr dialed wrong number. She said it was busy and when I asked her to repeat the number she dialed she refused. She would not retype the number she dialed. Thanked customer for calling and informed customer that the matter would be looked into and complaint forwarded for review. Customer was satisfied.	03/17/06	Had a discussion with the Opr and the Opr said that was the correct number dialed and that she even repeated the nbr for the customer and it was in fact busy when dialed. She also explained that the customer wanted her to try and voice the call for her.
03/17/06	Customer said that all operators mentioned are 'idiots' and 'morons' and that they did not follow customer's instructions. Customer also complained that they do not type the way people (outbound voice) actually talk and instead type their own dialects. Call was taken by supervisor; customer did not want transfer to customer service. Supervisor apologized and said that the operators and supervisors would be notified. No follow up required.	03/17/06	Agents were reminded to type verbatim. No follow up requested.
03/20/06	Operator was not helpful. Would not acknowledge customer when asked to respond. Thanked customer for calling and informed her matter would be looked into further. Wanted to make sure info was documented, customer was satisfied.	03/20/06	Spoke to operator and reinforced the need to use more professionalism in defining role, explaining to the customer how relay service works so they become more familiar with the service. The customer kept trying to get the Opr involved into the call and the Opr stayed transparent but customer needed more info on how system works.

03/20/06	A NY VCO customer called to complain that the agents have been unable to unblock her number, preventing her call from going through to a friend who has privacy manager. Customer has been educated about *82 and does not want to go through the extra step. Apologized for inconvenience. Opened TT 1355241. Follow-up requested.	03/20/06	Problem cleared while investigating. Unable to duplicate problem. System appears to be working now.
03/25/06	Customer is getting a lot of garbling. Apologized, TT 1384321. Follow-up requested.	03/25/06	Account Manager will ask Relay Ambassador to work with this customer as it is an outreach and education issue. Customer is in 718 area code, same as Relay Ambassador. Relay Ambassador tried to reach customer 3 times on different dates. No answer from end user. Unable to contact customer. Account Manager also tried to reach customer, no answer.
03/25/06	A NY VCO user called to complain that the agent did not follow instructions when placing a calling card call. Customer states that agent put call through direct instead of using the calling card. Customer tried to get agent's attention but agent ignored VCO's attempts at typing. Apologized for the problem. Customer does request follow up.	03/25/06	NY AM called and left a message for customer that operator had been coached. Thanked her for her feedback.
03/26/06	A NY VCO customer stated when they called into relay 3 separate times the operator did not respond to them. RCS apologized to this customer. No follow up requested.	03/26/06	The agent did not remember an event of this nature but was reminded to contact a supervisor if having technical difficulties. The customer did not want follow up.
03/28/06	VCO user reports agent didn't follow instructions and agent took control of her call. VCO instructed agent to dial ans mach and leave msg first time. Agent dialed out and did not understand name on ans mach then hung up and redialed without keeping the customer informed, and then typed the entire msg on ans mach. VCO customer requested supervisor. Customer requests contact.	03/29/06	The operator was coached to keep the customer informed, to allow the customer to make all decisions regarding the progress of their call and to follow customer instructions. The operator understands, regrets the mistake and apologizes. Contacted customer, left message to inform action was taken and apologies.
03/28/06	NY Account Manager called to say that NY Spanish gate is getting an all circuits busy error message. Turned in TT 1397426. AM will follow up.	03/28/06	A circuit in FL was cut by accident. Once problem was discovered all Spanish calls were rerouted to another Spanish gate. Problem is now fixed.
03/28/06	A NY VCO customer called to complain that the agent did not type everything heard. Apologized. No follow-up requested.	03/31/06	No specifics were given to assist in identifying a particular call. The agent does not recall a situation where she did not type everything. The agent assured supervisor she will focus to ensure everything heard is typed.
03/28/06	A NY VCO customer called to complain that the agent did not type everything heard. Apologized. No follow-up requested.	03/28/06	Reminded the agent the importance of typing everything heard. Agent understands the consequences of not letting the customer know everything that is said or heard on a call.
03/29/06	Operator was the rudest person this gentleman has ever encountered. He dialed Voice to VCO and VCO user was not available. He asked to leave a brief msg and the operator told him no, he would have to dial that nbr directly. Also, upon out dial Opr was heard talking and not focused on his call and Opr did not say anything when voice caller said hello, hello. Had to dial a second time to ask for VCO user. When he asked for Opr nbr the operator disconnected on him.	03/29/06	Apologized profusely. He is also contacting customer service. Wants to speak to someone because he feels a person this miserable should not work for Relay. He was satisfied with supervisor's assistance but he does want a call back. Opr asked to speak to the person who answered the phone and Opr told him to call directly. He said ok and hung up. Supervisor called customer and apologized. He uses Relay on a regular basis and loves Relay. He appreciated and thanked me for calling.
03/30/06	Customer was upset because this agent did not keep her informed. The voice person that she called hung up but the agent did not let her know anything that was going on. Informed the customer that we would forward this to the appropriate supervisor. No follow-up requested.	03/30/06	Reminded Opr to remain focused and send macro when outbound hangs up.
03/30/06	A NY VCO customer called to report that she has had trouble receiving relay calls for the past two weeks. When her hearing friend calls her, the VCO phone says "VCO call please," but then the signal light turns dark. Her hearing friend was told by Verizon to call 711 instead of the 800 NY relay number, and the call went through, but customer is still having connection problems. Apologized for inconvenience. Opened TT 1410141. Follow-up requested.	4/3/2006	Sprint technician called on 4/3/06. Customer had no troubles over the weekend and is satisfied; he added a comment to her notes that stated VCO USER, no other changes.

04/03/06	Caller said agent placed a call to her home and was in process of leaving a message. Caller said she picked up to answer the call and agent did not allow her to begin the call but instead went ahead and left the message. Apologized for the problem. Caller wants a follow-up from the Acct. Manager regarding this issue.	04/03/06	Asked the operator to explain the procedures for leaving a message on a TTY answering machine and what to do if TTY user picks up. The operator fully and correctly explained each step in the call process. Operator does not remember this call. Operator was advised to pay attention to the procedure on all calls that involve a person picking up the phone when leaving a message. Account Manager e mailed customer.
04/10/06	NY TTY customer called to say during their call Opr was rude. Customer said they told her to wait; they needed to write something on the paper. OPR was not patient and typed GA GA GA GA. OPR was not patient and after the call the customer asked to speak with Relay and the OPR ignored the request and then hung up on the customer. Customer Service apologized to the customer. Customer would like follow up via telephone call.	04/10/06	Operator was spoken to about this call and was put on corrective action. I spoke with the TTY user who filed the complaint - she thanked me for the call back and assured me that she would let us know if there were any further problems. Customer was satisfied.
04/11/06	The CA made a call to her friend at work and the database instructions say not to announce relay when calling to this friend at work. At the end he did announce relay when he shouldn't have. Date of call 4/11/06 approx. time 12:30 p.m. CST. Customer Service Response: Thanked the caller for letting us know and told her the report would be sent to the call center supervisor. No follow up requested.	04/11/06	Operator was coached on following customer instructions completely - he forgot and announced relay. Operator was advised that corrective action could result if there is another occurrence.
04/11/06	A girlfriend of an angry TTY user called in and said TTY customer instructed agent not to type ans. machine message on number dialed, however, agent typed the message anyway and made caller very angry. Spoke with supervisor and did not receive any help. Caller said agent said XXX yourself and hung up on TTY customer. Apologized for the problem and filed complaint. No follow-up required on this issue.	04/11/06	Operator forgot about not typing the recording and apologized. Since there was a supervisor present for this complaint, the operator did not say XXXX you to the customer. The TTY user disconnected the call.
04/23/06	Customer reports garbling. She is using an older VCO unit made by AT&T; she's been having the garbling problem intermittently for 2 months. Apologized. Opened Service Desk ticket 1551017. Follow up requested.	04/23/06	Sprint technician has left 3 messages for customer asking for a call back and has not heard back from customer. Ticket closed.
04/27/06	A NY VCO customer called to report that she was unable to reach NY relay via 711 or the toll free 800 number the weekend of 4/21 from Friday until Monday morning about 11 a.m. Her neighbor tried to reach relay and also could not get through during that time. Apologized for inconvenience. Opened TT 1578298. Follow-up requested.	4/30/2006	Sprint technician tried to reach customer. Left TTY messages. Customer called back and said relay is now working from her number.
04/29/06	A NY voice customer testing their TTY was attempting to contact NY TTY operator # to test their machine and was disconnected after 2 to 3 rings each time. RCS apologized for this problem and entered TT # 159 2296. Follow up requested.	04/29/06	Sprint technician contacted the fire department and the number is now working correctly.
05/08/06	Caller reported calling from hospital had to bill calls to calling card. Making several calls so asked CA to record the instructions so she would not have to repeat. CA typed "One moment pls", which she hates--wants CA to type what is happening. Then CA asked for authorization code said it was incorrect, so gave a 2nd time. "One moment pls" typed again. Forty seconds later the call was answered. Then transferred to another CA without passing along the calling card instructions on the scratch pad. So she had to repeat all information on next call. Customer Service response: Apologized for inconvenience and told her report will be sent to supervisor. No follow up request	05/08/06	Met with CA who remembered this call. CA informed customer "one moment pls" in order to type instructions into scratch pad. CA also passed on instructions info to CA taking over this call for shift change. Felt customer was extremely impatient. CA followed proper procedures for this call.

05/10/06	Caller reported that the CA did process the calling card correctly, but did not follow the explicit instructions of what to type upon receiving an answering machine message. Customer requested that the CA type the name of the party reached as well as the entire message so they would be fully informed. CA typed only the name of the person on the answering machine and then "ans mach GA". Customer Service Response: Thanked the caller for taking time to call and apologized for the inconvenience. Told her the report would be sent to the call center supervisor. Follow up denied because caller said in the past no supervisor has ever contacted her upon request.	05/12/06	Reviewed with the agent the importance of following customer notes unless those notes are superseded by instructions for a particular call. Agent recalls there was static and the VCO was difficult to understand. The agent asked for clarification and the VCO caller hung up.
05/14/06	A NY VCO customer called to complain that she was unable to get through to the international number she was dialing. Apologized for inconvenience. Opened TT 1677827. Follow-up requested.	05/14/06	Technician made test call: got a recording "we're sorry international direct distance calls cannot be completed from this number for assistance please call customer service." Called customer and left message, customer needs to call Verizon customer service.
05/17/06	"I've used Relay for 19 years and never had an operator laugh in my face. There is NO reason for that." (Person demanded a new operator for subsequent call - customer was accommodated.) I apologized for the service. She would like a call back with resolution.	05/17/06	Operator was spoken to - was told if this ever happens again, she will be put on corrective action immediately. I called the customer on 5/17 - told her that the operator had been spoken to about her rude behavior. The customer was satisfied and thanked me for the call back.
05/17/06	Operator did not finish typing answering machine msg. - left me hanging in the middle of msg. Apologized to the customer. She would like a call back.	06/04/06	Supervisor met with agent who doesn't remember having any technical difficulties at this time. Contacted customer for further investigation on 5/19/06 no answer, 5/23/06 Busy, 6/2/06 got thru and customer was having problems with VCO. Called back 4 times thereafter and received busy signal. Closing ticket due to inability to reach customer.
05/17/06	A NY voice customer called to complain that she is still getting billed through Sprint even though Verizon is her carrier. This is an ongoing problem and multiple TT's have been turned in on this problem. Apologized and entered TT number 1703667 Customer would like follow-up	05/17/06	Appears agent 8633 did use Sprint to connect a 20 minute call at 0436 on 3/26/06. No problems at the Switch were found, could have been agent error. Please allow this customer to get a refund for this charge. Account Manager contacted Customer Service to issue credit to this customer.
05/18/06	VCO customer reports having problems receiving typed instructions when retrieving messages from her answering machine ((AMR)) when Relay oper types instruction for her to put the phone on the answering machine the typed instructions stop mid way and customer does not receive the GA. Customer requests contact ASAP	05/22/06	Spoke with agent regarding customer complaint and problem. Agent stated she sent the correct macro for AMR and it came across agents screen just fine. Waited for customer to follow the instructions however there was a long delay and customer stated she only received half of the instructions and no GA. Agent then typed out the macro instructions for AMR and again there was a long delay on the customers side, however the customer did get the typed out instructions by the agent and proceeded with AMR. Agent said there was difficulty understanding the recording. Trouble ticket sent. Account Manager and technician worked with customer. All is fixed.
05/21/06	Customer states the operator did not keep her informed. The customer assumed her call was coming to a close, but the operator didn't send an ending message. It was confusing. Apologized. The supervisor will be notified. No follow up.	05/21/06	The operator typed everything that was going on with the call while it was going on. If the voice person did not say GA to SK or SK, the operator could not type it to the customer.
05/23/06	Customer said agent took control of the call and redialed the phone number without asking customer. Apologized to customer and said complaint would be filed.	05/23/06	Met with agent. Agent said on the initial dial out, there were technical difficulties with her equipment and the line disconnected. Agent redialed to fulfill initial intent of the call. Agent followed proper procedures.
05/24/06	I was a new user of the Relay Service and unfamiliar with how the system works. The operator repeatedly told me "In the future, you have to tell me ahead" (while on a lengthy recording). I was appalled. Then when I asked for a supervisor, she hung up on me. Apologized to the customer for the experience and informed him that the operator would be spoken to and that, per his request, we would contact him once this was done.	05/24/06	The operator was spoken to on 5/23/06. She said that she had not hung on any caller. The operator was coached on professionalism, transparency and the consequences of disconnecting a caller. The operator was put on corrective action. The customer was contacted on 5/24/06. His wife took the call as the customer was in the hospital for surgery. I informed the wife of the resolution with the operator. She was very appreciative of the call.
05/27/06	TTY customer is sending garbling especially with numbers. Apologized, TT 1771518. No follow-up requested.	05/27/06	Technician spoke with customer's mother and explained that turning off Turbo Code feature will help prevent garbling, they will call back in a few days to let me know what how it worked.

05/28/06	A NY VCO customer called to complain that the agent did not follow her database instructions, which said not to type recordings, and to let the customer leave a message on answering machines the first time. Customer requested transfer to customer service four times but the agent argued with her. She insisted and he finally transferred. Apologized. No follow-up requested.	05/28/06	CA said the only instruction from the VCO user was not to type any recordings and he didn't. He said when the VCO user asked for Customer Service, he asked if she would like a Supervisor and when she said again that she wanted Customer Service he connected her immediately to Customer Service. Coached CA that he should have transferred her promptly to customer service with her first request.
06/01/05	VCO customer provided phone number and instructed agent to choose member services, option 1 from the menu the agent typed the recording and GA VCO reminded agent of their instructions agent retyped the recording and GA VCO asked agent why they weren't following instructions and to choose member services option 1 the agent retyped the recording and GA (apologized to customer for problem encountered) Customer requests contact ASAP	06/01/05	The agent said the caller requested member services. When the option for member services came up the agent pressed it and typed member services to the customer. Within the member services option was 5-6 other options. The agent typed each of those options as well and typed GA. Customer got upset and said she asked for member services. Agent said she typed member services. Customer hung up on the agent. Emailed customer and apologized for the inconvenience. Customer sent a return email saying, "Thank you, I appreciate your follow-up." (TRS Supervisor)
06/05/05	I had a problem with one of your OPRs. I asked her to dial a number for me and she did. After she dialed the number, she hung up on me. Apologized to customer. No follow-up requested.	06/05/05	Opr did not work on this date. She said she would never disconnect a customer.
06/09/05	VCO customer states "The agent placed the call, said the call was not completed, one moment while relay calls again, redialing", the agents are not supposed to redial without my permission. Apologized. Follow-up requested from training personnel.	06/16/05	CA received a "fast Busy" and followed procedure correctly. Attempted to contact customer 6-14, 6-15, and 6-16. Left messages twice. Closed ticket because I was unable to contact customer live.
06/09/05	Customer said that the supervisor would not put his cell phone through. Would like a call back. Apologized to customer	06/09/05	Supervisor pulled for discussion - was not aware that the policy on cell phones had once again changed to putting the calls through if someone states that they are calling using a cell phone. The code that came up was 23 (pay phone).
06/13/05	TTY customer reports that she is unable to connect to NY relay when dialing 711. She says this has been ongoing since 6/11. Apologized for trouble. Opened TT#14744. Follow-up requested.	06/13/05	This issue has been addressed and solved, a VRU in PHX was rebooted and several test calls have been made.
06/13/05	Customer explains she cannot reach the NYRS by dialing 711. It rings twice, then disconnects. Apologized. Service Desk ticket 14680 opened. The NY tech resolved the issue within 30 minutes. Customer called back to CS, and she was told that the problem was resolved. No follow up.	06/13/05	Apologized. Service Desk ticket 14680 opened. The NY tech resolved the issue within 30 minutes. Customer called back to CS, and she was told that the problem was resolved. No follow up.
06/13/05	A New York TTY user called to say that they were getting a fast busy when dialing a number. Customer Service Rep called the number directly and got through and when dialed through relay agent got a regular busy signal. Trouble ticket number 16220 was entered.	06/13/05	Reviewed procedures with agent. Technician made test calls: can reach calling-to number from PBX phone and never got a busy signal. Circuits may have been busy at the time the call was made, or some other temporary error. Technician unable to duplicate at this time. Ticket closed. Customer notified.
06/17/05	NY VCO customer called to say Operator did a good job on the first call then on the second call the customer had to keep asking are you on the line? Are you on the line? Are you on the line? It took 3 minutes for the agent to respond. Then on the 3rd call the customer was making a calling card call and gave the number to dial and pin number and card number all slowly. After 2 minutes the customer had to repeat the information. Customer Service apologized to the customer. Customer does not want a follow up, just as long as this is taken to the supervisor for the Opr to be coached.	06/24/05	Agent forgot to open up the toggle to hear VCO user at end of first call. Agent rang for supervisor assist on 3rd call, hence the long wait time. Agent did not know about the scratch pad feature; had to ask VCO user again for info. Coached agent on VCO procedures and on using the scratchpad.
06/20/05	Customer made a call to a business, and she was put on hold for an extremely long time. The customer wanted to terminate the call, so she started typing "hang up please ga, hang up please ga." The customer could not get the CA's attention and was forced to hang up. Apologized. No follow up.	06/20/05	Met with CA. CA remembers the call. CA said that this VCO customer began typing when interrupting the holding macro and the message was continually garbled. CA said she typed to the customer that message was garbled and did not understand what customer wanted CA to do. Customer then hung up. CA did demonstrate

			knowledge of and understanding of relay protocol in not hanging up on the customer.
--	--	--	---

06/20/05	Customer states she told the operator that she would be using her calling card to make multiple calls. The first call was processed correctly. The customer gave the second number and the operator completed it as direct dial. The operator did not wait for the customer to report the calling card information. When the customer wanted to interrupt the holding macro, the operator was apparently not paying attention to her typing because the customer had to terminate the call. Apologized. Tested the holding and allowed customer to interrupt. If the operator was watching the screen, she should have known the customer was trying to communicate. No Follow up.	06/20/05	Supervisor assisted the agent at the time and verified that there was no instruction to utilize calling card for "multiple calls". First call was processed using calling card and subsequent calls were made according to relay protocol. CA was coached on the importance of discontinuing with typing upon customer's interruption.
06/30/05	A NY VCO customer called to say that the agent disconnected from her at the end of her call and did not allow her to make another call. RCS: Apologized for the handling of the call. No contact requested	06/30/05	Spoke to agent; did not remember call. Reviewed proper procedures with agent.
06/30/05	Customer stated that the operator hung up on the caller after holding for an extensive time. The customer says he forgives her but did not appreciate being hung up on. Customer thanked for providing feedback. No further contact necessary.	06/30/05	Met with CA and coached her not to hang up on customers.
07/02/05	NY Voice caller called 711 on Thursday at 2:00 PM. she didn't get an operator number. She dialed her friend's phone number and had a conversation. Now whenever some one calls her number they reach the friends number. Customer service apologized and told her that it is probably a LEC issue. She said she called her LEC and they told her it is Relay's issue. That is why customer service is turning this in. Customer would like some one to follow up with her.	07/02/05	NY Account Manager called the voice number to follow up with customer. A recording came on saying this specific number is not in service, please check the number and dial again. Unable to reach customer.
07/03/05	The customer reports the supervisor's reply to her concern was cold and detached. The supervisor was called to assist on a call that was not handled properly, but he inflamed the matter. The customer states he showed no empathy and seemed clearly bothered to have to speak with her. Apologized. Told customer her concern would be addressed. No follow up.	07/03/05	Had discussion with Opr about the incident and he is very monotone in his speaking which can be taken as cold or detached. I have spoken to the Opr about speaking clearly and professionally in past survey discussions. He stated that the he had processed the call incorrectly and customer had become very irate. Opr will try to work on tone.
07/03/05	Customer asked twice for the number. She also asked, "are you calling a deaf person?" Assured customer we can provide additional training for the operator. No follow up.	07/03/05	Operator is out of the country for several months
07/05/05	The operator typed a msg to TTY user and part of the message was garbled. "This operator needs to take more typing tests or something to help her typing skills". Apologized to customer would like a call back.	07/05/05	Explained to customer that opr's typing was apparently garbled. Apologized for inconvenience and explained to Opr that call was processed correctly on her end. Left message on person's voice mail with resolution 7/5/05.
07/07/05	Complained of Opr's typing: Garbled, misspelled. Said Opr kept sending CTRL 2 macro. Had to repeat nbr to dial several times. Said Opr eventually hung up on customer. Apologized to customer. No call back requested	07/07/05	Operator was spoken to - swore she would never disconnect a caller - thinks it may have been an ASCII call that had rolled over the maximum nbr of times.
07/07/05	I finally get connected to a live person after 2 feet of print. I get "How can I help you" operator types 7 ga's. I typed a long "Heelllooo". After the second "How can I help you" I typed "I paid....and got cut off. Customer felt operator was responsible for cutting off call. Apologized to the customer for the inconvenience. Asked for a call back.	07/07/05	Pulled this Opr from the floor. Reviewed call procedures. Reminded her of the absolute importance of never disconnecting a call. No contact information given for call back.
07/10/05	A NY TTY customer states that since the Caller ID has been started (approx. 1 month ago) he has been receiving "unknown caller" on his caller id box for all 39 of his calls from relay. He subscribes to Verizon's caller id service and call intercept. Verizon notified this customer that the unknown listings were due to Sprint Relay's caller id. RCS apologized for this problem and entered TT # 132,891. Follow up from Account Manager and/or Technicians for resolution requested.	07/12/05	Sprint technician tried to call customer 3 times to do test calls. Unable to reach customer. Customer has not called back. Ticket closed.

07/10/05	A NY VCO customer states she requested to place call to Directory Assistance using a calling card. Opr dialed DA call without using calling card. Customer asked did they place call using calling card. Opr dialed number given by DA. Customer typed hang up 4 times as they did not request for this Opr to dial the number given by the DA. Customer again asked did they use calling card and Opr typed getting supervisor. RCS apologized for problem. Customer requests A.M. follows up with her.	07/14/05	OPR was coached to get clarification when unsure of how to process call per customer requests. This ticket is forwarded to A.M. since customer wants a follow up call from A.M. Account Manager was not able to contact customer while customer was away. Followed up when customer returned home. Customer prefers that operators not dial out without her requesting they do so. Will forward this information to training. Customer satisfied.
07/10/05	A NY VCO customer states when placing a calling card call this Opr did not pay attention to the customer. The 1st time the customer recited the numbers very slowly to the Opr and Opr requested to repeat, 2nd time agent mis-dialed & received a recording, 3rd time was correct. This infuriates the customer to have to repeat 3 times to Opr to dial out. Also when customer requested the Opr to repeat the authorization code the Opr typed out the entire recording from 2nd attempt and the numbers came across too fast for the customer to read, resulting in customer asking again. RCS apologized to this customer. Customer requests that the A.M. follow up.	07/10/05	CA was not able to understand customer. Coached CA if unsure of number to repeat it to customer for confirmation. Also reminded CA to ring for supervisor if needed. Agent has been coached. Account Manager followed up with customer at home. Customer satisfied.
07/11/05	Customer complained agent not typing correctly. Supervisor witnessed whole call and stated agent typed (msg garbled pls repeat) after a while the outbound hung up and the agent informed TTY person hung up. TTY then typed want supervisor now and hung up, called back into another agent and wanted to submit a formal complaint. Same supervisor took the complaint and stated it wasn't the agents fault, could not read whole message so the agent followed procedures by sending msg garbled pls repeat. The customer then said I want to sue relay for a lousy job and hung up on supervisor. No F/U requested.	07/11/05	Agent followed correct procedures per Supervisor. No F/U requested.
07/17/05	VCO customer called to complain that the agent did not keep her informed during a calling card call. The agent entered the calling card number but there was an extremely long pause afterward. The customer thought she'd been disconnected and typed, "Hello GA." The agent typed in response: "GA." The customer asked why she was not informed of the call progress and the agent replied she was only following relay procedure. Apologized. Explained the correct procedure, that agent should keep customer informed. No follow-up requested.	07/17/05	Spoke with CA. She said when she initially dialed out to the calling card she just received silence so was waiting for the recording to begin. The VCO user started typing so she released the outbound line to see what they were going to type and then when the VCO told her to redial she did so and kept the inbound informed. Because there was nothing to type when the dial out did not complete the CA did not type anything before the VCO began typing. CA is aware of calling card processing.
07/18/05	Customer says that Opr after leaving msg on answering machine, disconnected the outbound. Customer claimed Opr should have waited for possible response from TTY ans machine. Customer requests a follow up.	07/18/05	Called customer, reached her ans machine and explained our procedure. Once we leave a msg we do disconnect unless otherwise requested. Left my name and number if she had further questions.
07/18/05	VCO customer called to complain that the agent disconnected her when customer asked if she was ready to write down her calling card information. Apologized for inconvenience. No follow-up requested.	07/18/05	Agent did not remember call -- coached on proper procedure.
07/19/05	VCO customer complains that the agent was slow in responding when customer asked her to repeat her agent ID and gender. Then the customer asked her to dial a number and it was busy. The agent redialed the number without asking the customer's permission. Apologized. Explained that customer was right--correct procedure is to ask customer before redialing. No follow-up requested.	07/19/05	Reviewed contact with the CA. CA had also requested Supervisor Assistance who also observed this call. The call had come in without the calling number and CA had no way of knowing that it was a VCO. The customer had been requesting information that the CA could not hear. The number that was dialed out reached a fast busy and the CA followed correct procedure with the correct report to the customer and dialed the call again.
07/21/05	VCO customer told an Opr that she tried to place a call with another Opr, gave him number to dial and he didn't respond. The Opr offered to get a supervisor to take the complaint but VCO said "no, just take care of it for me" and hung up. Opr immediately told supervisor.	07/21/05	Had a discussion with the Opr about the call. There may have been some technical problems (cutting in or out) with the jack where the Opr was sitting and he may not have heard the response. He does not remember not responding.
07/21/05	Opr kept mumbling, customer kept asking him to repeat but he wouldn't, kept relaying everything to the TTY user who was getting confused by it all. Customer asked for a supervisor 2 or 3 times and Opr wouldn't get one so she called into relay herself to take care of	07/21/05	Had a discussion with Opr and he informed me that the voice person became irate because the call was TTY to voice and the TTY user was in control of the call. Opr was trying to relay that information to the voice caller and keep the TTY user informed of what was going on during

<p>it. Apologized to the customer and informed her that Opr would be coached about the situation, asked if customer wanted a call back but she said no, she was satisfied.</p>	<p>the call. Customer continued to ask for supervisor and he was trying to inform the TTY user of the request and wait for a decision from the TTY user.</p>
--	--

07/22/05	A NY VCO customer called to say that when the agent typed "person hung up" they did not include agent ID nbr or GA to SK. RCS: Apologized for the handling of the call. No contact requested	07/22/05	At end of call, agent sent the correct macro (Person hung up) NYRS Opr XXXX GA or SK. Customer then asked again for agent number. Agent provided number. Person hung up. Agent clearly remembered the call. Not agent error.
07/28/05	Voice customer cannot complete LD call, gets a fast busy signal. C.S. Response: Apologized for the problem and opened TT ID 220104. Follow up required for problem resolution.	8/1/2005	08/01/2005 08:16 - Verizon has corrected this issue and caller has been notified by NY Technician.
07/31/05	VCO customer complains that the agent could not process her calling card call. She carefully gave the agent all of the calling card information and then the agent said "one moment please." After a long pause, the agent said, "Please repeat all that information." Customer repeated all info even more slowly, and again there was a long pause before the agent typed again "one moment please," and then asked her to repeat all the information yet again. Apologized for inconvenience. Follow-up requested.	07/31/05	Trainer retrained the CA on how to process a credit card call. She then called and discussed with customer the concern she had and offered suggestions on how to help if this problem happens again. Customer was satisfied with how Relay resolved her problem.
08/04/05	Caller said agent did not follow her instructions and took control of the call by redialing numbers without being told to do it. C.S. Response: Apologized for the problem. No follow up required on this issue.	08/04/05	The only time a CA redials a number without being instructed to do so is on a fast busy. Fast busy numbers it is relay policy to attempt two redials to see if you are able to get through. The CA is aware of relay policy on redials.
08/04/05	I gave the GA and Opr said she no longer had that information. I did give a GA, but apparently the Opr was not paying attention so then I typed or tried to type before I was so rudely interrupted by Opr. Watch your screen more closely, pls or get more training. RCS response: we appreciate your feedback, and we will contact you concerning this as soon as the matter is discussed with the Opr.	08/04/05	Pulled Opr for discussion. Reviewed call procedures. Opr remembers this call and says there was garbling, which complicated the call processing. (Opr felt she waited for GA). No contact information.
08/05/05	Customer calling from cell phone and cannot get through. Agent got recorded message "Your LD is temporarily disconnected" and hung up and tried again and got fast busy. Trouble Ticket 256546 - call back requested RCS response: Apologized for the problem and assured that the complaint would be sent in as stated.	08/08/05	Coached agent on proper call handling procedures when customer is using a cell phone. No contact name or number given for follows up.
08/07/05	An HCO customer who had previous problems with garbling purchased new equipment to prevent the garbling. Now that new equipment is being used the garbling is worse. Customer uses a hand held unit from Ultratec. Garbling occurs within the first 5 minutes of the conversation. RCS apologized to this customer for the problems and turned in TT 260092. Follow up requested for resolution.	08/09/05	Still have not heard from customer after 3 messages left. Ticket closed.
08/08/05	Opr why he hang up on me? I never told him SK. When I make a call he read the msg. I told him no, not allowed to read the msg. Then I say GA many times. He ignored me, and then hung up on me. I am not very happy. No follow up.	08/08/05	Pulled Opr immediately for a discussion. Opr doesn't remember the call. Reminded the Opr of the importance of watching the screen, following all instructions, and never, ever disconnecting a call.
08/08/05	Agent did not follow instructions and could not get through calling card number. Caller says agent typed wrong information.	08/12/05	CA recalled this particular call. CA entered the calling card number first by mistake instead of entering the 1-800 nbr. Thus it caused some confusion to the customer. Realizing the error, CA apologized to the customer for the error and asked for the supervisor for additional assistance. The call was disconnected by the inbound customer so there was nothing the CA could do to remedy the situation. Coached CA to be more careful when following through call processing procedures.
08/08/05	NY voice user complains agent continuously muted her microphone, cutting her mother's ASL conversation off, not paying attention to the call. When the caller asked her to repeat the agent didn't hear her. Agent's attempt to translate AS was bad also. Apologized for the problem, explaining I would be sure to inform the agent supervisor. Customer did not want contact, expressed her appreciation for the vital service that is usually excellent.	08/08/05	Spoke with operator. Advised her that she needs to pay close attention to her calls, and this has also shown up on her surveys. Operator understands that if this happens again (not paying attention on a call) she will be put on corrective action.
08/09/05	Caller stated they are a branded VCO user; voiced nbr to be dialed and was asked to repeat. Voiced again, no indication of out dial, then received dial tone	08/09/05	Had discussion with operator and reviewed Branded VCO. Said he was aware of how to process the call. He thinks he may have hit F9 instead of ALT V to

apparently disconnected. Doesn't know if Opr disconnected on purpose or if technical difficulties. Thanked customer for calling and informed them the matter would be looked into. Customer was satisfied.	communicate to VCO user to get the number. When he got no response he disconnected the call. Informed him in the future if he is having problems with a call to ask for assistance.
--	---

08/09/05	A NY S2S customer called in saying on about 20 occasions they have heard TTY tones when attempting to connect with relay. Customer states this has occurred for the past 2 to 3 months and that they are dialing the correct S2S number for the relay. RCS apologized and turned in TT 271946. Follow up requested with resolution.	08/09/05	Talked with the customer. He is only getting the tty tones at the beginning of the calls and not all the time. He said that the times that he gets the tones are when he gets a non-S2S agent and they transfer him to a S2S agent. I explained to him that if he receives a non-S2S agent, he will come in on the TTY line and will receive the TTY tones. He said OK and no problem.
08/10/05	It took a long time for this Opr to respond to me. I typed VCO please and then nothing and then a dial tone please take care of this matter. No follow up.	08/10/05	This Opr no longer works here.
08/10/05	Customer dials 711, but Relay doesn't answer. Customer asked that a trouble ticket be opened. Apologized for the problem. Explained that the LEC sends 711 to the NYRS. Opened 2763633. Follow up requested.	08/11/05	Account Manager contacted customer via e mail to verify that 7-1-1 is working. Account Manager verified with Technician that 7-1-1 is working. On 8/11 he made direct contact with customer, she was to do test calls and call him directly if there were any issues. There were no further calls from customer, so this issue is closed and resolved.
08/12/05	Operator placed first call, was asked to wait for number for second call - disconnected. Apologized to customer. No call back.	08/12/05	Spoke to Opr. "I can't remember anything of the sort". Told operator if he was to get anymore complaints of disconnects he would be placed on corrective action.
08/12/05	Requested a supervisor and she won't let me talk to one. Requested 10x's. Operator kept saying what for? Do not need. She has no right to do this. Long distance call, not long distance. Hung up on me. She was being a jerk Thanked customer for calling and informed him that this would be looked into further. Wants follow up- customer was satisfied.	08/12/05	Had discussion with Opr, and Opr asked why supervisor was being requested to come over because procedures were being followed? Supervisor came over to assist and customer hung up. Called customer and spoke with voice person regarding the situation. Opr must get a supervisor when requested. I did ask the customer to please be patient and not hang up before the supervisor can get there.
08/12/05	Operator typed out recorded msg 2 xs - customer notes clearly said "do not type recordings". Apologized to customer for the inconvenience. No call back requested.	08/12/05	Coached Opr to always follow customer instructions. Opr will comply.
08/16/05	Customer gave the phone number, but the operator didn't dial it. The customer is branded for VCO. He got the operator's announcement to "voice (or type) now ga." He said he gave the number to call. He waited 3-4 minutes. The line then got disconnected. Apologized for the problem. Will notify the supervisor. Follow up requested.	08/16/05	Trainer met with agent who stated the call came in on the voice line, received no response so switched to data line, no response, switched back to voice line etc. After no response agent disconnected call which is proper procedure. Attempted to follow up with customer to explain situation on 8/18/05 9:05 am no answer or answering machine to leave a msg. 2nd follow up attempt made 8/19/05 10:00 am no answer or answering machine to leave a msg. 3rd follow up attempt made 8/19/05 5:30 pm no answer or answering machine to leave a msg. Contact closed due to inability to reach customer.
08/26/05	Customer states that VCO macro is not showing when using the NY VCO dedicated line number and the agent did not respond to his voice or typing. Customer doesn't know if it is agent error or a malfunction in system. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. Thanked the customer for letting us know. Call back was requested when the problem is fixed. Turned in Trouble Ticket 347161	08/26/05	RCS left message with customer on answering machine that simulation of his call was answered with the correct macro, if any further problems being answered please call customer service.
8/26/2005	Customer states that VCO macro is not showing when using VCO dedicated line number and that agent did not respond to his voice or typing. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. Also turned in trouble ticket 347161. Call back was requested when the problem is fixed.	8/26/2005	Simulation of call produced correct macro and agent had no problem identifying caller as VCO. RCS left message with customer on answering machine that simulation of his call was answered with the correct macro, if any further problems being answered please call customer service

08/27/05	Customer states that on the first call, after dialing out this agent took a very long time before he told her that he was explaining the relay service to someone who answered. Then on the 2nd call this same thing happened again, it was a very long time before he finally told her that someone had answered the phone. On both calls the customer had to repeat the number given even though the agent said he could hear her clearly. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. Thanked the customer for letting us know about the incident. No call back requested In the meeting with the CA, who says he does remember the call, CA said the VCO was very quiet, almost whispering. CA asked the caller to repeat the number to dial once. Because of the instructions from the caller about explaining relay to the person that answers the phone, there was some delay in setting up the relay. CA says that the call was passed through 4 people before the call was set up and explained for the VCO relay.	08/28/05	Supervisor reminded the CA that even with customer instructions on explaining relay, we need to keep the caller informed of the progress of the call. CA said that he understands call processing and informing the caller of the progress of the call.
08/27/05	Customer states that it took 5 minutes before agent finally answered the phone. Customer is calling in on the TTY line. RCS response: Apologized for the problem and assured that a complaint would be sent in as stated. Called the NY relay service number myself and got an answer on the first ring. Did report the problem to the NY center. No call back requested	09/02/05	Account Manager did follow up with the NY center and found that there were no technical issues. No further action needed.
08/27/05	TTY user called to report two disconnections on Saturday 8/27. After speaking to two supervisors in the center, customer was told the disconnections did not happen from relay's end or the outbound's end. Customer's line disconnected before I could get a name. Apologized. Informed customer of dropped call problem on Saturday. Opened TT#363929. Follow-up requested.	08/30/05	NY Technician attempted to reach customer 3 times and did not receive an answer. Closed.
08/30/05	I want to complain about this Opr. She didn't repeat when asked. She gave me 2 different numbers for her Opr number. So I drove to my uncle's house (to check the tape). She gave me a real hard time. Good thing it wasn't an emergency. I couldn't understand what she was saying to me. She was very rude when I asked her to repeat. Supervisor went over to assist on this call. No call back requested.	08/30/05	Opr followed all procedures correctly.
08/31/05	Customer said spelling was poor at one point then line disconnected. Thanked customer for providing the info; also let her know a trouble ticket was in the works as this Opr reported garbling and a strange disconnect. Customer would like a follow up call, would not provide a name only a phone number. Trouble ticket 353781 entered.	08/31/05	Called customer, no answer and no answering machine.
09/02/05	Customer experienced garbling during a call. Operator XXXX handled the call and after 3 attempts somehow the call was disconnected. Customer had to call back again to a different operator.	09/02/05	Customer has not complained again, and problem appears to be resolved.
09/12/05	A VCO customer called to complain that when the number was dialed, the agent ended with "Nobody will answer the phone because it's a cell phone" and then hung up. Apologized. No follow-up requested.	09/12/05	When Agent dials a number the agent does not even know if a phone dialing to is a cell phone or not. Agent states he would never say such a thing to a customer.
09/15/05	VCO customer asked the agent if they had something to write the calling card information on and there was no response from the agent. The caller asked 3 times and all three times there was no response. Apologized. No follow-up requested.	09/15/05	Agent was brand new on the floor and could not remember how to toggle from TTY to VCO. Agent rang for supervisor but customer hung up before supervisor arrived. Coached agent on proper procedures.
09/15/05	VCO call, agent did the first call fine, they were calling card calls, on the second call the VCO customer gave additional instructions, the agent made a mistake and took it upon themselves to dial a third time with out asking the caller if that was what they wanted to do. Apologized. No follow-up requested.	09/15/05	Agent does not recall this call. Agent says she would never just dial a number without being instructed to do so.

09/16/05	NY VCO user complains when using calling card the agent does not let her know everything, after outdialing the #, just types holding. Customer thought she was disconnected on a separate call with this agent, as after confirming her request the line went dead. Apologized for problem, explained I will be sure to inform the supervisor for follow up with the agent. No contact wanted.	09/16/05	Agent recalls. Steps were too fast so didn't have time to toggle back and forth. Did not have time to even type holding as customer claims. In future, agent will type "Please hold while entering information." Caller did mention to agent wondering if they were disconnected and then immediately hung up on the agent.
09/16/05	NY VCO user complains when using calling card the agent does not let her know everything, after outdialing the #, just types holding. Apologized for problem, explained I will be sure to inform the supervisor for follow up with the agent. No contact wanted.	09/16/05	Agent does not recall this particular call but does express that she is very good about informing a customer of the steps when using a calling card. At the very least, if too fast to type more, agent types (entering info).
09/18/05	VCO customer called to complain that the agent was not responding to his requests for VCO, even though he typed "VCO please, GA" several times. Therefore the call went through as TTY to voice, and a lot of garbling occurred during the call. Apologized to customer. No follow-up requested.	09/18/05	Spoke to Opr. and she said the VCO's typing was garbled. Coached Opr to get a supervisor when there is a call problem.
09/19/05	Customer stated that her LD carrier is ATG and the CA put the call through ATT and got the LD recording stating service disconnected. When the VCO stated they put it through the wrong carrier the CA hung up on them.	09/19/05	I did enter an inbound customer note indicating the correct LD carrier to hopefully avoid this happening in the future. Agent remembered the call and said she did make the appropriate COC selection and typed that to the caller. The agent said she did not disconnect the caller. No customer follow-up requested.
09/21/05	Voice caller trying to place a call. Continued getting fast busy. Opr stated that there might be trouble with the line and customer suggested to do a trouble ticket. Opr questioned customer about knowing relay terminology and asked if he did a trouble ticket before. Customer said Opr became argumentative. Thanked customer for calling and informed customer that the matter would be looked into and complaint reviewed by supervisor. Customer was satisfied.	09/21/05	Opr followed procedure but should not have questioned customer. She said we do not use (fast busy) terminology - we would say "all circuits busy now). Just document the trouble ticket.
09/21/05	Opr refused to give me her OPR number after I asked her 3 times. Upon the 4th time Opr finally called over a supervisor. Opr was also typing slowly.	09/21/05	Spoke with Opr and told her our policy is we give our ID nbr anytime it is requested. Opr was placed her on corrective action. Opr agreed that she was wrong and said it would not happen again.
09/21/05	I have a problem with this Opr. I'm upset and frustrated. When I dialed I told the Opr to press 2 for an order. So he did get a live rep. I gave him the order numbers and pages. Suddenly the Opr said person hung up. I said what is wrong with you? He refused to answer. I said pls get a supervisor and solve this for me. That s all. I am pissed off. That is not fair to me. Thanks the customer for the comments. Said the Opr would immediately be pulled for a discussion. No follow up needed.	09/21/05	Pulled the OPR for discussion. He remembered the call. Reviewed the procedures and emphasized the importance of responding to the customer's requests and staying focused. Opr stated these statements were false.
09/21/05	I am complaining that Opr cut me off and hung up on me. I was not finished with them. I didn't like it, doing that to me. Thanked the customer for commenting and said the Opr would immediately be pulled for a discussion. No follow up.	09/21/05	Pulled the Opr and reviewed call procedures. Emphasized that no Opr ever disconnects a call.
09/21/05	Caller said she told the agent that if an answering machine is reached to just type "ans. machine, then beep" and the agent typed the whole ans machine's message and there was no time left to leave her message. Then additional time was wasted in agent having to redial. C.S. Response: I apologized for the problem and let caller know that a complaint would be registered. No follow up call back is required on this issue.	09/26/05	Met with CA. Coached CA to pay close attention to customer's request.
09/21/05	Caller said agent had long wait times in responding and did not keep her informed as to call progress and typed entire ans. machine message instead of just typing "ans. machine then beep" as instructed. C.S. Response: Apologized for the problem and let caller know a complaint would be sent. No follow-up required on this issue.	11/10/2005	Went over the process of keeping the customer informed with the CA. CA will be more diligent and follow customers instructions.

09/26/05	Caller said agent asked her to repeat calling card information several times and caller then asked for a supervisor. Supervisor came on the phone and asked her repeat the information again. When the agent (or supervisor) placed the call, the caller was not kept informed of call progress (entering number, dialing, etc). Caller had also said in the beginning that she wanted to place more than one calling card call; however after the first call ended the agent types bye sksk instead of ga or sk to give caller the option to place a second call. C.S. Response: Apologized for the problems on the call. No follow-up required on this issue.	09/26/05	Spoke to the agent regarding this call. The agent remembers having a hard time understanding the customer therefore she was asking the customer to repeat several times. Also spoke to the agent regarding proper call closing procedures. Agent understands the consequences of not following proper closing procedures on each and every call.
09/26/05	Caller said he is not receiving Caller ID on calls from relay. It only reads "Unavailable." Apologized for problem and TT ID 490184 opened. Follow-up required for problem resolution.	09/28/05	Technician did test calls with customer. Caller ID is working as it is supposed to. Customer is really looking for a "relay call" identifier so he knows if he is receiving a relay call. That is not an FCC requirement. Customer informed that Caller ID is working as it is supposed to.
09/29/05	Opr redialed without asking caller. When asked why she did so, Opr did not respond. Apologized to customer. No call back required.	09/29/05	VCO was yelling at Opr. Had Opr shaken up. May have redialed without customer asking for it.
09/30/05	This Opr kept me waiting and did not respond to me. I kept waiting and finally hung up. Thanked customer for calling and informed customer that the matter would be looked into and complaint forwarded for review. Customer was satisfied.	09/30/05	Pulled Opr immediately for a discussion. Says she doesn't remember this call. Reviewed call procedures with the Opr. Opr asked if customer hung up while on hold?
09/30/05	Voice customer reports she asked the agent how to request something be repeated when agents speak too fast agent, they said they couldn't talk to her and disconnected (apologized for problem customer did not understand why agent couldn't have provided that Customer Service number or at least advise they would be automatically disconnected. Customer is familiar with Relay calls and receives them on regular basis at work place. Advised complaint would be forwarded to management Customer requests contact.	09/30/05	The agent number identified by the customer is not assigned to any employee. Contacted customer explained and gave regrets that we are unable to coach an individual agent. Explained however that in sharing concerns about the service she provides essential input for responding to customer needs and apologized for difficulty.
09/30/05	Customer states that he called in to relay and got this agent and then he voiced the number to dial and got no response at all. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested	10/03/05	CA was not scheduled to work on Friday Sept 30th.
10/06/05	Agent did not follow the dialing instructions and it took two requests to see if the agent had paper to write down the call information. Agent typed message when the instructions were to get name on machine and give beep and GA. Agent also redialed and took control of the call. The other two calls the agent did fine on. Apologized. Follow-up requested.	10/11/05	Spoke with agent about taking control of the call as well as not following customer instructions. Coached agent on proper procedures. Called customer 10/11/05 at 6:45 pm; no answer Called customer 10/11/05 at 7:44 pm; let her know that the agent was coached. Customer was satisfied.
10/07/05	NY Voice caller works with interpreting services, very displeased with the slow typing, agent sighs when reading ASL, and referring to her as honey. Customer requested supervisor and thought she was speaking with one, but agent was listening and informed her that she is not allowed to ask for one. Customer suggests agents be trained to speak their numbers clearly and slower as often they can't understand them. Apologized, explaining I will be sure to inform the supervisor for follow up with the agent and that NY Account Manager will be informed of her suggestion. No contact wanted.	10/07/05	Opr recalls this situation. She requested a supervisor and supervisor did inform Opr that an outbound customer cannot request a supervisor. This indeed is our policy. Opr apologizes for inconvenience and was unaware of any frustrations on the voice end of the call. She was coached on proper call etiquette.
10/09/05	A VCO user called to complain that she is having trouble having her caller ID transmit through relay NY. When she dials her father's number, she gets the message "this number will not accept unidentified calls." She says this has increased in frequency over the past month. Apologized. Suggested *82 (customer did not want to try this "extra step"). Opened TT#548913. Follow-up requested after 5 p.m.	10/11/05	Technician worked with customer and did test calls. Caller ID worked. Customer is satisfied.
10/10/05	NY TTY user was transferred to customer service for no reason. Customer states they requested the OPR to dial their Dr's. office and the OPR instead transferred the caller to customer service. Customer Service apologized to the customer. Customer would like a follow up from the supervisor.	10/13/05	Supervisor told Opr that this is totally against policy and you could be written up for it. Seeing how it was her first complaint and nothing is in our records on her to indicate that she may do this, we just waived a write up and gave her a warning. Unable to reach TTY user, no answer or ans machine.

10/12/05	A NY TTY caller complained that relay could not dial a 3 digit number. Caller was calling a 311 number for the city they live in. They suggested that since they can call 911 that should also be able to call 311 without a hearing person having to do it. Apologized for the inconvenience it would cause. Customer did not request follow-up.	10/12/05	Relay does not currently have the capability to process 311 calls.
10/14/05	During a call outbound was not hanging up so TTY user kept typing "bye sk" then Opr said "I don't think he knows whether to hang up or not. So the TTY customer typed "ok I m finished u can hang up."Opr said "still did not hang up". TTY again told Opr to hang up so she could place another call but Opr wouldn't release outbound line. Thanked customer for providing this information and asked her if she would like a call back after we discuss the situation with the Opr and she said yes she would like a return call.	10/14/05	Explained to Opr that they tty user was the inbound caller and if they instructed her to hang up she must follow their request. Also, let her know that she can say your party is hanging up, thank you for using NY Relay and release the call. Opr does not agree that she did this and wanted it documented. No contact information, unable to contact customer.
10/15/05	NY VCO user is having garbling issues on her calls. Customer does not have the agent ID number, because the agent does not send the agent ID number at the end of the call. Customer does not know when she is going to have garbling until it happens. Customer Service apologized for the inconvenience. Customer would like a follow up from the AM. TT number 579865.	10/18/05	Technician sent customer a manual for the Ameriphone VCO phone and explained how to turn off TC. If there are other problems customer will get agent ID number and call back. AM also followed up.
10/17/05	VCO customer called to complain that the agent took a very long time to process the calling card information. There was a long pause before dialing and the agent didn't explain why there was a long wait. The agent also didn't follow the customer's specific instructions for reaching an answering machine. Finally, the customer said the agent presumed to redial a number without asking permission first, and therefore the caller did not feel in control. Apologized for inconvenience. Follow-up requested.	10/17/05	CA was still in training with a mentor. She said she panicked and was extremely nervous. Was not yet competent with VCO calls. CA has now handled many VCO calls and is able to demonstrate correct call handling procedures. Attempted to call customer back with no answer.
10/17/05	NY VCO user complains the agents interrupt her conversations, changing agents too often in calls. Customer feels this is inappropriate and unnecessary. Apologized, explaining agent change can be necessary for varied reasons but should be smooth and not interrupting. No CA ID #'s given. Customer does want contact from account manager.	10/17/05	Account Manager trying to reach customer. No answer and no answering machine. Will try again at a later hour. Account Manager attempted to call this customer 4 times, no answer.
10/18/05	Caller was very upset stating "this Opr was the rudest person I've ever dealt with. I have been in customer service 20 years and never been treated this way. Call was about 10 am. Apologized to customer for any inconvenience, interruption this cause during the call. Also assured her the operator would be spoken to immediately.	10/18/05	Upon speaking to Opr I explained the importance of maintaining professional composure and explained that a negative relay call may scare the person off from using relay in the future. The Opr does not recall any call to this company and stated she did not do this but was receptive to the feedback the Team Leader provided about rudeness.
10/19/05	Caller getting recording "private calls not being accepted from this number" when calling her dad through NY Relay. Apologized for the problem and opened TT ID 599950. Follow up is required for problem resolution.	10/21/05	This is a duplicate ticket please track ticket 551415 for updates. Customer is satisfied that Caller ID is now working.
10/20/05	When calling to Relay Customer service the agent got an answering machine message to hold. Customer asked if, "What customer service did you dial?" and the agent didn't answer that question but said, "Do you wish to make another call?" RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.	10/20/05	This supervisor assisted with the call and got on line with customer after customer began using extreme verbal abuse directed toward CA. CA did show me where voice person asked the question and where CA answered the question. Then the customer said something about customer service but was hard to understand. I told CA to ask customer if he wanted to be transferred to customer service thinking he wanted to register a complaint. He then asked what customer service did we dial. We did not dial customer service, just offered it to him if he desired. He became verbally abusive directed toward supervisor. I thanked him for the call and disconnected.
10/20/05	Customer states that the agent answered the phone and he got the macro but when he gave the number to dial there was no answer at all. RCS response: Apologized for the problem and assured that the complaint would be sent in to investigate further. No call back requested.	10/21/05	Invalid agent ID. Unable to follow - up.

10/21/05	This Opr has been rude. I tried reaching T-Mobile and was able to reach T-Mobile in the past a few times. The Opr is very non professional. Opr typed/explained to tty user that there is no live person on the line and she has done it a lot of times. Opr said she has been working at Relay for 8 years and knows what she is doing. TTY user wanted Opr to redial to get a live person - don't get recording - just a live person - Opr said was offended. TTY user felt the Opr should not give out opinions about the call. Opr explained it is an automated system and no option for a rep but the tty user kept interrupting.	10/21/05	Supervisor explained to Opr she must remain transparent and not interject her call experience. Supervisor informed TTY user that this complaint will be taken care of immediately and apologized for the inconvenience. Opr will follow instructions and will not interject comments.
10/21/05	Opr did not follow instructions to not recording. Opr seemed confused and would not answer VCO user. Thanked customer for letting us know and would have supervisor call back.	10/21/05	This Opr was in her final days of training. Trainer coached her on VCO procedures. VCO caller was called and Trainer explained the situation and apologized for the frustration. Thanked her for her patience and understanding. Advised customer to request a supervisor during the call if it occurs again.
10/27/05	The operator did not type in the phone number before switching operators. The operator kept saying one moment, one moment. When the new operator came on the line the operator asked again for the information that was given to the last operator. Very upset and wants follow up.	10/27/05	Met with CA. Went over the policy about switching over to a different CA. Called and left a brief message apologizing about this incident on the customer's TTY answering machine. Also mentioned that the CA was coached on proper procedure involving with switching operators.
11/01/05	A NY VCO customer called to say that when he requested the agent to wait a couple of minutes before redialing after a busy signal she redial without asking the customer. RCS: Apologized for the handling of the call. No Contact requested	11/01/05	CA remembers the call. CA said customer did say to wait a few minutes and redial, which the CA did. CA understood the customer instructions to say wait and then redial. At no time did the customer tell her she should ask him to redial after he already told her to wait and then redial. CA waited a few minutes redialed, typed to customer the results, waited a few moments more and redialed again and again typed to customer the results. CA redialed one more time and let the customer know line was still busy ga. At this point the customer hung up. CA was following customer instructions to wait few moments and then redial.
11/02/05	NY VCO user complains agent had problem with 2 different calls and redialed without customer requesting, taking call control away from VCO user. Apologized, explaining I will inform the supervisor for follow up with the agent. No contact wanted.	11/02/05	Reviewed proper VCO call processing with the agent. Also reviewed the process when there is no answer or there is a busy signal. Reminded the agent that the customer always has control of their call and we should never take that away from them. The agent understands.
11/03/05	Customer states that after his call he wanted to make other calls and the agent disconnected the line before he was able to do so. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested.	11/03/05	Met with CA. CA does not specifically remember this call. CA had only one call tonight in which she had to implement the disconnect procedure of sending Alt 0, waited and sent Alt 0 again, confirmed transmission, no response, typed SKSK, waited 30 seconds, typed SKSK again and pressed F1. According to this, CA followed disconnect procedure.
11/04/05	Customer states they wanted directory assistance to obtain number. The Opr made the customer re type this information when DA was reached. Then after the phone number was provided the tty user thinks Opr disconnected her - saw red light flashing. Typed Opr helloooo and no response. Apologized to customer and asked if they'd like a return call. Customer said "they neverrrr call back." Explained that we'd remind Opr of proper call procedures.	11/04/05	Opr followed PRG procedures for DA book. She was not familiar with DA calls. Team Leader explained that instead of saying this is NY Relay Opr with a tty caller calling DA One moment pls....she should say with a tty user requesting the nbr for (provide the listing). Opr understand proper procedure now. Opr does not recall tty requesting to call that business but has been advised that disconnects can lead to corrective action or termination. Trainer called customer on 11/4/05 and left a message.
11/08/05	TTY customer called to report that she has been unable to reach a relay operator. She has tried "about 10 times" to dial both 711 and the NY Relay number for TTY and neither answered. Apologized for inconvenience. Checked NY Relay 800 line and received answer after several rings. Opened TT#694389. No follow-up requested.	11/08/05	11/08/2005 15:35 Customer made a test call to 711 and was able to get through and is satisfied.
11/10/05	I told her to dial a # and the "Movies" option. Now maybe I didn't say the right word according to the recording at that # but common sense would have made the connection. Opr went thru the entire recording and never chose the option. Customer admitted that he told the Opr that she doesn't want to do her job and wants a follow up email on this matter. Assured the customer that this complaint will be forwarded to the appropriate person and will be handled immediately. Customer was pleased.	11/10/05	CA was met with and realizes her mistake. Coached on the proper procedures in following customer instructions. Email was sent to customer with a follow up on the coaching.

11/10/05	Caller gets msg "This number does not accept calls from blocked numbers." when dialing to 914 area number. Apologized for the problem and opened TT ID 711751. Follow-up necessary for problem resolution.	11/10/05	Technician spoke with customer. She is able to make call to this number from an outside line, just not from a PBX.
11/13/05	A VCO customer called to report problems dialing out via relay. She says when she calls LD, she receives the message "this number does not accept unidentified or blocked calls." The customer says her caller ID is not blocked. Apologized. Opened TT#720890. Follow-up requested.	11/18/05	Operator remembered this call. He remembers the customer hanging up when he was still typing the recording. Since the customer hung up there was nothing else the Opr could do to assist her. Contacted the customer on 11/18/05 and told her to contact customer service and she said she did. She was told they would look into it. I told her if she encountered the problem to contact customer service again or myself and we would try to resolve. She thanked me for calling. Technician reports that after 1 hour of test calls and explaining to this customer how to use *82, caller ID, privacy etc. they were able to make a successful call by her dialing *82 then relay then the number. Call completed successfully.
11/14/05	VCO customer called to complain that the agent did not allow her to interrupt when someone called her and was leaving a TTY answering machine message. She said it takes her time to get to the phone and the agent had started leaving a message. The VCO customer typed "Hello, hello" but the agent continued typing the message without stopping. Apologized for inconvenience. No follow-up requested.	11/14/05	Spoke to Operator and she said the message was almost completely left and the voice person had hung up. Coached Opr to always allow VCO or TTY to interrupt when leaving a message. Operator will comply.
11/17/05	Caller unable to make a local call through NY Relay -- gets constant fast busy. Apologized for problem and opened TT ID 747675 Follow up with customer is required for problem resolution.	11/17/05	Technician did some testing. He found that the busy signal most likely occurred because the person being called was using the phone line and there is no call waiting on the customer's line. When the customer was no longer using the phone line the call rang through. This does not indicate there is a problem with relay; the system is functioning as designed.
11/23/05	VCO caller using NY Relay complains when calling the agent did not follow her notes and typed misleading information, causing her to think a person had picked up when it was an answering machine. Apologized, explaining I will inform the supervisor for follow up with the agent. No contact wanted.	11/23/05	Agent remembered the call. Spoke with the agent regarding proper call processing procedures and the importance of following database instructions. The agent understands.
11/25/05	Caller stated the agent was having difficulties understanding VCO message so asked that the agent allow him to type. Agent did not follow instructions and was typing what he was typing. When caller asked for another agent, the agent said he had to hang up and call relay again in order to get another agent. The caller felt this agent was not cooperating. Apologized to caller and thanked him for his time. Caller does request an email follow up.	11/25/05	Talked with agent and she acknowledged mistake in telling customer to hang up and call back in to get a new agent. Reminded her of procedure that customers may ask for new agent and we can comply with their request once a new agent is available. Will have someone contact customer per his request.
11/27/05	Customer states the operator is slow to outdial. Apologized. Follow up requested.	11/27/05	Agent does not have recollection of this situation. Mailing this to the customer.
11/30/05	Opr was very rude. Gave Opr nbr to dial and he typed ans mach msg. Asked Opr to redial, he did and typed "same ans mach msg". So I asked Opr to redial to type out msg because it was garbled the first time. Opr said "redialing to type out same msg that was typed first time". That was very rude. Thanked customer for bringing this matter to our attention and told them the Opr would be spoken to and to follow customer's instructions.	11/30/05	Opr was coached on proper call processing. Opr explained that he typed out the answering machine message on the first out dial. He redialed and typed (Ans Mach Playing) (Beep) (Ans Mach hung up) GA. The customer requested a third out dial and the Opr informed customer that he would redial and type out the msg again. Opr explained that he meant no harm and apologizes for misunderstanding. He understands that the call was not processed according to procedure and will follow proper call procedures in the future. Opr also informed supervisor that the customer did not inform him that the message was initially garbled.
12/02/05	Customer states that she wanted the agent to use her calling card and if an answering machine was reached to type to her how the phone was answered, the name of the person on the answering machine, and then the "GA" so she could leave a message on the first call. The agent did not follow her instructions but instead called dialed the number direct and the call would not go through. The agent then said Hold one moment and the customer waited 3 minutes and hung up. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.	12/03/05	Went over complaint with agent. She is a new agent and realized she was in error. She remembers the call and took a moment to figure out how to complete the call properly but realized when customer hung up that she took too long. Went over proper procedure when handling calling card instructions and specific customer instructions.

12/02/05	Customer states that she gave this agent detailed instructions to type to her how the call is answered and if an answering machine to type the name of the person and GA. Instead the agent simply typed "GA" She repeated the instructions again and the agent still didn't follow them but this time typed "Ans GA" RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.	12/03/05	Went over call complaint with agent. Reminded her of proper procedure when following customer instructions and to listen carefully.
12/02/05	Customer states that this agent did not follow instructions. She told the agent she was making the call on her calling card and the agent took the information. She also told him if an answering machine came on to make sure to give her the name on the answering machine and the "GA" so she could leave her message the 1st time. The agent only typed to her "Beep GA" instead of following her instructions. She repeated the instructions and was going to make another call but the agent disconnected before she was finished placing all of her 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.	12/03/05	Agent did not type name because there was not a name on the answering machine. In future, if asked to only type name on answering machine, agent will type (no name) so that the caller knows this. If agent hung up while customer was still placing calls, the agent did not realize it.
12/02/05	VCO customer instructed agent to dial number, type the dept name and then ans mach beep if ans mach answers the agent dialed the number and typed "dietitian office" VCO customer did not know if someone was on line or if it was recording customer upset that agents do not follow specific simple instructions (apologized for problem encountered advised complaint would be entered) Customer did not request contact	12/09/05	Both scenarios described in the instructions happened during call. Agent did follow initial instruction to type dept name (dietitian office) but call was transferred to a voice mail system and (ans mach beep) was also typed. What had transpired may not have been clear to the customer. The supervisor and agent discussed alternate ways to handle this type of situation and to inform customer of changes in progress of call.
12/05/05	Customer requested that agent follow her instructions to make a calling card call. She gave the access code then the calling to number and the authorization code. She asked if answering machine came on to give her the name mentioned and then type "Ans Mach Beep, GA" The agent kept her posted and said the phone rang 10 times. The customer asked what was the calling to number? Instead of answering the agent "went on" for 4 minutes that she wasn't given the correct authorization code number. Finally a supervisor was called to assist on the call. RCS response: Apologized for the problem, assured that the complaint would be sent in as stated. Call back requested to Account Manager. Reassigned to AM for follow up per customer's request.	12/12/05	Spoke with the agent about the complaint. She remembers the customer's requests and said she followed the request; however the customer kept giving the incorrect authorization code for the calling card that was being used. The agent asked the customer to repeat the code and each time it was repeated there would be a different number. The operations administrator was asked to assist on the call and also asked the customer to repeat the code and said the customer was also giving a different authorization code. They kept asking the customer to repeat the code in order to get the call processed correctly. Account manager spoke with customer at length. Customer does feel that the agent did not pay attention and asked AM to please remind training managers to instruct agents that they need to pay attention more carefully to customer's requests. AM sent an e mail to training manager with this information.
12/05/05	Customer states that this agent was called to assist on a problem that she was having with the agent. This agent never apologized for the problem nor stated that the agent would receive further coaching but simply tried the call again and after lots of dead air stated that the authorization code was invalid. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. Call back requested of Account manager OA did apologize for any inconvenience. Caller gave wrong number to agent. The second number was 800 numbers which went through but authorization code was invalid, then gave a different authorization code and call went through.	01/17/06	Account Manager spoke with customer. Explained customer's concerns would be shared with training manager.
12/06/05	Customer Complaint: Voice caller in NY at psychiatric center has deaf resident not able to place NY relay calls because his inbound area code does not transmit to agent. Entered TT # 830814 at 12:30 p.m. to NY tech. Customer Service Response: Had customer place test calls and report to Verizon (his LEC), then entered trouble ticket. No follow up requested.	12/19/2006	SOLVED/CONSULT.

12/08/05	On 12/8 at 3:22 a TTY user said CA took too long to enter his information for a payment and transaction never went thru. Customer was very upset that he gave out his information for payment. He wants a follow up by email from the appropriate supervisor and was assured the supervisor will be notified of the request.	12/08/05	Met with CA it was a recording only and by the time the information was typed to CA and CA could input information outbound line hung up and at the end outbound had technical problems and data was not transmitted. Coached the CA to keep the customer informed when dealing with recordings that hang up with no answer after a few seconds have gone by, this will help the Customer understand the delays and difficulties in processing. Followed up with customer about meeting with CA via email.
12/12/05	Caller said she made the first call with the agent having given her calling card information and then said she told agent to place a second call using the same calling card information. Caller said agent direct dialed the second call and caller was upset due to high charges calling direct from the hospital phones. I explained there may be a one or two minute charge if outbound answered. Caller said the person had answered the phone before agent hung up. Caller said she signaled the agent 4 times to hang up and not let the call go through. Caller is expecting to be reimbursed. Apologized to caller for problem. Caller wants a callback on this issue.	12/12/05	Agent took over call from another agent and first agent did not explain calling card info from VCO user. VCO user got upset and hung up. Agent tried to apologize and offer to redial but user hung up. Unable to reach customer.
12/12/05	NY TTY user complains she has not received Relay Today since 2003. Customer feels this is stereotyping to make this available online only as many deaf cannot afford computers to see it that way. Apologized, signed up customer for mailing of newsletter. Explained I will let the NYRS and the Relay Today Account Managers know this information.	12/12/05	Relay Today account manager mailed a soft copy of most recent Relay Today to customer.
12/13/05	Customer was talking to his caller and somehow caller hung up on customer. Relay did not send ALT 0, but instead typed "party hung up thank you for using relay NY sksk. Customer was the inbound he has it in printout. Informed customer that this complaint will be sent to the correct department for discussion, Customer wants follow up call back as to why relay did not send ALT 0 and disconnected?	12/13/05	Met with agent who stated, do not remember the call but may have got confused on which one was inbound. Coached the agent on closing call procedures. Agent understands. Made attempt to contact customer, received a recording that stated this number has been temporarily disconnected. Therefore, a F/U is not possible.
12/13/05	This Opr was very rude!!! I use relay a lot - My husband is deaf. Opr, sounding rigid, said to OB customer "Opr would appreciate it if you can say "GA" "Opr would appreciate it if you would start from the beginning and go slower from now on." Most OPRs are polite when re directing/pacing customer, this Opr does not represent relay as a whole! Used 3rd person when attempting to pace her "The Opr...." etc.. Also when caller hung up - Opr said "This is Opr XXXX good bye and hung up the line" did not allow OB person to say final good bye or anything - just hung up the call. When Opr asked for customer to say "GA" customer forgot but Opr insisted on waiting for "GA" before letting TTY respond	12/13/05	Met with agent, but she did not remember this call. Coached agent on always maintaining a professional phone image on every call. Also on using the proper pacing phrases like "one moment please". No follow up requested.
12/14/05	TTY caller receiving calls through relay is not getting CID information showing on her phone. Apologized for the problem and opened TT ID 873170. Follow-up required for problem resolution.	12/14/05	The calling from number was a cell phone; this will not pass Caller ID through relay. Customer informed of this by relay technician.
12/15/05	VCO customer has a new Ameriphone VCO phones that is receiving garbling sometimes. Apologized. Follow-up requested.	12/16/2006	TT 878632 was opened on 12/15/05 for K6410275713 regarding a garbling issue between Ameriphone VCO device and relay service. 12/16/2005 Technician spoke with customer's niece. She will be calling to customer service to get notes added to the users screen. Turning turbo code off/on should eliminate the garbling problem as well.

12/17/05	NY VCO customer is having garbling issues. Customer also complained that he is not getting typing when someone calls him. Customer service did a test call thru NY Relay and there was garbling. Customer Service also explained to him it may be possible the reason he is not getting typing is that the person calling him may not be using Relay. Customer could not figure out why they would not use Relay, when they know to dial Relay first. OPR turned off turbo code and slowed the typing speed to 40WPM to see if that would help the garbling, but garbling still occurred. Customer Service also advised customer to check equipment. Customer would like a follow up. TT 886982.	12/20/2006	Technician unable to reach customer despite making several attempts.
12/19/05	Customer's CID is not working properly. Apologized TT 895015. No Follow-up requested.	12/19/05	Reassigned to NY account manager. XXX--XXX-XXXX is not in service; trouble shooting cannot happen with numbers that are out of service or customer cannot be reached. Closed.
12/20/05	Caller said that Sprint is in violation of the ADA Laws by not providing access to dial 311 through the Sprint Relay Service. Caller wanted to go on record with a formal complaint. Apologized to the customer and gave him the contact information of NY Relay Account Manager. Customer will email Account Manger.	12/20/05	311 access is not provided by New York Relay at this time.
12/21/05	Customer reports the CA didn't know how to process a regional 800 call. The CA dialed the 800 number and reported fast busy. The customer told the CA to use regional 800; the CA did not. The customer asked for a supervisor; the supervisor didn't come on the line. Apologized. No follow up.	12/21/05	We do not have an agent with that id number.
12/21/05	NY VCO complains after the agent typed "recording" there was a lot of dead air where agent did not respond. Apologized, explained I will inform the supervisor for follow up with the agent. Customer does want contact from account manager.	12/21/05	Spoke with agent, coached agent on keeping the customer informed of what is going on. AM spoke with customer this afternoon, customer is very frustrated & feels the agents are not paying attention & that they are transposing her numbers. AM apologized to the customer and would like to reiterate to VCO agents to pay attention to the calling card numbers.
12/21/05	NY Voice caller complains when she calls her VCO father, he can't receive her CID, but it says unavailable. He does not answer unidentified calls and she can't reach him. Apologized, explaining I would let the relay technicians know and suggested she try using toll free NYRS # instead of 711. Customer does want contact with resolution. Entered TT 907658	12/21/05	Technician made test calls with customer. She will try again when she gets home to see if her father can see her Caller ID. She has Technician's phone number in case it does not go through.
12/21/05	NY VCO user complains agent after processing the call, informed her the calling card was invalid, just after another agent had used the card. Then agent decided to redial taking call control away from the caller. Apologized, explaining I would let the supervisor know. Customer does want follow up from account manager.	12/21/05	Went over complaint with agent. She said she remembers placing the call however she did not tell the customer her card was invalid. She explained that the number she called the persons voice mail was not set up and typed the recording to her. There was no way to leave a message because the voice mail was not set up. And she said she did not redial and take control of the call.
12/30/05	VCO Customer said agent did not keep customer informed. Had a fast busy signal and agent said "one moment pls" -- also agent hit F5 vs. F6 (hung up instead of start timing). Told customer that they hit the wrong key, redialing, and the customer said that they took control of the call.	12/30/05	Agent followed all correct procedures. Not agent error.
12/30/05	NY VCO user state the agent took control of her call. Agent typed "outbound disconnected redialing" and then the agent redialed the call. Customer believes that the agent should only redial a call when they receive a fast busy and not when the outbound disconnects. Customer Service apologized to the customer. Customer would like follow up from the supervisor via phone in between the hours of 11 AM EST to 8 PM EST.	1/09/06	Agent remembers the call. Coached the agent on proper busy procedures. The agent understands the consequences of not following proper protocol. Attempted to contact the customer on 1-6-06 at 4:45 pm - left message; 1-9-06 at 2:58 pm - busy; 1-9-06 at 4:43 pm - left message.