

Complaint Tracking for CA (06/01/2005-06/30/2005). Total Customer Contacts: 29

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/03/05	A California TTY user called to complain that agent did a poor job of spelling and therefore cut their conversation short. Apologized for the problem Caller does not wish a return contact	06/03/05	Supervisor spoke with agent; agent didn't remember this particular call. She has never been scored down on a survey for spelling errors...possible garbling. Coached agent on being careful when typing and making sure to pace when needed so that she doesn't have to type faster than comfortable to promote better spelling.
06/03/05	Gave instructions on how to get a quote of one mutual fund. Agent didn't seem to know how to follow my instructions. He gave the wrong quote of the wrong mutual fund. I asked him to redo it. I've done this many times with other operators who did an excellent job in the past. The sprint operator left me with no response and the wrong quote. Apologized. Follow-up requested.	06/03/05	Agent said that he pressed all the prompts that were provided by the customer but that the menu options took the customer to the wrong area. Perhaps a change in the menu had occurred and the customer wasn't aware of it. Supervisor contacted customer. Apologized.
06/05/05	A VCO customer called to complain that she cannot reach her granddaughter through relay. She continues to receive the "privacy manager" recording even though her daughter does not have privacy manager. Apologized. Called the number without relay and it did go through without a problem. Advised customer to try *82 (customer says she has tried this and it does not work). Opened Trouble Ticket. Follow-up requested.	06/05/05	Talked with Customer with some troubleshooting ideas. Follow-ed up and seems her daughter had Caller ID block relay number. Unblocked and now ok.
06/06/05	Business customer stated the agent was rude and condescending. Apologized. No follow up requested.	06/06/05	Agent is no longer employed; could not follow up with agent.
06/08/05	CA TTY user dialing CA Spanish Relay reaches English speaking agents. apologized for the problem and let her know I would have the technicians look into it. Entered Trouble Ticket Customer does want contact with resolution. Reassign to Acct Manager	06/09/05	This was a temporary issue on the new system. Customer was contacted to let them know of the resolution. Tested. All calls routed correctly.
06/09/05	Customer states that this agent did not follow her instructions - instead of letting the phone ring 6 times so that voice mail would pick up to leave a message - the agent instead typed the whole message thus causing the customer to have to redial to leave the message. Also the agent automatically redialed without letting the customer have control of the call.	08/14/05	Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested. Agent was coached on always following customer instructions and keeping them informed so the customer has complete control of the call.
06/15/05	A VCO CA customer called to say that the agent did not type out the answer machine message and only typed "M GA". RCS: Apologized for the handling of the call. No contact requested	06/15/05	Met with CA who explained that she and the supervisor on duty both misread the customer notes. They thought instructions were to just indicate "M" or "F" and GA on any answering machine and not type message. Said notes were hard to understand with many unusual instructions. CA knows procedure and did ask for advice from supervisor on duty.
06/16/05	A VCO customer called to complain that the agent did not follow customer's instructions to not announce or explain relay. The outbound party hung up after receiving the announcement and the customer had to redial to reach someone. Apologized for inconvenience. No follow-up requested.	06/16/05	Agent said she remembered the call and said she went into the announcement automatically. Agent was very apologetic and realized she did so in error after she started announcing, but it was too late. Agent was coached on focusing on the call, the customer notes, and following customer instructions.

06/18/05	TTY customer states that ever since last week when the caller asked to be transfered to Spanish for a call, all calls have been going to Spanish. The caller wanted only that call to be Spanish and would like to be connected to an English tty operator for his calls. There is too much hassle in the connection ever since that call, being transfered here and there to get an English operator. Apologized. No Follow-up requested.	06/18/05	This was an issue with a routing problem. It has since been corrected.
06/18/05	VCO customer is dialing the dedicated VCO line and is not being answered as a VCO caller. This problem started 2 or 3 weeks ago. Apologized. No Follow-up requested.	06/18/05	This was a temporary problem that has since been corrected. VCO calls were being answered as TTY calls. This is now functioning correctly.
06/20/05	Agent was rude and didn't help any. Kept interrupting call. Apologized to the customer. Customer would like a follow up.	07/10/05	Supervisor was assisting agent with this call. They kept getting garbled text so they would send the message to let the inbound know that the message was garbled. Agent followed proper procedure. Called customer to inform them what happened.
06/20/05	VCO customer, dialing 711, is having problems placing calls due to the fact that her number is not projecting to the agent so the agent does not receive that she is VCO customer. Apologized. Trouble Ticket opened. Follow-up requested.	06/20/05	I called customer. This was a temporary problem that has been resolved after she was branded in the 711 Choice as VCO.
06/21/05	Customer has been branded since 1/1/05, but the updated system isn't recognizing her as a VCO customer. Customer has Sprint CRS selected as her 711 choice. Apologized. Service Desk ticket was opened. No follow up.	06/21/05	Re-branded via customer service. Branding also was a temporary issue now resolved.
06/21/05	A Voice customer called in to put a Global Block on their line, as a TTY user was harassing and verbally abusing them. While on the line with RCS this TTY user was able to call numerous times through Sprint CRS. RCS apologized for the problem and trouble ticket opened. Follow up requested with resolution.	06/21/05	Global Blocks are no longer permitted. Referred customer back to their LEC for a block by their phone company. Relay unable to set up Global Blocks in the future.
06/22/05	Customer cannot make LD calls when using CRS. With several agents the customer kept getting the recorded message that her calls were temporarily discontinued - call Customer Service. Customer service did see that (all others) was chosen as COC in the system and tried to get supervisor to assist to no avail. Opened trouble ticket. Customer did request call back when problem is fixed.	08/30/05	Talked to technician and he said he called the customer and the problem was fixed.
06/22/05	Customer stated she is experiencing a long wait time before connecting to a Relay operator. Apologized. Assured customer I would report the problem. No Follow up.	06/22/05	Lots of traffic due to routing issue. Now resolved.
06/23/05	Customer stated told agent to dial into voicemail, get messages then delete, agent didnt relay messages, very upset used foul language. Apologized for inconvenience and stated would forward to appropriate supervisor. No follow up requested.	06/23/05	Met with agent, stated thought customer meant to just retrieve and delete immediately. Coached agent on proper procedures when handling this type of call, also coached agent on the importance of following customers instructions and if unsure, ask for clarification.
06/23/05	Customer states that this agent asked who her LD carrier was and she specifically called to sprint relay and doesnt need the agents asking her this. She expects that call to go through Sprint and the free long distance to apply. She would like the agents to be advised that they are not to ask who the carrier is they are to simply place the call through sprint. No call back requested	06/30/05	Agent said the reason he asked for her LD carrier is because the carrier window appeared automatically. Explained this to customer. Listed her COC as Sprint. Issue resolved.

06/23/05	VCO customer reports agent redialed after processing call to customer's voice mail customer was not informed when agent redialed or why redialing was necessary when VCO customer asked why agent redialed and why customer wasn't informed agent advised she did keep customer informed and typed to customer that each agent processes differently agent seemed to have a rude attitude (VCO customer does not want complaint to cause problem for agent simply wants agent to be informed of proper procedures for future calls apologized to customer for problem encountered) Customer did not request contact	06/23/05	Agent was redialing to save or delete messages. Agent said she had apologized to the customer for the problem and that she had to use the record key where maybe other agents could type fast enough not to have to record the message. Coached agent on using the replay feature to get messages from voice mail system. This would alleviate the need to hang up and redial.
06/23/05	A CA VCO customer called to say that when anyone calls her thru the CA Relay service their name and phone number does not appear on her caller ID and it happens with every call thru CA Relay. This has just started happening within the last week before that it worked properly. RCS: Advised the customer that a Trouble Ticket would be entered. No contact requested.	06/23/05	This was due to a temporary VCO branding issue. It has since been resolved.
06/23/05	A VCO customer called to complain that when his friend calls him, he is being told he is not answering, even though he answers and types and says "VCO please" several times. He says the woman never has this problem through MCI operators. Apologized for inconvenience. Did two test calls through relay and did discover a strange delay both times whereby the agents could not hear me speaking and had trouble connecting with his VCO. Opened Trouble Ticket. Customer requests follow up.	06/23/05	This was due to a VCO branding issue that has since been resolved.
06/24/05	Voice customer is unable to contact VCO customer via 1 888 877 5379. She has had this problem for a few weeks now. Apologized, asked her to have VCO customer to call us to set up Customer Profile, Trouble Ticket opened. Follow-up requested.	06/24/05	I contacted customer. This was related to VCO issue that has since been resolved after setting up VCO profile in Customer Database.
06/24/05	VCO customer not happy about relay answer time, takes too long. Apologized. No follow-up requested.	06/24/05	This was related to VCO branding issue which has since been resolved.
06/27/05	A VCO customer called to complain that the agent was rude. The customer asked the agent, "Please read my notes and let me know when you are finished." After a pause, the agent merely typed, "GA." So the customer repeated the request. The agent again only typed, "GA." The customer asked, "Agent, did you read and understand my notes?" The agent simply replied: "Yeah GA." Apologized. No follow-up requested.	06/27/05	Agent was afraid of getting involved; was confused on transparency and answering questions in operator mode. Agent was coached on being able to answer the customer's questions and answering them in a professional, polite manner.
06/28/05	Customer cannot place toll call without getting message "Your LD has been temporarily disconnected. C.S. Response: Apologized for the problem and opened Trouble Ticket. Follow up is required for problem resolution.	06/28/05	AM called customer. Customer had switched LD carriers but new carrier was not listed in list of Carrier of Choice. Customer service added that company and issue is now resolved.
06/28/05	Customer cannot place toll call without getting message "Your LD has been temporarily disconnected." C.S. Response: Apologized for the problem and opened Trouble Ticket. Follow up is required for problem resolution.	06/28/05	AM called customer. Customer had switched LD carriers but new carrier was not listed in list of Carrier of Choice. Customer service added that company and issue is now resolved.
06/29/05	CA TTY user complains agent hung up without letting them know if there caller had received their closing comment and thanks, and hung up on them. Customer feels this is due to insufficient training and they continue to have to call customer service with complaints. Apologized, explaining I will be sure to let the supervisor and management know. Customer does not want contact.	06/29/05	This is a technical issue we've been seeing in the CA center since going to the new system. Resolved. Agent coached.

06/29/05	CA TTY caller complains they asked agent to hang up if answer machine responded but agent typed long message. Customer feels agents are not trained properly, and waste her time, she is in a hurry. Apologized for problem, explaining I will be sure to let the supervisor know. Customer refused contact suggesting "If they want a good trainer they should hire me!!	06/29/05	Agent apologized to customer and agreed with customer that it was part of her instructions at the beginning of the call. Agent was coached on making sure to focus on all calls and follow the customer instructions.
06/29/05	Customer states the Sprint CRS is slow to answer. She's made several attempts to reach Relay this morning. Apologized. Told customer I would report the problem. No follow up.	06/29/05	Call Center was experiencing high-volume of traffic. Temporary problem now resolved.

Complaint Tracking for CA (07/01/2005-07/31/2005). Total Customer Contacts: 29

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
07/01/05	A CA TTY customer called to say that she had to request the agent leave a message 5 times and then didn't respond if she had left it or not. RCS: Apologized to the customer for the handling of her call. No contact requested	07/01/05	Agent said she remembered the call because the customer stated that she had called the agent 5 times and wanted a msg left. The agent apologized but didn't go into detail of how calls come in randomly to various agents and that this was the first time the agent had gotten her call. Agent said after she sent the macro to inform the customer that her msg was left she asked if they would like to place another call. The customer typed "not by you" and hung up. Agent did the call correctly, but was coached on staying professional on and attentive to every call.
07/01/05	TTY customer reports agent did not process calls correctly. TTY customer instructed agent to dial a number that reached answering machine customer. Instructed agent to leave message. Later the person where the agent left the message called the TTY customer and stated they had not received the message. Next call, customer provided number to dial but got no response from agent. Customer typed "hello hello are you there?". No response. Finally agent typed "dialing..." Customer states the agent needs training and should not be processing calls. (apologized for problem advised complaint would be forwarded to supervisor) Customer request contact	09/04/05	This was discussed with the agent who said they didn't remember the call. Agent was coached on keeping the customer informed at all times and if they're not sure if a message was left to be sure to let the customer know. Agent will be monitored by remote surveys in the future to ensure calls are being processed correctly. Contacted customer to let them know of the results of the discussion with agent.
07/03/05	A VCO customer called to complain that she is experiencing unusually long wait times in connecting to Sprint CA relay. Apologized for inconvenience. Explained that CA traffic is only handled via the CA center and so wait times may vary. No follow-up requested.	07/03/05	Issue was due to temporary VCO problem where VCO calls were being routed to regular TTY lines. Problem has since been resolved.
07/03/05	A VCO customer called to complain that she is experiencing much longer than normal delays in reaching a Sprint CA agent. Apologized for inconvenience. Explained that Sprint CA calls must be handled in state. Suggested dialing 711 to reach other operators. Follow-up requested.	07/03/05	Issue was due to problem with VCO calls being mis-routed. Issue has since been resolved.
07/06/05	Customer states that more and more CA agents seem to be disconnecting the calls in the middle of the conversation. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. Customer did request call back when the problem is fixed.	08/14/05	New software was downloaded to prevent dropped calls. Tech informed me he called customer.
07/07/05	CA TTY user complains they are sick of being disconnected by agents. Apologized for the problem and let customer know I will be sure to inform the supervisor for follow up with the agent. No contact wanted.	07/07/05	Continued problem with Avaya. Technicians are working on the problem. **Source of problem found and issue resolved.
07/09/05	A CA VCO customer called in stating that this agent told them no when they requested the agent to type the date and time in reference to a call for his printing purposes. RCS apologized to this customer. No follow up requested. Update: Follow up requested VCO customer requests that Customer Service type and send a letter stating that this agent did not type the date and time at the end of their conversation as requested. This was requested as their VCO machine was not printing properly and customer needed this for court purposes. RCS informed customer supervisor would be notified for follow up.	07/09/05	Talked with agent and supervisor who had assisted agent. Customer was asking if agent would write a statement that documents that the call was non-threatening, including the time and the date. Agent apologized to the customer and said they she wasn't able to do that. Agent followed proper procedure.

07/10/05	Customer upset because the system hangs up; disconnects. Would like system checked to make sure it is working properly. Apologized to the customer for the inconvenience and thanked her for the feedback.	08/14/05	Seems temporary line problem. Issue now resolved.
07/10/05	A CA VCO customer called in stating that this agent did not keep them informed during the call. Also stated that this agent was slow to respond throughout the conversation and when asked direct questions the agent was extremely slow in responding causing this customer to be very frustrated. Customer also states, "it took a while to verify the id number". Customer states this agent typed "unclear" and that the agent typed "not able to understand" what the customer requested. RCS apologized for this problem. No follow up requested.	07/10/05	This was a new agent who was working their first shift on the floor. She was unsure of which questions could be answered. She was checking with supervisor. Agent was coached on keeping the customer informed at all times.
07/12/05	A VCO customer called to complain that she has been unable to make LD calls through the Sprint LD. She keeps getting an error message: "Your long distance has been temporarily disconnected." Apologized for inconvenience. Opened Trouble Ticket. Follow-up requested.	07/12/05	Recieved an email from John Moore stating the following "Spoke with Customer Service, I requested for an override
07/13/05	Customer states he told the CA about the nature of the call, and it was a lengthy explanation. The CA tried to interrupt him. The customer finished, and then he asked the CA if he understood. The CA hung up instead of dialing. It is worthy to note that the customer's initial explanation for the contents of this complaint took the customer 8 minutes and much of what he said didn't relate to the problem. Apologized. Agreed the CA should not disconnect. Encouraged customer to type clear, concise instructions. Explained the CA is always to follow customer notes. Customer Service modified the customer notes in place. No follow up.	07/13/05	Agent sent a message to the customer to tell them their message was garbled. Agent said they received an inbound disconnect message. Agent was coached on repercussions of disconnecting calls.
07/14/05	Voice customer called to complain that when dialing the CA voice number (1 888 877 5379) he continually gets TTY tones. This has been happening for approximately two weeks. He also says that when dialing the dedicated VCO number (1 888 877 8859) he does not get a VCO greeting. Apologized for inconvenience. Opened Trouble Ticket. Follow-up requested.	07/14/05	Issue was related to VCO problem that has since been resolved. Also now answering voice number in voice format first.
07/15/05	VCO caller reports agent did not process answering machine call properly. Agent advised they could not understand messages (2) VCO inquired if agent deleted the messages. Agent advised they did not. VCO customer requested agent redial to listen to messages again. Agent redialed and typed "there are no messages". Agent then hung up on VCO customer. (apologized for problem encountered advised complaint would be forwarded to supervisor) Customer did not request contact	08/14/05	Agent said messages on machine were very muffled and she couldn't understand them. This may be a problem due to our recording feature. When agent redialed, the machine said there were no new messages because she had already listened to them. Agent said she did not hang up on customer. Agent was coached on calling a supervisor for help when having problems processing calls and the repercussions of disconnecting a call.
07/16/05	Customer has notes saying they want a male agent and these agents did not read the notes and tell the customer they were trying to get a male agent or that there was or was not a male agent available. Customer also talked to a supervisor who did not help the customer to their satisfaction. Customer spoke with supervisor. Follow-up requested.	07/16/05	Apologized to customer. Agent was coached in keeping customer informed at all times.
07/16/05	Supervisor did not help the customer to her satisfaction, customer was wanting a male agent and went through 3 agents without getting one. Apologized. Follow-up requested.	07/16/05	Called customer and spoke at length. Explained that male agents are not always available. Asked her preference as sometimes she allows call to be processed if no male agents..and other times she doesnt. She will contact us if further issues.

07/17/05	A CA VCO customer called in stating that when they received a call, this agent was not clear at the beginning and the customer was confused as to who the call was from. At the end of this call while in the middle of reading the closing from the agent the text stopped and the call disconnected. RCS apologized to this customer. No follow up requested.	07/17/05	When I reviewed this with agent, he demonstrated his knowledge of the correct procedure for setting up a Voice to VCO call by sending the proper message announcing relay. The message may have been garbled. Also, coached him on making sure the entire closing macro transmits to the outbound before releasing the call.
07/18/05	Customer Complaint: Customer reported that twice when making a call he reached this CA and both times the line disconnected. Customer Service Response: Apologized for the inconvenience and told him the report would be sent to the account manager. No follow up requested.	07/18/05	Agent remembered this situation and reported them to the supervisor and tech as dropped calls that our system has been having problems with. Agent is aware that disconnecting calls on purpose can be grounds for possible termination.
07/18/05	A CA TTY customer called in stating that this agent gave their phone number out to one of the people she had called without permission. Customer states they specifically requested for this agent to not give out their phone number. RCS apologized to this customer and referred them to the Account Manager. Follow up requested from Account Manager.	07/18/05	Agent doesn't remember this call. Agent is now aware of how to block and unblock Caller ID. Agent was coached on importance of following customer's instructions. Account Manager called and apologized.
07/19/05	Customer asked agent to review notes and indicate if he understood. He responded "ok ga". Notes say, "If ans mach type "Ans Mach" and "Voice Now GA". Customer said agent typed out the entire answering machine and she wasn't able to leave a message. She then asked for a supervisor and the line disconnected.	07/19/05	Agent said she asked him if he understood notes and he responded, "Yes GA." Call went out to a recording (not ans mach) and rolled to a live rep. When rep answered CA typed "Hello GA" and opened the line for the VCO user to talk. Customer didn't respond and the outbound rep hung up. The customer then asked the agent why they didn't follow the notes and he explained it wasn't an answering machine and she disconnected. Agent followed proper procedure but was also coached on never disconnecting a call without supervisor.
07/19/05	A VCO customer is having problems with people hearing her when dialing through Sprint relay. She says she does not have this problem when dialing through Nordia or MCI. This has been happening for about a week. Apologized for inconvenience. Opened Trouble Ticket. Follow-up requested.	07/19/05	Spoke to customer. Suggested she add to profile for agent to amplify voice when needed. Called customer again. She says this issue is now resolved.
07/20/05	Caller received a call through Sprint CRS and was disconnected in mid conversation. C.S. Response: Apologized for the problem and let customer know this issue would be reported. No follow-up requested by customer.	07/20/05	Agent was coached. Apologized to customer.
07/20/05	CA TTY user complains "Why relay can not transfer me to speak Spanish to English?" I apologized explaining that the state did not choose to offer that service, but Spanish to Spanish relay is available. Reassigned to Account Manager. No contact requested.	07/20/05	Agent was correct in explaining that service is not provided by California. No contact info available.
07/24/05	A Voice customer called in to Relay requesting S2S and states this agent said they was a S2S agent. This customer also states that while on their call this agent said "Are you going to dial or play games with the Relay?" Then at the closing of the call was very rude and said "bye bye" in a rude tone. RCS apologized to this customer. No follow up requested.	07/24/05	Agent is a Speech to Speech agent. He said the call was coming from an inmate facility and the customer was not giving a number to dial. Agent was coached on not making judgment calls depending on where the call originates. All customers are to be treated professionally and politely.
07/24/05	TTY customer states the line disconnected in the middle of her conversation. When she asked the agent what happened, there was an explanation but it made no sense. Apologized. No follow up.	07/24/05	Apologized to customer. Agent was coached.
07/24/05	A CA VCO customer states that when they receive a call from the Relay the greeting macro does not come across completely. Only part of the end of the macro shows when the call comes in. RCS apologized for this problem and entered Trouble Ticket. No follow up requested.	07/24/05	VCO issue was temporary problem that has since been resolved.

07/24/05	TTY user reports trouble connecting to xxx-xxx-xxxx. She gets a recording that says something about "my TDD or computer phone and cable." Customer shows Time Warner cable as COC. Apologized for inconvenience. Called the number in question and got through without problem. Suggesting contacting Time Warner for help. Opened Trouble Ticket. No follow-up requested.	07/24/05	Customer's call is coming out of bad switch. Software fix installed. Issue resolved.
07/27/05	VCO customer unable to dial California number via Sprint CRS recording heard number cannot be dialed as entered but customer can dial number directly without a problem experiencing problem for past 3 weeks (apologized to customer for problem encountered advised trouble ticket and complaint would be entered) Trouble Ticket. Customer requests contact husband at number listed on complaint	08/30/05	8/1/05 Customer called Customer Service requesting an update on this issue. Customer service rep requested clarification of customers LD carrier customer checked their bill and their LD carrier is COX COMMUNICATION not COX CABLE. Customers notes have been updated as well as their LD carrier. Issue resolved.
07/28/05	CA TTY user complains when they requested to make a call the agent didn't answer right away, and when TTY user asked if they were there, the agent responded with "Hello Hello Hello yourself I'm dialing." Then agent typed numbers during the call and TTY user was unable to understand what was being said, which they are unsure if it was intentional. Apologized for the problem, explaining I will be sure to inform the supervisor. Customer does want contact from account manager	07/28/05	This agent is a female, but customer has agent ID. Possibly wrong ID number. Talked to agent and she didn't remember this call, however, said she would never type something like that to a customer. It may have been a TTY call coming in on Voice line. That may be reason for delay in answer time. Numbers during call were more than likely garbling and not done intentionally. Coached agent on making sure to remain professional and polite at all times.
07/28/05	Customer cannot make long distance calls through Relay. Information given to C.S. by Account Manager. C.S. Opened trouble ticket. CA Account Manager to follow issue for problem resolution	07/28/05	8/1/05 Customer's call is coming out of bad switch which is the one constant with this issue. A software fix has been installed. Issue resolved.

Complaint Tracking for CA (08/01/2005-08/31/2005). Total Customer Contacts: 20

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
08/03/05	A CA VCO customer called to say that the agent had very bad typing skills and could not even type what was being said to him. RCS: Apologized for the handling of the call. No Contact requested	08/03/05	Agent said the problem was not his typing skills. There was garbling throughout the call. There was a problem in the transmission of text.
08/03/05	VCO customer reports Calif agents advise VCO branding and notes do not appear (call received as VCO branded with CDB note indicating VCO apologized to customer for problem encountered advised complaint and trouble ticket would be entered regarding this issue) Trouble Ticket. Customer did not request contact	10/31/05	VCO branding issue was a temporary problem. It has since been resolved.
08/08/05	Caller said agent dialed a wrong number and told agent, agent said she did dial wrong number. Caller thought she should have apologized for the error. C.S. Response: Apologized for the problem and let customer know a complaint would be sent. Follow up not required on this issue.	08/08/05	Agent thought it would be breaking transparency. Agent was coached on the fact that apologizing for a mistake that was made is not breaking transparency; it is professional and polite.
08/10/05	CA VCO user complains agent plays games, and says "GA" not reading her customer notes. Apologized, explaining I will inform the agent supervisor. Customer does want contact from Account Manager	08/10/05	Agent is not playing games with this customer. Agent typed GA to let the customer know they were done reading their notes. Agent was coached on typing more than 'GA'. Should type "I have read and understand your notes GA." Account Manager called and apologized.
08/12/05	Customer Complaint: TTY user in CA cannot complete a long distance call even with the free LD promo. He reaches a recording "Your long distance service is temporarily disconnected." LD carrier of choice is Comcast. Customer Service Response: Apologized and told him I would enter trouble ticket to technician to resolve the problem. Entered COC in database (All Others) but call still does not complete. Told him calls should be going through as free in CA due to promo. Thanked him for his patience. No follow up requested.	08/12/05	Dropped test call in with the customers calling from number. inbound notes populated with LD COMCAST (ALL OTHERS)+ placed an instate LD call and COC popped up with ALL OTHERS selected. Call completed successfully. Placed several out of state calls (MO, FL, NY) all completed successfully. Tests clean
08/14/05	CA dialed phone number too fast without waiting for 'GA'. Customer was not able to interrupt so she hung up and called back.	08/14/05	Agent was coached on waiting for GA before dialing out to get complete instructions.
08/14/05	Person does not want to receive any more relay calls. Person who calls is calling from a correctional facility and voice customer is putting a restraining order on person. Voice will document agent and supervisor ID and give to court for charges to be filed. Do not allow any more relay calls to be placed to him.	08/14/05	Apologized for any inconvenience and informed of FCC and ADA guidelines. Offered to transfer customer to CS for blocked call options. Also explained about 3 CRS providers and gave all 3 CS numbers to customer. Also referred to LEC for block.
08/14/05	Voice user called to report problem with CA voice number, 1-888-877-5379. He is receiving TTY tones when he calls the number. He has never had this problem before. Apologized for inconvenience. Opened Trouble Ticket. Follow-up requested.	08/14/05	Checked for customer's number in the ANI.DAT file. The number is not in the ANI.DAT file on either Call Controller. I verified the 800 number (888-877-5379) is set up as VOICE answer type. Placed several test calls into the center floor using the customer's calling from number each time the call was answered as VOICE. Dropped 6 test calls into the center dialing the 888-877-5379 number. Each time the call was answered as voice. Tests OK No problem found.
08/15/05	A CA VCO customer called in to let us know that when they placed a call and received a recording this agent hung up on them. At that time the customer returned a call to the relay and ended up with the same agent and before the call was placed this agent hung up on them again. RCS apologized to this customer. No follow up requested	08/15/05	Spoke with agent. Agent says she did not receive any replies when typing. Agent coached on proper procedure.

08/17/05	Customer Complaint: VCO Customer reports that she continues to be billed for long distance calls through CA Sprint Relay Service, when these calls are supposed to be free due to the CA promotion. Customer Service Response: Apologized for the inconvenience and told customer we would issue credit for the charges. Entered trouble ticket #303108. Follow up requested by account manager.	08/17/05	08/17/2005 06:40 - CA VCO customer continues to be billed for long distance calls placed through Sprint CA Relay Service. In order to issue credit for the calls, the credit dept. is requesting proof that the calls did go through Sprint CA Relay. The customer's bill and times and dates of the calls are in the CS department, top tray, or see Sherri. Solution the information request has been provided to the cs representative. All of these calls were placed using the CA relay service. Refund for calls processed through customer service.
08/17/05	Caller receiving garbled message with Sprint CRS agent. C.S. Response: Apologized for the problem and opened Trouble Ticket. Follow up required by account manager/technician for problem resolution.	08/17/05	Unable to duplicate customers issue. Attempting to contact customer to determine if issue is "noise" on their phone line. Contacted customer through CA relay (agent 0030) heard buzzing whenever customer spoke. When customer spoke on his wife's phone the buzz was not heard. I informed the customer that the buzzing was only heard when he used his phone and that it was also the cause for his garbling issue. I instructed customer to use his wife's phone until his phone can be replaced.
08/21/05	A CA VCO customer states they are not able to place "free" LD calls when using Sprint Relay (711 choice). Customer receives recording stating that LD service has been temporarily disconnected when call is attempted. RCS apologized for this problem and entered Trouble Ticket. Follow up requested with resolution.	08/21/05	Sent an email to Brandon Hodge who indicates he will resolve the issue in CIS. Waiting on CIS to be updated to allow LD calling. Received an email from Brian Adamson who indicated he removed the block in CIS. He also stated the following in his email "The customer's LEC does not have a billing agreement with Sprint. Since the calls are "casually" going over the Sprint network with no way to bill them, Sprint blocks the ANI. The customer will need to contact LD Sales to set up a Sprint account."
08/23/05	Customer complaint: VCO customer reports that the CAs are not identifying their agent ID number at the beginning of the call, and not typing any greeting. She only receives the beginning of the call typed, saying "hello this is" with no introduction or relay announcement. She wants to receive the announcement in case there is any reason to know which operator handled her call. Customer Service Response: Apologized for the inconvenience and told customer the report would be sent to the call center supervisor. Thanked her for letting us know. No follow up requested.	08/23/05	Trainer has put out a reminder to all the agents on the floor to remind them to send the CRS greeting to the outbound VCO customer.
08/23/05	Echo Sounds - Other party hears	08/23/05	Technical support sent over the wire update to customer's unit to reduce the occurrence of echo.
08/23/05	Captions - stop in middle of call	09/06/05	Have engaged customer in ongoing troubleshooting. Customer is logging and reporting problem calls.
08/26/05	CA customer states that VCO macro is not showing when using the Sprint Relay service by dialing 711. Customer states that this has happened at least 5 times today. Problem is not happening with other relays only with Sprint. No agent ID numbers could be given. Will contact us with agent ID's if problem continues. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. Trouble ticket logged.Call back requested when the problem is fixed	11/18/05	Customer needs to call Sprint Customer Service and request their Verizon 711 profile be set up as VCO. Currently test results indicate that customers Verizon 711 profile is set up as VOICE not VCO. Sprint BD has set up all of the CA numbers to no longer do an ani lookup. So if the customer is dialing 711 we will answer the phone with the information provided by Verizon. If the customer dials one of the Sprint dedicated 800 numbers we will answer the phone by how the 800 number is set up. Tests OK.
08/29/05	A VCO user called to complain that the agent's spelling was "atrocious." She had to ask her party to repeat the address three times. In addition, she often used "KP" instead of "GA." Apologized. No follow-up requested.	08/29/05	Spoke to agent. Agent has not had any negative marks on surveys for spelling. Agent said there was a lot of garbling on the call. Agent slowed down transmission of text and tried to disable turbocode to clear up problem. Agent took correct steps. Sounds like there was not a clear transmission of text rather than agent's spelling.

08/29/05	A California VCO customer reports that she has been billed via SBC for her LD calls to Minnesota. She was informed that LD calls in California were free (until further notice). Opened Trouble Ticket. Asked customer to send in bill for credit issuing. Apologized for inconvenience. Follow-up requested.	08/29/05	8/29/05 Spoke with John Hogue who indicated that Sprint customer Service needs to work with LD Billing, LD Billing needs to assign an analyst to the issue who in turn would need to modify/correct/create/fix the lines in the DB that is causing the issue. Customer service refunding the call charges.
08/30/05	TTY customer called to report that two calls were dropped on 8/30 approximately 1:45 p.m. Using two different agents, about midway through both calls, the typing just stopped and the line was disconnected. Apologized for inconvenience. Explained that technicians are aware of the problem and working on a solution. Opened Trouble Ticket. Follow-up requested.	08/30/05	Customer dialed back into relay and successfully completed their call. Have placed two test calls over each inbound line, totaling of 270 test calls into the center. All of which unable to duplicate problem. Closing ticket.
08/31/05	Caller said agent did not follow instructions. Caller asked agent to dial a FD# and confirmed the name of the FD# with caller. Caller did not like the fact that agent did this. When caller asked agent to get a supervisor, caller said agent instead dialed number requested. (Customer VCO brand has dropped off -- when caller was connected to C.S. it was a voice line with no VCO branding and C.S. Rep. had to switch to text line. C.S. Rep believes this may have been what happened on the call with the agent.) Caller requesting a follow-up from supervisor via email address provided, and wants agent's side of story of what was happening on this call.	08/31/05	Call came in on voice line. CA had to switch lines which cut off part of what caller was saying. CA wanted to confirm name. Agent closed headset connection to the VCO user while they brought up the FD list and didn't hear the customer ask for a supervisor. Sent email to customer to explain the situation.

Complaint Tracking for CA (09/01/2005-09/30/2005). Total Customer Contacts: 36

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
09/01/05	A CA VCO user called to complain that agent did not follow database instructions on how to do her frequently dialed numbers. When caller asked to speak to a supervisor agent transferred them to Customer Service. Apologized and transferred back to relay so caller could place her call. Caller did not request follow-up	09/01/05	This CA was fairly new on the floor and was coached on how to access Frequently Dialed lists. Also, when customer asked for supervisor, agent thought the proper thing to do was to send them to Customer Service. Agent was coached on calling a TL over anytime a customer asks to speak to a supervisor.
09/01/05	A TTY user called to report that when she calls Sprint relay, "the signal light on the tdd does nothing or it will blink like someone's talking and then go busy, so I've had to redial a few times." This has happened all day. Apologized for trouble. Opened Trouble Ticket. Follow-up requested.	09/01/05	9/2/05 Placed test calls into center using customer's calling from information. Unable to duplicate the issue. Running LATA test calls to see if LATA is causing an issue. Test calls to the center through Each CA LATA all connected up the first try. Placed several test calls into the center using desk phone, each one connected without a busy signal. Unable to duplicate issue. All tests clear closing ticket.
09/01/05	A CA VCO customer called to say that she had a hard time getting the call thru and when she ask the agent to redial the agent did not send any information as to what was happening or if he was redialing. RCS: Apologized for the handling of the call No Contact requested	09/01/05	Agent coached. Apologized to customer.
09/02/05	VCO customer reports a problem with agent not sending ID number on incoming call or at end of call when the person hung up VCO asked agent several times before the ID number was provided. Customer advised agent did a good job and did not want agent to get into trouble but wanted agent to receive training regarding this issue customer grateful for Relay and has used for years (apologized for problem advised complaint would be forwarded to management) Customer did not request contact	09/25/05	Agent had forgotten to send macro that provides ID number. Agent also thought that since there was an inbound and outbound person on the line, they weren't able to say anything. Agent was coached on the fact that at anytime during the call they are to give their ID number when asked.
09/04/05	VCO customer called to complain that the agent "always hangs up" on her. If she gets him to stay on the line, it's not for very long. She says he's "always a problem." The agent does not follow her instructions, and if she asks if he has read the customer notes, he hangs up. Apologized. Follow-up requested.	09/04/05	Talked to agent who said the customer always hangs up on him. Coached agent on keeping caller informed.
09/04/05	VCO customer complains that the agent did not follow her notes: "Male agents only." Agent only typed: "GA," then "Do you want to make a call?" then finally, "Are you waiting for a male agent?" Apologized. Explained that the agent should have immediately asked for a male agent or explained that none was available. Follow-up requested.	09/04/05	Agent said assistant supervisor told her to ask if they're needed a male operator. Both agent and assistant supervisor were coached on the proper procedure; if it's in the notes, they shouldn't ask, they should just try to get a male.
09/05/05	VCO customer called to complain that the agent would not follow the customer notes which read "Male Agents Only." Customer waited four minutes before the agent typed only: "GA." Then customer said, "Customer service said to get your number if you don't read my notes." Agent typed "One moment please" and then got a male agent. Apologized for inconvenience. No follow-up requested.	09/05/05	Agent said they called for a supervisor to find a male agent. The assistant supervisor came over and told them to ask if they wanted a male operator. The agent didn't get a response so was waiting the contractual specified amount of time before releasing the call. The agent sent GA and then heard the customer speaking. By then, the assistant supervisor asked a male agent who was sitting nearby to come and take the call. Both agent and assistant supervisor were coached on the proper way to handle specific gender requests.

09/05/05	VCO customer called to complain that the agent did not read her notes, which were clearly marked "Male Agents Only." The customer waited for a male agent, and finally the female agent typed, "What number do you want to dial?" Customer asked, "Do you see my notes?" Agent just repeated: "What number do you want to dial?" The customer said, "I am asking if you see my notes that say I want a male agent?" The agent hung up. Apologized. No follow-up requested.	09/05/05	Agent thought she would be breaking transparency if she talked to the customer. Agent was coached on professional courtesy and that she is allowed to answer the customer as long as there was no outbound on the line. Agent said customer got angry and hung up. Agent was coached on the repercussions of disconnecting any call.
09/05/05	A TTY customer called in to report that she is still having problems with dialing to 1 877 735 2929. She says the line dials out, then the signal light blinks, then she gets a busy signal. Apologized to customer. Follow-up requested.	09/05/05	9/2/05 Placed test calls into center using customer's calling from information. Unable to duplicate the issue. Running LATA test calls to see if LATA is causing an issue. Test calls to the center through Each CA LATA all connected up the first try. Placed several test calls into the center using desk phone, each one connected without a busy signal. Unable to duplicate issue. All tests clear closing ticket. Informed customer unable to duplicate issue.
09/07/05	TTY user typing came in garbled, complains that he could not see it. I apologized, explaining that if TTY user begins to type while greeting macro is still engaged, this can garble the message he receives. Customer was unhappy and wishes to be contacted by CRS account manager.	09/07/05	Called customer and verified garbling issue resolved. Only happens when customer types same time as agent. Issue closed.
09/08/05	VCO customer called to complain that agents weren't receiving his VCO branding. He says he has recently asked to be rebranded three times and it is still not taking effect. When customer called into CS, he was branded, but he insists it is not branded when an agent gets the call. Apologized for inconvenience. Opened Trouble Ticket. Follow-up requested.	09/08/05	9/8/05 Per Business Development none of the CA numbers will do an ANI lookup. Customers number has inbound notes with VCO Tests OK. Account Manager also gave customer Sprint Dedicated VCO number.
09/10/05	VCO customer states this agent purposely ignores her notes and her prompts asking if the agent had read the notes. Apologized. Follow-up requested.	09/10/05	Agent said they do not ignore the customer or the prompts. Coached agent on proper procedure.
09/11/05	A TTY customer called to report that she was disconnected before the call was outdialed. "I gave the agent instructions for answering machine, then nothing happened." Apologized. Opened Trouble Ticket. Follow-up requested.	09/11/05	Customer called in to report that she was inadvertently disconnected when she called Sprint CA relay today. She says, "I gave the agent instructions for answering machine, then nothing happened." Solution: Training issue, referred to Trainer. Agent coached.
09/13/05	Echo Sounds - Other party hears	09/13/05	Provided tips on how to resolve echo sounds. Provided software update over the phone line.
09/14/05	CA TTY customer reports agent didn't respond in timely manner after agent typed "answering mach line disconnected" TTY customer advised they did not want to leave message GA no response from agent TTY frustrated and assumed agent had hung up on them agent finally responded after 30 seconds asking if TTY wanted to leave a message TTY customer wanted to make another call but agent didn't respond in a timely manner therefore TTY customer hung up to use a different agent who would respond appropriately	09/25/05	Agents keyboard had locked up on her. Supervisor had come over to assist her with the problem. Agent was coached on being sure to keep the customer informed that there had been a technical issue. Apologized to customer.
09/14/05	Customer states that this agent did not follow her instructions. In call notes it states, (Read notes)Dial number/Dont say 1 word/Just type "hello ga". When calling to a bank this agent did not follow those instructions. Customer has complained about this before. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. Call notes adjusted to help the agents understand this request more clearly. Notes now state, (Read Notes) Dial nbr,Dont announce relay or say 1 word, Type "hello ga" No call back requested.	09/26/05	Agent was coached on making sure to read customer's notes and follow any instructions.

09/18/05	VCO customer called to report that agent announcements were not transmitting for about a month now on incoming calls. When he receives a call, there is a long pause, then finally (F) or (M), but no agent greeting. Apologized. Opened Trouble Ticket. Follow-up requested.	09/18/05	Placed a couple of test calls using the customers calling from number into relay dialing the 877-877-8859 number. Each time the line was answered as a voice style call and the notes stating the customer is a VCO user popped up as well. Per Business Development and Systems Engineering, system is working as designed. Customer states no longer having this issue.
09/19/05	VCO customer complains that the agent did not go to find a male agent as specified in customer's notes. Apologized. Follow-up requested.	09/19/05	There were no male agents available at the time. Informed customer of proper procedure followed. Apologized.
09/19/05	VCO customer complains that the agent did not go to find a male agent as specified in customer's notes. Apologized. Follow-up requested.	09/19/05	Agent asked customer to hold while she called over a supervisor to get a male agent, but the customer hung up. Apologized to customer.
09/19/05	VCO customer complains that the agent did not go to find a male agent as specified in customer's notes. Apologized. Follow-up requested.	09/19/05	No male agents available at the time. Apologized to customer.
09/19/05	VCO customer called to complain that the agent gave "poor customer service and was rude." Agent dialed out to a business, and the woman who answered spoke to the agent instead of the customer. The agent continued his conversation with the woman at the business, only typing (explaining relay) and not letting the customer talk directly to the woman. Apologized for inconvenience. Follow-up requested.	09/19/05	Agent had to explain relay several times to voice customer as they would have hung up thinking it was a telemarketing call. Agent followed policy. Followed up with customer.
09/19/05	VCO customer complains that the agent did not go to find a male agent as specified in customer's notes. Apologized. Follow-up requested.	09/19/05	This agent is a trainee who had been assigned this ID number at the time the complaint was submitted, but had not been on the phones. Apologized to customer.
09/19/05	VCO customer complains that the agent did not go to find a male agent as specified in customer's notes. Apologized. Follow-up requested.	09/19/05	Agent was waiting to see if customer was going to say it was okay for her to do the call as she sometimes does. When customer didn't say anything, agent called a supervisor over to get a male operator, but the customer hung up. Apologized to customer.
09/19/05	VCO customer complains that the agent did not go to find a male agent as specified in customer's notes. Apologized. Follow-up requested.	09/19/05	There were no male agents available at the time. Apologized to customer.
09/19/05	VCO customer complains that the agent did not go to find a male agent as specified in customer's notes. Apologized. Follow-up requested.	09/19/05	Customer hung up before agent could get male operator. Apologized to customer.
09/19/05	VCO customer complains that the agent did not go to find a male agent as specified in customer's notes. Apologized. Follow-up requested.	09/19/05	No male agents available at the time. Apologized to customer.
09/19/05	CA VCO user complains she is getting "your LD is temporarily disconnected" recording when using CRS. Apologized, explaining I would have the technicians look into this. Entered Trouble Ticket. Customer did not request contact but agreed to any calls to her for further information from technicians.	09/19/05	Sent an email to Brandon Hodge to get customers number unblocked in CIS Tests ok
09/20/05	Disconnect/Reconnect during calls	09/20/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

09/20/05	A VCO customer called to complain that four weeks after "several brandings," his brandings are not showing up to the agents. His branding did show when he was transferred to CS, and I told him this. He requested another contact, and I referred him to Account Manager. Opened Trouble Ticket. Follow-up requested.	09/20/05	Unable to duplicate customers issue. Placed several test calls into relay using customers calling from number. Customers notes do indicate that they are a VCO user. Once the Verizon DB is updated with the VCO branding the customer should not experience this issue.
09/21/05	A CA VCO caller complained that agent did not follow her instructions and hung up when they received a Spanish recording. Caller also complained that when asked for a supervisor got an agent in charge and was dissatisfied. Caller said that she frequently receives an agent in charge when asking for supervisor. Apologized for the problem. Caller spoke with C.S. supervisor. Caller did not request a follow-up.	09/21/05	Verified agent coached. Apologized to customer.
09/24/05	This agent was not helpful or nice at all, was quite rude. He read me what she typed and said callers about to hang up. I asked "Is she hanging up now? Is that all you need from me?" He said, "I can't engage in the conversation". Person said, "Mrs (), Operator said, "party is interrupting" etc. this went on for 3 or 4 times. I know the operator cannot engage in the conversation, I have done many relay calls. He did not need to be that way. He did not help this lady at all or the business. Apologized. Follow-up requested.	09/24/05	At this time, the number is used by a female supervisor that had not been in the office for over a week at the time of the complaint. Called the customer on 9-29-05 to explain this to the customer. The customer was still very upset about the situation and then gave me more information. After further investigation, it was concluded that this particular call was handled by MCI Relay or Nordia Relay rather than Sprint Relay. I contacted the customer on 9-30-05 at 12:30 pm CST to inform her of the situation and referred her to MCI and Nordia Relay Customer Service. Customer was satisfied with the resolution I was able to provide her at the time.
09/26/05	CA dialed number without waiting for the GA. Customer had an answering machine message she wanted to type before the agent dialed out. Apologized to customer.	09/26/05	Spoke to agent and advised her to slow down and focus on call detail.
09/26/05	Customer said agent didn't dial correct number. Apologized to customer.	09/26/05	Customer typed number to dial without area code so agent used the same area code the customer was calling from. Agent followed correct procedure.
09/26/05	CA VCO user complains that agent said there were fax tones when she called RCS toll free #. Customer felt agent needs more training. Also her VCO phone keeps ringing after she picks up the line. Apologized for problem and let customer know I will inform the supervisor, referred to CTAP for having her equipment checked. No contact requested	09/26/05	Agent said when dialing out she was getting either ASCII or Fax tones. Asked customer if they wanted RCS and then transferred the customer. Agent was coached on calling a supervisor over for assistance if not sure of what she's hearing on the outbound line.
09/26/05	CA VCO user complains that agent said there were fax tones when she called RCS toll free #. Customer felt agent needs more training. Also her VCO phone keeps ringing after she picks up the line. Apologized for the problem, and let customer know I will inform the supervisor. Referred to C TAP for having her equipment checked. No contact requested.	09/26/05	Agent doesn't remember call at all. Doesn't remember calling any toll free number and getting fax tones. Agent was coached on calling over a supervisor for any problems they may have in processing a call.
09/26/05	CA VCO user states that when receiving a call, agent did not send the greeting macro to let the customer know they were getting a call through relay. Customer is very upset and believes these California agents need more training. Customer Service apologized to the customer. Customer does not want a follow up.	10/10/05	Agent had forgotten to send the macro announcing relay to the outbound. Agent was coached on using the appropriate macro to keep all customers informed when the call is coming through relay.

Complaint Tracking for CA (10/01/2005-10/31/2005). Total Customer Contacts: 21

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10/05/05	A CA VCO customer states while in the process of requesting the CA to dial a 2nd number this CA hung up on them. Customer says this has happened more than one time with various CA's. RCS apologized to this customer. No follow up requested.	10/05/05	This was part of the problem we were having with the system disconnecting calls. The problem has been resolved.
10/05/05	A CA TTY user called to complain that she could not get through to the relay agent. When she called in to the relay the only thing that showed on her screen was Sprint CRS and then the macro stopped with no agent ID number and she stated that her TTY went to a busy flashing signal. Trouble Ticket was entered. Customer did not request follow-up.	10/05/05	Placing test calls using customers calling information. Unable to duplicate issue using customer's calling from information. Placed several different test calls into relay using different calling from numbers all test calls received expected text and information. Tests Ok
10/06/05	Echo Sounds - CapTel user hears	10/07/05	Provided customer with software update and echo cancellation tips.
10/06/05	Echo Sounds - Other party hears	10/07/05	Provided customer with software update and echo cancellation tips.
10/06/05	A VCO customer called to report problems dialing from her home number. She says three different agents have tried, and all of them said they only reached a dial tone. I called the number from a phone in CS and the call went through immediately. Opened Trouble Ticket. Follow-up requested.	10/06/05	Unable to duplicate issue, Placed several test calls to number with no problems encountered . 1-06: Called to notify customer but number disconnected.
10/07/05	Customer Complaint: Customer reported that it was her party's turn to respond and the relay operator typed "fax machine playing in background" and her party hung up. She can't get her party back on the line when trying to call back. Customer Service Response: Apologized for the inconvenience and told her the report would be sent to the call center supervisor. No follow up requested.	10/07/05	Agent said when he dialed out he heard a voice person answer the phone along with fax tones. Then he received the message that the outbound hung up. He redialed at the request of the customer and reached only fax tones on the second dial out. Agent was following procedure by keeping the customer informed and typing background noise.
10/07/05	Echo Sounds - Other party hears	10/07/05	Provided customer with software update and tips to eliminate echo.
10/11/05	A CA VCO customer called to say that the agent was unresponsive and did not follow notes in database. Requested a supervisor and agent did not respond to her request. RCS: Apologized for the handling of the call. No Contact requested	10/11/05	Agent said the customer had notes with information on how to do voice mail retrieval. Agent didn't read far enough down in notes to get the pass code. Agent apologized to the customer, redialed and processed the call successfully. Agent was coached on making sure to read the customer's notes thoroughly before processing their call.
10/11/05	Voice customer received Relay call on cell phone customer asked oper to repeat because he couldn't hear what oper said due to cell phone cutting out oper refused advised the oper could not repeat (apologized for problem encountered caller has received many calls via Relay and needs to have call content repeated sometimes due to cell phone reception in past Relay oper has repeated under these circumstances caller stated the call should have taken 5 minutes but due to oper not repeating when he could not hear the oper the call took 15 minutes) Caller requests contact	01/20/06	Unable to duplicate issue, Placed several test calls to number with no problems encountered . 1-20-06 Dialed customer but numbers disconnected.

10/12/05	A CA Speech to Speech customer called to say that she could not hear what the person was saying and the agent did not repeat for her. RCS: Apologized for the handling of the call Contact requested.	10/12/05	Agent said the S2S bridge was bad. She reached a recording and had problems hearing what it said and offered to call back to get to a live rep. Agent had the volume control as high as it would go. The agent later processed a call for the same customer to a live person and did repeat what the Voice person said. We have had people report in the past that they have problems hearing when bridged. A trouble ticket has been entered on this and the tech is aware of the problem. Issue resolved.
10/12/05	Disconnect/Reconnect during calls	10/12/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
10/12/05	Customer said she has constantly been complaining that macros waste her time. After each terminated phone call, she has to wait for a macro before she can place her next call. The customer also complains that some Relay agents have foreign accents. She wants her views known; new procedures are in order. Assured customer that I would convey her communication management. Follow up requested.	10/12/05	Called customer and explained we are required by law to provide the macros. Customer not happy but accepted explanation.
10/14/05	CA VCO user trying to make long distance calls and getting a recording that says "your long distance carrier has been temp disconnected." Customer Service apologized for the problem and also entered Sprint as the COC on 10-13-05, but that did not fix the problem. Provided the AM phone number to the customer. Customer would like the AM to contact him.Trouble Ticket.	10/18/05	10/14/05 Sent Email to Customer Service to have customers number un-blocked in CIS. 3 10/17/05 Received email indicating block had been removed. All test calls completed with no problems encountered. Closed...issue resolved.
10/17/05	CA Voice user unable to reach her Mom in CA using calling card with available minutes, gets recording that her long distance is temporarily disconnected. Apologized let customer know relay technicians will be informed to check the issue. Customer agreed to calls from technicians. No contact from account manager wanted.	10/17/05	No contact info available for customer. Closed.
10/17/05	Customer Complaint: TTY customer in California cannot place long distance call through the free LD promotion. They have Astound Cable for local telephone service, and keep getting the recording, "your long distance is temporarily disconnected." The call should go through free. Customer Service Response: Assisted the customer by entering a note "LD Astound Cable", and entering "all others" in the CDB so the calls could go through. It did not work, so entered trouble ticket. Apologized for inconvenience. Follow up requested.	10/17/05	Sent an Email to Customer Service to unblock in CIS. Block has been removed in CIS, All tests complete successfully.
10/17/05	A CA VCO customer says when asking agent to dial the message center number listed in their notes and follow the rest of the instructions, this agent said there were no notes showing. Customer asked for the supervisor and waited a bit before the supervisor came on the line. Customer states the supervisor typed, "This is the supervisor how may I help you?". They requested the supervisors name and supervisor typed the same question, "This is the supervisor how may I help you?". After repeating the question again and getting the same response the customer was frustrated and hung up feeling that this was not a real supervisor. RCS apologized to this customer. No follow up requested.	10/17/05	Spoke woke with the agent about this complain and agent wasn't familiar with it. I coached agent on importance of getting a supervisor when requests to do so. Agent understands and say would never deny customer a supervisor.
10/18/05	A CA TTY customer has not been able to place long distance calls when using CRS. Billing options menu pops up every time they attempt to place a call. RCS apologized for this and entered Trouble Ticket. Follow up requested.	10/18/05	10/19/05 Verified issue, customers number is being blocked in CIS. Sent an email to CS and they replied, test calls complete with no problems.

10/19/05	VCO customer was in the middle of a phone call when he said GA and realized that the operator had been typing while he had been talking and asked the operator, "Don't type until I say GA" and then his call was disconnected. After calling the person back and discovering that the person he was talking to had not hung up, he wants the agent to be advised to not type to the VCO customer until they give the GA, tell the customer they cannot interrupt, and to please hold. Apologized. No Follow-up requested.	10/19/05	this agent is no longer with the company. Unable to coach.
10/19/05	TTY customer reports agent hung up on them after processing call customer wanted to make another call and waited for response from agent before realizing agent hung up (apologized for problem encountered advised complaint would be forwarded to management) Customer requests contact	04/18/06	Agent # provided is not a valid number or is no long with the company. Unable to coach.
10/26/05	A CA voice customer attempting to contact a TTY customer states that this agent was very rude to him and the agents tone of voice was also rude. RCS apologized to this customer. Follow up requested.	10/29/05	Customer contact attempted: 10/26 5PM Vmail, 10/27 1253PM Vmail, 10/27 630PM Vmail, 10/29 1130AM, Message left. Informed customer ID # is not assigned to an Sprint employee. Advised California is multi-vendor state, and referred alternate CRS providers.
10/26/05	CA VCO user uses Sprint CRS exclusively complains agent disconnected her call after long pause. Apologized, let customer know I will be sure to inform the supervisor for follow up. Customer does want contact.	10/26/05	Spoke with agent about this call. She didn't remember it because of the amount of time that has passed. I coached agent on disconnect procedures.

Complaint Tracking for CA (11/01/2005-11/30/2005). Total Customer Contacts: 14

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11/02/05	Customer states that in her call notes she has specific instruction to following on calling from her Frequently Dialed list. This agent did not seem to read the notes or follow the instructions. When trying to get back to the operator there was no response at all. RCS response: Apologized for the problem and thanked the customer for letting us know. Assured that the complaint would be sent in as stated. No call back requested.	02/17/06	Talked to agent about this call but agent didn't remember the call. Coached agent on customer notes and why it is important to follow them.
11/05/05	CA VCO user called in to say agent did a horrible job with no spaces in between words, terrible spelling, and took forever to respond. Customer also said the CA erased her messages on her answering machine when she only wanted to erase the first one. Customer had a terrible time with this CA so she hung and called back in to another CA and thats how she found out her messages had been erased. Customer Service apologized to the customer. Customer would like a follow up via email.	11/05/05	Spoke with CA about this complaint. CA says she doesn't recall this particular instance but has since this date receive additional time to practice and improve typing skills as well as grammar. The CA was given the option for additional assistance.
11/09/05	Accuracy of captions	11/09/05	Apologized to customer for incidence. CSR thanked customer and informed customer that their feedback would be shared with appropriate captioning service staff. Explained to customer how CapTel service generates captioning* and how they may document and report.
11/14/05	Captions Lag too far behind voice	11/14/05	Thanked customer for providing us feedback and advised customer to provide us with the number of the Captionist and date of call for us to follow up further.
11/16/05	VCO Customer called relay 3 times to get Answering Machine Retrieval. Very Frustrated. Does not Remember any CA ID. CA said message was garbled.	11/16/05	Apologized and thanked customer for feedback. Coached agent on proper procedure for call disconnect.
11/19/05	Disconnect/Reconnect during calls	11/30/05	Customer will report interrupted calls for further investigation of problem. Reconnecting prompt provided for customer.
11/21/05	Customer successfully completed one call and wanted the CA to dial a second phone number. The CA disconnected the line. Apologized. No follow up.	11/21/05	Technical issue. On site tech was informed of the problem. Unable to duplicate issue. Issue
11/21/05	CA voice user said he talked to his VCO mother on Nov 13th between 6 PM and 10 PM Pacific time. During the call credit card info was passed to the son. Later the mother received another call where the caller said it was the son, asking for the 3 numbers on the back of the credit card. The mother gave the info. Later the mother called the son and asked him why he had needed the info. The son said he never called her. The son believes the OPR on the first call was trying to get the credit card info to use the credit card. Customer Service apologized to the customer, and has turned in a Trouble Ticket to find out what OPR helped on the original call. Customer would like follow up.	11/21/05	followed up with the agent. Unable to obtain original agent ID using phone number only.

11/21/05	Customer states she was told "one moment" 3 times. She wants to be kept informed. The customer understands delays and would be tolerant if she knew why. She wants the supervisor to coach the CA on the importance of always keeping the customer informed. Apologized. Discussed call notes. The customer's database contains very specific instructions when calling to her message center that could delay out dial. No follow up.	11/21/05	talked to Ca about keep call informed and explained the importance on keeping the customer informed at all times.
11/21/05	Following a call, the customer asked for the supervisor. Customer encountered delays on her Relay calls and wanted to discuss the problem with the authority person in the center. The supervisor had to be asked his name. The customer states he was unprofessional and uncooperative. Customer requests the supervisor problem be handled internally. Apologized. No follow up.	11/21/05	i discussed this issue with all team leaders in the center. Apologized to customer.
11/29/05	Disconnect/Reconnect during calls	11/30/05	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
11/29/05	Disconnect/Reconnect during calls	11/30/05	Customer will report interrupted calls for further investigation of problem. Reconnecting prompt provided for customer.
11/30/05	TTY customer requested Relay oper dial a TTY number oper connected TTY to TTY customer afraid this call was scam to a bank TTY line due to all types of scams happening thru Relay services oper did not respond at end of call customer afraid her phone number that was provided to a scammer and not bank TTY personnel) (provided info to customer regarding TTY to TTY calls via Relay all details fit with TTY to TTY release type of call customer confident this was a scam call) Customer request contact asap	01/05/06	spoke with agent and agent does not remember the call.
11/30/05	TTY customer requested Relay oper dial a TTY number oper connected TTY to TTY customer afraid this call was scam to a bank TTY line due to all types of scams happening thru Relay services oper did not respond at end of call customer afraid her phone number that was provided to a scammer and not bank TTY personnel) (provided info to customer regarding TTY to TTY calls via Relay all details fit with TTY to TTY release type of call customer confident this was a scam call) Customer request contact asap	01/05/06	spoke with agent and agent does not remember the call.

Complaint Tracking for CA (12/01/2005-12/31/2005). Total Customer Contacts: 24

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/02/05	Customer making call for the first time thru Sprint CRS TTY friend provided Sprint CRS number customer dialed Sprint CRS 888 Voice number agent asked for phone number calling voice customer provided number and agent disconnected caller voice customer thought perhaps it was her fault and called back to Sprint CRS and the same agent answered once again customer provided calling to number then agent disconnected calls made today 12-2-05 (apologized for problem advised it may have been a technical problem causing disconnect advised complaint would be forwarded to supervisor to research further	01/05/06	The agent could not remember this particular call and was coached on disconnect procedures in case this may not be a tech issue.
12/02/05	VCO customer states the agent disconnected after the first call without giving them the option to make another call and the VCO customer had other calls to make. The agent also did not follow the customers instructions even after the customer asked if the agent understood all the instructions, agent went ahead and placed the call and then had to get more instructions from the customer which delayed the call that much longer and the agent did not keep the customer informed. Apologized. No follow-up requested.	12/02/05	That agent id is no longer valid for follow up.
12/03/05	Person said all agents with 4XXX numbers were slow and rude. The customer was disconnected many times, the customer also said that a manager told them that the CA's don't like to take on-line calls.	01/07/05	I told the customer that I understood his/her concern and would notify the account manager of the problem. I informed the customer we are a newly opened center. Customer would like an e-mail from account manager. The account manager followed up with e-mail on 1/7/2005 to customer apologizing for any inconvenience.
12/03/05	CA VCO customer called in to say the OPR was very sweet, but she auto redialed without the customer asking her to. The OPR also seemed to be having technical difficulties, but when the customer asked her what was what was going on the OPR said "hold on hold on" and then the customer was disconnected. The customer wants to suggest the the OPRS let the supervisor know when they are having tech difficulties. Customer Service apologized to the customer and also explained how the OPRS turn in Trouble Ticket when they are having tech problems with their computers. Customer would like follow up via email.	12/03/05	Spoke with agent and the agent was coached on pacing procedures. The agent could not remember this particular call.
12/04/05	VCO customer called to complain that when the agent took over the call, he did not follow her customer database notes. Apologized for inconvenience. Referred to account manager for further assistance. Follow-up requested.	12/04/05	talked to agent about importance of following customer instructions and DB notes. no exceptions
12/08/05	VCO customer reports agent did not follow instructions to retrieve messages at message center VCO requested agent read CDB notes regarding retrieving messages before dialing out agent typed all of recording on voice message the notes instruct not to type any recordings VCO also instructed agent to delete any telemarketer calls agent did not when agent redialed to delete per request agent typed recording on message center again call today at 1:30 PST (apologized to customer for problem encountered advised complaint would be entered) Customer did not request contact	01/05/06	I went over database procedures with this agent to make sure they fully understand

12/15/05	Customer states that this agent did not follow her instructions. Her notes say, "Dial number, don't announce relay or say 1 word, type "Hello GA". When she called a business the agent typed to her "Hello? Hello? Anybody there? They hung up." The customer became very mad that the caller hung up. Customer asked for a supervisor and none came to the phone so she hung up on relay. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. Call back requested to account manager.	01/05/06	Called customer and apologized for inconvenience. Explained that notes do not allow for detailed instructions. Apologized.
12/15/05	Customer stated to agent to read her notes. Notes say, Dial number, don't announce relay or say 1 word, type "Hello GA." Customer upset when agent said, "Hello? Hello?" and then typed, nobody is saying anything. Customer mad that agent said Hello to the business to get them to talk. She wanted to announce her call herself. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. Call back requested at 8am from supervisor and Account Manager	02/03/06	Spoke with agent says "when the phone was answered the person said hello hello hello". Made sure that the agent understood that we must follow customer instructions. She understands that and says she did follow the instructions.
12/15/05	Customer stated to agent to read her notes. Notes say, "Dial number, don't announce relay or say one word, type "Hello GA" Customer did speak to business person at restaurant and made them aware of how to use the relay service. Business asked for her order and said they were very busy. Customer upset with that reply from business and told agent to disconnect the call. Agent said they did not hear customer say to disconnect the call. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. Call back requested at 8am from Account manager and supervisor	02/16/06	Called customer and apologized. Customer thanked AM for call back. Agent coached.
12/15/05	Customer upset that this agent did not follow her instructions. Asked agent, Can you follow instructions? Asked agent to read notes. Notes say, "Dial number, don't announce relay or say 1 word, type "Hello GA" Customer wants to announce the call to a business herself. Customer upset when business hangs up before relay can put call through. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. Call back requested from account manager and supervisor	02/16/06	Called customer and apologized. Agent coached. Customer satisfied with response.
12/15/05	Caller cannot complete long distance call through relay. Gets recording that she is blocked from calling the number she is dialing to. Apologized for the problem and opened Trouble Ticket. Follow-up is required for problem resolution.	12/15/05	Was able to place calls through a sprint agent and by dropping calls. The calls were answered by answering machine at this phone number. Was not able to duplicate the blocked call. I also talk to Jun Moon to confirm what I did and per Jun I could not do any more.
12/16/05	CA VCO customer states agent was arrogant on the call. Customer gave CA the number to dial and said to press 2. CA dialed out and typed back to the customer that she had the wrong number. Customer told the CA to dial again and press 2, CA told her there were no options to press for 2. Customer told the CA she didn't know what he was doing and gave the 1 800 number again to dial. CA then reached the correct party. Customer Service apologized to the customer. Customer would like follow up from the Supervisor. Customer can be reached at 8:00 AM.	12/16/05	Spoke to agent in regard to this complaint. The agent does not remember taking this call. Coach on some additional call processing procedures.

12/16/05	CA VCO customer states that CA agent did not follow her instructions, the reason the CA gave was there was static on the line. Customer asked for the supervisor and she came on the line and told customer "these things happen". Customer Service apologized to the customer. Customer would like a follow up from the AM.	12/16/05	Spoke with agent and agent does not remember particular issue. Coached agent on following instruction of customer. Agent understands the importance of following instructions
12/17/05	Accuracy of captions	01/03/06	Thanked customer for providing feedback on CA's performance on call. Feedback sent to CapTel Call Center.
12/17/05	A CA TTY customer states that when they attempt to unblock their call when using relay they are unsuccessful. Calls are going through without using the relay service to the same number they are trying to dial. They have attempted to dial star 82 before dialing the relay number and then place their call but still were unsuccessful. RCS apologized for this problem and entered Trouble Ticket. Follow up only if necessary.	12/17/05	Could not find anything wrong with our system. I did talk to customer service who did checked there system and did make a change for one (1) of the phone numbers. Part of the caller ID was changed from a NO to a YES. CS was able to place calls to both numbers, outbound and inbound.
12/18/05	VCO customer called to complain that the agent did not follow her instructions. Customer said, "Agent, just hang up," but the agent allowed the outbound to respond first, which agent typed, before typing "person hung up." Apologized. Follow-up requested.	12/18/05	Spoke with agent about this complain. Coached on call procedures and went through a role play to ensure complete understanding.
12/18/05	VCO customer states that the agent did not follow her Customer Database Notes about answering machine instructions so the call did not proceed as requested. Apologized for inconvenience. Follow-up requested.	12/18/05	Agent doesn't remember this particular call but was coached on following database notes.
12/18/05	VCO customer complains that agent was "incompetent." The agent did not identify herself when the call came in. Customer states the agent typed poorly, and "did not seem to understand English." Customer asked for agent ID, and the agent said she did not understand what an agent ID was, but eventually gave her an agent ID. Soon after giving the agent ID, the line disconnected. Apologized for inconvenience. No follow-up requested.	12/18/05	Agent disagrees with complaint and doesn't remember receiving a call like this. I informed agent that if refresher training is needed to let me know. I also coached agent on call procedures.
12/18/05	A CA VCO customer states this agent did not type the ending of her call verbatim. After conferring with their outbound party after the call, this customer verified that this agent did not type verbatim what the outbound party said at the end of the call. Customer states they have spoken with the supervisor regarding this as well. RCS apologized to this customer for this problem and thanked the customer for informing us so that it may be prevented from happening again. No follow up requested.	12/18/05	Talked to agent and coached agent on the importance of typing everything verbatim. Our role at the relay operator to type everything heard and not leave anything out.
12/23/05	Customer called twice to CA Relay and was disconnected. The first call was handled by male agent and the second was female. Called back a third time, and completed call without difficulty. Customer states he did not change any settings on his phone and believes his calls were disconnected by the first two operators.	12/23/05	Apologized for the problem. Advised his concern would be forwarded to the supervisor of the operator involved for follow up with the operator. Customer does not request follow up. Talked to both agent neither remember this particular call. I went over disconnect procedures and made sure they understand that hanging up on a customer is not acceptable.

12/23/05	Customer's friend having difficulty calling her through relay. Caller tried twice to reach the customer and calls did not go through. Customer said she is not receiving Agent ID numbers when placing calls. Customer said operators receiving "inadequate training". Said she has complained several times asking for follow-up and did not receive any follow-up calls. Apologized to customer for her difficulties assured her that her complaint would be filed with the appropriate party and she would receive a follow-up call.	12/23/05	Apologized to customer assured her that her complaint would be sent to the appropriate person and that she would receive a follow-up call.
12/25/05	A CA VCO customer states this agent had difficulty retrieving their voice mail messages and was inappropriate and unprofessional. In the process of retrieving the messages the agent had to redial 2 times due to disconnects and then was unable to "relay" one message completely. Customer requested this message again and states this agent said they were only able to relay what was heard. Customer felt this was inappropriate and states they informed the agent of this and then requested to dial another number. At this point the customer states the agent disconnected the line. RCS apologized to this customer for the problems they had experienced. No follow up requested.	12/25/05	Agent states that this call was handled properly. I coached agent on voice mail retrievals to ensure complete understanding.
12/28/05	Accuracy of captions	01/03/06	Thanked customer for providing us feedback on CA's performance. Feedback shared with CapTel Call Center.
12/30/05	VCO customer states she made a call yesterday through this agent and asked the agent to take time to read the notes and said she wanted to add to the note instructions, that she was to delete anything that was not in english and delete any telemarketing calls. The agent typed the telemarketing call and VCO customers wants to know why. VCO customer then asked R. O. are you there ga? over and over and there was no response. Then asked for supervisor and after quite sometime, person hung up. Apologized. Follow-up requested via email, wants to know what the problem is and what corrective action is taking place.	12/30/05	Spoke with agent and she doesn't remember particular call. I coached he on the importance of following customer database note.

Complaint Tracking for CA (01/01/2006-01/31/2006). Total Customer Contacts: 32

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/02/06	A CA VCO customer states that after placing one lengthy call they needed to place another call and so they requested the operator to dial another number and this operator hung up on them. RCS apologized to this customer. No follow up requested.	01/02/06	spoke with agent and agent informed me that call was automatically disconnected for some reason. Agent insisted they didn't hang up on the customer. Explained what happens when and agent does disconnect a customer on purpose.
01/03/06	Disconnect/Reconnect during calls	01/03/06	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
01/03/06	Echo Sounds - CapTel user hears	01/04/06	Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Also advised customer how to properly hold handset for echo reduction. Sent customer software update over the phone line.
01/04/06	VCO customer reporting, for 8th or 9th time, she does not receive incoming macro when receiving calls via Sprint CRS customer expects this problem to be resolved immediately or will continue to file complaints (apologized for problem advised complaint and trouble ticket would be entered immediately) Customer expects contact asap from Acct. Mgr. and/or tech	02/17/06	Verified customers number is branded as VCO number in the DB. Verified the customers notes populate as VCO answer type. Currently none of the California numbers perform an 800nums lookup for answer type according to branding. So if the customer dials relay via 711 they will be answered as voice. In order for the customer to connect to relay via VCO they will need to dial the dedicated VCO 800 number (877-877-8859) then they will be answered as VCO type. All tests passed.
01/05/06	CA VCO user complains agent did not follow her customer notes, then asked for a different agent, but none came, so customer hung up. Apologized, explained I will let the supervisor know. No follow up wanted.	01/05/06	No agent with this number. Ticket closed.
01/05/06	CA VCO user complains she had problems with this agent and a previous agent following her customer notes correctly, and then this agent had same problem and disconnected her call. Apologized, explained I would inform the supervisor. No contact wanted.	01/05/06	No agent with this ID. Can't follow up with agent.
01/06/06	CA VCO user complains she needs to be able to use English to Spanish Relay to communicate with her Spanish speaking helper. Customer feels it is hard enough losing her sight, after becoming deaf, and then she can't call in emergency situation. Apologized, explained features available with relay service are decided upon by the state contracts. Customer does want contact from relay account manager.	01/06/06	Improperly assigned ticket. Re-assigning it to proper account manager. Contacted customer and explained that state contract does not allow for English-to-Spanish translation. Customer will contact CPUC to voice their concerns.
01/06/06	On incoming calls from Relay CA the customer has to wait a long time for the call to be put through to her and the incoming macro never shows nor does the agents ID numbers. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. Call back requested any day after 3pm. Trouble Ticket opened.	05/17/06	I called the customer and she explained that outgoing calls are fine. Incoming calls are not showing as VCO. I called Customer Service and had them make sure both the CDB profile and the 711 Choice profile showed VCO.
01/09/06	Inability for CapTel unit to reach data toll free #	01/09/06	Customer was advised of fiber optic cut that resulted in west coast calls not being able to reach our center.

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01/09/06	Inability for CapTel unit to reach data toll free #	01/10/06	Customer was advised of fiber optic cut that resulted in west coast calls not being able to reach our center.
01/13/06	Technical - General	01/13/06	Advised customer to contact cellular phone company/provider to document inability for cell phone user to reach CapTel user.
01/15/06	A Voice customer states they have received a fraudulent call from Sprint IP Relay. Customer is selling a pick up truck and the relay caller offered to send a cashier's check over the amount requested for the pick up truck and then stated they would return the overage by money order. RCS explained our service, apologized and referred this customer to their local police department and to the FCC. No follow up requested.	01/15/06	RCS explained our service, apologized and referred this customer to their local police department and to the FCC.
01/17/06	The customer was concerned because the operator did not follow the instructions in the caller notes, did not follow instructions the customer gave, and did not allow customer to speak with a supervisor when requested. Apologized to the customer. Advised customer that this concern would be forwarded to the agents supervisor for follow up. Customer does not wish to be contacted further regarding this matter.	01/17/06	Coached agent on why it is important on following database notes.
01/19/06	Caller said that relay operators often cut off their numbers when they receive her calls so she can't identify them. Then, they do things like merely pretending to dial and telling her they've reached an answering machine when she knows the person she's calling (her husband) does not have one. I suggested she note the numbers of the operators who process her calls properly to narrow down the field of potential offenders, but she didn't have much of a reaction to that; just kept complaining. Eventually she thanked me for my time and hung up.	01/19/06	Closed contact. Not enough information. Customer must provide agent IDs so the problem can be corrected.
01/23/06	Echo Sounds - CapTel user hears	01/23/06	Sent customer tips and suggestions to reduce the occurrence of echo on the phone line.

01/23/06	Unable to make captioned calls	01/27/06	Advised customer that a technician is investigating the cause of this experience* and will update customer as new information becomes available.
01/24/06	A CA TTY customer states they are having problems with the transmission speed when receiving calls through relay. Customer states this fluctuates with every call received and is never the same. RCS apologized for this problem and Trouble Ticket opened. Follow up requested.	01/24/06	Unable to duplicate issue, Sending ticket to trainer to have them update the agents listed in the ticket how to adjust the speed control of the transmission.
01/24/06	A CA TTY customer states they are having problems with the transmission speed when receiving calls through relay. Customer states this fluctuates with every call received and is never the same. RCS apologized for this problem and Trouble Ticket opened. Follow up requested.	01/24/06	Unable to duplicate issue, Sending ticket to trainer to have them update the agents listed in the ticket how to adjust the speed control of the transmission.
01/24/06	A CA TTY customer states they are having problems with the transmission speed when receiving calls through relay. Customer states this fluctuates with every call made and is never the same. RCS apologized for this problem and entered Trouble Ticket. Follow up requested.	01/24/06	Unable to duplicate issue, Sending ticket to trainer to have them update the agents listed in the ticket how to adjust the speed control of the transmission.
01/26/06	S2S customer reports not being able to hear voice of person she called via S2S (customer experiencing this problem with other agents and with other service providers in CA suggested customer obtain volume enhanced telephone equip thru CA equipment program customer refuses option for another phone S2S customer reports can hear without problem on some calls with Sprint and other providers suggested this could be an intermittent problem with her telephone customer refused phone number to CA equip program to obtain volume phone during call agent and Customer Service set volume to max) Customer request contact	02/17/06	Customer reports can hear without problem on some calls with Sprint and other providers suggested this could be an intermittent problem with her telephone. Referred to Telephone Equipment program.
01/28/06	CA VCO user called in very upset because the OPR on her call was having trouble and the OPR asked for the supervisor to come over to help. The supervisor told the OPR to explain the problem to the customer instead of coming over to talk to the customer in person. Customer believes when an OPR request supervisor assistance the supervisor should come over and talk to the customer. Customer Service apologized to the customer. Customer does not need follow up.	01/28/06	Customer Service apologized to the customer. Agent was coached.

Complaint Tracking for CA (02/01/2006-02/28/2006). Total Customer Contacts: 27

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/01/06	Dialing Issue - Unable to dial long distance numbers	02/02/06	Customer was not able to make long distance calls with her CapTel unit. When customer submitted her COC information* she was able to make long distance calls.
02/03/06	Agent obtained DA number for TTY customer, the number was a fax. Customer asked agent to redial DA to obtain another number, agent advised customer would not be able to do that and disconnected on customer. Apologized. No follow-up requested.	02/03/06	Spoke with this agent and agent says that he didn't disconnect customer. Coached agent of proper disconnect procedures.
02/03/06	Dialing Issue - Unable to dial regional 800 number	02/03/06	Technical Support made an adjustment so CapTel user can successfully make captioned call to regional 800 number.
02/06/06	Caller said agent hung up on him. Apologized for the problem and let caller know a complaint would be filed. No follow-up required on this issue.	02/06/06	spoke with this agent and agent claims to have not disconnected customer. I coach agent on disconnect procedures to ensure clear understanding.
02/06/06	Accuracy of captions	02/07/06	Customer shared feedback regarding accuracy of captions. CSR apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document th
02/06/06	Caller said he is not getting agent gender id consistently when dialing to Sprint CRS Relay. Apologized for the problem and opened Trouble Ticket. Follow-up is required for problem resolution.	02/06/06	Left several messages with customer. Customer called back but refused to cooperate in answer questions about their connection and call preferences. Customer called technician names and then hung up.
02/08/06	Billing - General	02/08/06	Customer specified a preferred carrier of choice.
02/08/06	Voice customer dialed Sprint CRS toll free voice number unable to complete in state long distance call supervisor and agent advised must provide COC info long distance in state long distance supposed to be free thru Sprint CRS voice customer able to make the call for past two weeks (apologized for problem advised complaint and Trouble Ticket opened. Customer requests contact	05/15/06	Verified issue, sent an email to CS to remove the block in CIS. Waiting on CS to make the changes in CIS, then will re-test. Block in CIS has been removed, Test calls completed successfully. Contacted customer and informed her the issue has been resolved and apologized for any inconvenience that this may have caused.
02/13/06	Compliments for CA/Service	02/13/06	"Thank you so very much for all of your work (and that of Ultratec) in making the CapTel telephone available. It is so much help to me* as I cannot use the telephone without it. You have all helped me and others like me to be back "in the mainstream".
02/14/06	Billing - General	02/14/06	Set up customer's preferred long distance company in system.
02/16/06	VCO customer called to complain that the agent disconnected the call without warning after 10 minutes on hold. Apologized for inconvenience. Follow-up requested.	02/16/06	Agent says that this was an accident. Coached agent on proper disconnect procedures.
02/16/06	Billing - General	02/16/06	New CapTel user called to provide her preferred Carrier of Choice detail. Information entered into the system.

02/17/06	CA VCO user complains relay kept interrupting his conversation with parentheses, typing that birds are singing, etc... and he didn't want that. Customer complains there is no response from relay telling him what his callers say. Apologized, explained that agents are trained to type everything they hear, suggest using "GA" to let relay know he is finished speaking and entered notes for customer preferences in database. No contact wanted.	02/17/06	Apologized, explained that agents are trained to type everything they hear, suggest using "GA" to let relay know he is finished speaking and entered notes for customer preferences in database.
02/18/06	Billing - General	02/21/06	Customer's long distance carrier of choice was registered.
02/20/06	A CA VCO customer called to complain that the agent did not switch over to VCO, even though his notes indicated that he is a VCO user. Apologized for inconvenience. No follow-up requested.	02/20/06	coached agent on following customer instructions
02/21/06	VCO customer's Database not available to CA customer reports this problem has happened several times then resolved then happens once again (apologized for problem encountered advised complaint and Trouble Ticket would be entered regarding this issue) The customer did not request contact	05/09/06	Due to phase II of the CA contract the database was unavaible earlier this morning (2-21-06) Test calls were placed today at 1123pst all test calls using customers calling from information completed with all DB informaion. Tests ok
02/22/06	Dialing Issue - Unable to dial regional 800 number	02/22/06	Tech support made an adjustment allowing customer to reach a regional toll free number.
02/22/06	Billing - General	02/24/06	Designated Carrier of Choice for long distance billing for customer and/or hearing caller.
02/22/06	CA VCO user very upset with delays of relay not typing what his callers say. He is tired of having to repeat #'s to dial and then there are misdials. Customer feels more training is necessary. Apologized, explained using "GA" when finished speaking helps call flow, that when he does not say GA, the agent will wait to be sure he is done speaking. Customer does not want contact.	02/22/06	Spoke with agent about this call and coached them as well
02/22/06	TTY customer was unable to reach the relay service by dialing either of the TTY numbers (877 735 2929 or 888 877 5378. She could not get a CA on line but got a recorded message. When dialing 711 there was no answer (she does have Sprint as her 711 choice). RCS response: Apologized for the problem and assured that a trouble ticket would be turned in ASAP. No call back requested as her mother is elderly and living with her and it would be very confusing to her.	02/24/06	Placed test calls through lata 730 to the 800 numbers listed in the ticket, each test call connected with no issues. Contacted CIS, who indicated that there was a block on the customer's number which they have removed. The block in CIS was causing the customer to hear the IVR. Tests ok
02/24/06	CA voice customer called in to say they could not understand the message that the operator left on the Dr's. answering machine. Customer said this operator has a thick accent and can not understand the message, and part of the message was gone. Customer suggests that the operator speak slowly and more clear. Customer service apologized to the customer. Customer does not need follow up.	02/24/06	We don't have an agent with this number. Unable to follow up.
02/26/06	A CA VCO customer states when they instructed this agent "Do not announce relay" the agent kept insisting on announcing relay. Customer feels this agent was stubborn and would not follow their calling instructions. RCS apologized to this customer. No follow up requested.	02/27/06	Talked to agent about this call and coached them on following customers instructions
02/27/06	Dialing Issue - Unable to dial regional 800 number	02/27/06	Technical Support made adjustment so CapTel user can successfully make captioned call to regional 800 number.
02/27/06	Technical - General	03/02/06	Technical problem identified. Resolution believed to be the solution in progress.

02/27/06	Customer Complaint: Caller reported that during a relay call with his friend the CA began interrupting with many xxx across the screen. When he asked what was happening the CA typed "your friend said he's sick and talk to you later and hung up". Also there was long delays in response time after questions were asked. CA made comments that were uncalled for and customer admitted he also made some comments back to the CA. Customer Service Response: Apologized for the inconvenience and told him the report would be sent to the call center supervisor. Also explained that the xxx across the screen could have been a technical problem. No follow up requested.	02/27/06	coached CA on accuracy and spelling
02/28/06	Billing - General	03/01/06	Directed customer to contact MCI TRS customer service for California regarding bill for traditional relay calls.
02/28/06	A CA VCO customer called to complain that the agent did not process his call as requested. The customer asked that the call not be announced, and the agent persisted in asking, over and over, "How do you want the call announced?" without dialing. Apologized. No follow-up requested.	02/28/06	coached agent on following customer instructions

Complaint Tracking for CA (03/01/2006-03/31/2006). Total Customer Contacts: 19

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
03/02/06	Accuracy of captions	03/10/06	Verified reports of incidents of difficulties noted by the customer. Apologized for such incidence to customer.
03/06/06	Dialing Issue - Unable to dial regional 800 number	03/06/06	Technical Support made an adjustment so CapTel user can successfully make captioned call to regional 800 number.
03/10/06	Accuracy of captions	03/14/06	Customer Service representative apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate management captioning service staff. Suggested customer document the date* time* CA #*
03/13/06	Dialing Issue - Unable to dial regional 800 number	03/14/06	Provided alternate (toll) number for customer* and provided information about two
03/13/06	Technical - General	03/14/06	Advised customer that a software change initiated by the network vendor should eliminate incidence experienced. Customer confirmed positive outcome.
03/15/06	Disconnect/Reconnect during calls	03/15/06	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
03/16/06	The customer called into the relay center and asked for their voice mail retrieval. Agent either does not know how to get the voice mail or transfered the call to customer service. Customer stated that this is a reoccurring problem with the voice mail retrieval. The agent typed to the customer either, "Please Hold" or "one moment please" and then disconnected the line. Customer stated that there is more of a problem with female operators and that the male operators have a much easier time with the retrieval. Customer asked for the center to provide further training on this issue.	03/16/06	Forwarded information to training dept. Need agent IDs from customer to be able to coach specific agents.
03/18/06	Captions Lag too far behind voice	03/23/06	Customer shared casual reference to captioning speed. CSR thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document the date* time* CA# to report
03/20/06	Echo Sounds - CapTel user hears	03/27/06	Provided customer with general suggestions to minimize echo and sent update to phone.
03/22/06	Voice user unable to connect to CapTel Service Number	03/22/06	Voice user unable to connect when using cell phone; determined that if voice user waits until number-entry prompt is finished before entering number of CapTel user* then connection is accomplished successfully.
03/23/06	Customer states that this agent ignored his instructions. He told her not to announce the relay when calling his friend and the agent announced it anyway. Also the agent interrupted the conversation saying she didn't understand clearly what he had asked. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. no call back requested.	04/11/06	This agent was coach on the why it is important to follow customer instruction and why caller control in important.

03/25/06	A CA TTY user called to complain that agent refused to place a call to an 800 number that had letters in it stating that she needed numbers instead of letters to dial. When caller asked to be transferred to Customer Service agent disconnected caller. Apologized for the problem. Customer does not wish follow up	03/25/06	talked to agent about this call and explained what could happen if a CA disconnects a customer on purpose.
03/25/06	VCO customer called RCS and started receiving garbling. Apologized, opened Trouble Ticket. No follow-up requested.	03/25/06	Agent is assigned to the Missouri Call Center, call was not processed in California. Temporary problem now resolved. Closing ticket
03/25/06	TTY customer receiving a lot of garbling. Apologized, Trouble Ticket opened. Follow-up requested.	03/25/06	Unable to duplicate, Tests ok
03/27/06	Disconnect/Reconnect during calls	03/28/06	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
03/28/06	Echo Sounds - CapTel user hears	03/30/06	Provided general troubleshooting suggestions for reducing echo. Also provided software update.
03/30/06	Dialing Issue - Unable to dial regional 800 number	03/30/06	Technical Support provided change enabling customer to call regional 800 number successfully.
03/30/06	Dialing Issue - Unable to dial regional 800 number	03/30/06	Assisted customer with an alternative option to reach the party successfully.
03/30/06	VCO customer states that the agent is not out dialing when she gives the number. She keeps having to repeat the number to the agent and wonders what is going on. Apologized. No follow-up requested.	03/30/06	coached agent on following proper procedure

Complaint Tracking for CA (04/01/2006-04/30/2006). Total Customer Contacts: 24

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
04/02/06	A CA VCO customer called to complain that the agent announced the relay call even though customer specifically asked for it to be unannounced. Also, the customer had to repeat the number to dial several times. Apologized. No follow-up requested.	04/02/06	coached agent on following proper procedure
04/04/06	Disconnect/Reconnect during calls	04/04/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
04/05/06	Sound Quality - Static	04/11/06	Provided customer with update
04/07/06	Customer cannot call Long Distance to her mother in TX using the TX or California Relay service. Global Crossing/Opex chosen as COC. RCS response: Apologized for the problem and assured that a trouble ticket would be turned in stating the problem. Call back requested Trouble Ticket opened.	05/15/06	Was able to place a test call and the call went through fine. I used the calling from #(510) xxx-xxxx, calling to # (956) xxx-xxx. Placed second test call using GLOBAL CROSSING and the call failed. Stating that customers long distance carrier was not active. Advised customer to call Customer Service to designate Carrier of Choice.
04/10/06	A CA VCO customer states that when they call into relay and wait for the macro to come across, "voice or type now, ga" the operator does not hear all of the number they give to dial. RCS apologized for this problem and entered Trouble Ticket. Follow up requested.	04/10/06	Called customer and verified the macros are now showing. Issue resolved.
04/11/06	Caller was really upset because the operator did not listen to her before dialing the number. She wanted to give operator specific instructions for the call (about what to do if ans. machine, etc.). Three times this happened when a call was made. The operator just dialed the number without listening to what the caller was trying to say. Caller felt this was very unfair and she was very frustrated. She asked the agent in the beginning if she understood what she was saying and operator never responded to any questions the caller asked. Then caller asked agent to type back to her the instructions for the call. Agent did not respond and hung up on caller. I apologized several times.	04/11/06	This CA number is an invalid number. I am unable to follow up with agent.
04/12/06	Caller said agent did not finish typing what person said to her before they hung up. Caller said agent just stopped in middle of word when the person hung up. Caller said she felt agent should have finished typing what person said and then typed in "person hung up." Apologized for the problem. No follow-up required on this issue.	04/12/06	Coached agent on verbatim and the importance of typing everything heard.
04/13/06	TTY Customer states that on 8 out of 10 calls he had so much garbling that he could not converse. He is using his VRS phone instead. RCS response: Apologized for the problem and assured that a trouble ticket would be sent in on the issue. Trouble Ticket opened. Call back requested.	05/17/06	Issue tied to T1 issues experienced week of April 13th. Tests ok. Issue resolved.
04/14/06	Customer states that this agent is too friendly with her caller on the calls. The agent engages in conversation and talks often to the caller and in doing so interrupts her conversation. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. No all back requested	04/14/06	Coach agent on remaining transparent and caller control.

04/14/06	Customer states that agent was rude and would not allow her to speak to a supervisor. The customer had previously had a call through SprintIP that was a scam. A supervisor had interjected on the call to let her know and when she received a second call and suspected the same thing she asked the agent who was calling. The agent responded in a very rude manner that she would have to talk to the customer or end the call. The agent was very abrupt. When the customer asked for the manager the agent said she couldn't speak to one. She then hung up on the agent. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested	04/17/06	Spoke to the agent. She didn't remember the call. Coached on following proper procedure.
04/17/06	Customer is getting billed through Sprint and ATT every month on LD calls. She clearly has Verizon showing as her COC in CARS and also in the call notes dated 3/10/06. RCS response: Apologized for the problem and assured that a trouble ticket would be sent in on this issue. Call back requested. Trouble Ticket opened.	05/17/06	Customer had a block in CIS, removed the block and all LD calls automatically pop up with Verizon. Tests ok
04/18/06	A CA TTY user called to complain that agent disconnected her when she was trying to place a call. Apologized for the problem. Customer did not request follow-up.	04/18/06	Apologized for the problem. Seems was technical glitch as agent says did not disconnect.
04/19/06	Service - General	04/25/06	Inbound call technical problem reported at 11:32 am on 4/20/06. The problem was resolved at 1:52 pm by CapTel Technical Support.
04/20/06	Service - General	04/24/06	Inbound call technical problem reported at 11:32am on 4/20/06. The problem was resolved at 1:52pm by CapTel technical support.
04/20/06	Service - General	04/24/06	Inbound call technical problem reported at 11:32am on 4/20/06. The problem was resolved at 1:52pm by CapTel technical support.
04/20/06	Service - General	04/25/06	Inbound call technical problem reported at 11:32 am on 4/20/06. The problem was resolved at 1:52 pm by CapTel Technical Support.
04/20/06	Service - General	04/20/06	Inbound call technical problem reported at 11:32 AM on 4/30/06. The problem was resolved at 1:52 PM by CapTel technical support.
04/20/06	Service - General	04/26/06	Inbound call technical problem reported at 11:32 am on 4/20/06. The problem was resolved at 1:52 pm by CapTel Technical Support
04/24/06	VCO customer states that the agents in this center, not just this one, are not catching the first part of the number to dial. Even though person is starting out with, "good afternoon agent would you please dial xxx xxx xxxx" they are still not getting that number and person has to repeat it on many calls. Apologized. No follow-up requested.	04/24/06	Apologized. Seems no longer an issue.
04/24/06	VCO customer was unable to call an 800 number through this agent, RCS called through CA relay and got another agent and duplicated the call and the call went fine. Could be technical or training issue. Apologized. Trouble Ticket opened. No follow-up requested.	04/24/06	Unable to duplicate issue. Verified there were no issues with customer's calling number in CIS. Placed 5 test calls through test position(dialing test 800 number then using test position placing outdial to 800xxxxxxx) with no issues. Placed 10 test calls through relay CA (dialing 8888775378 then having agent dial 800xxxxxxx) all test calls completed on the first outdial attempt. Placed test call through each member of TG4 in the Avaya switch. All members passed with no issues. No faults or issues found.
04/25/06	Dialing Issue - Unable to dial regional 800 number	04/26/06	Technical Support made adjustment so CapTel user can successfully make captioned call to regional 800 number.
04/26/06	Captions - dropped characters/garbled text	04/28/06	Unit being replaced and ARS sent for return of current unit.

04/27/06	Captions Lag too far behind voice	05/02/06	Thanked customer for feedback and told customer her report will be shared with the appropriate staff.
04/27/06	Captions Lag too far behind voice	04/28/06	CapTel user will log and report for investigation time and date of call with unacceptable lag time.

Complaint Tracking for CA (05/01/2006-05/31/2006). Total Customer Contacts: 17

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/05/06	Captions Lag too far behind voice	05/05/06	Customer shared feedback regarding captioning speed. CST apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up and improvement.
05/11/06	CA TTY user complains when talking to her daughter, she kept trying to answer, saying stop stop, but agent continued typing. Apologized, explained I will let the supervisor know. Customer does not want contact.	05/11/06	Called supervisor. Agent coached on proper procedures.
05/11/06	Customer receiving bills for local calls that should be free. Apologized for problem and opened Trouble Ticket. Follow-up required for problem resolution.	05/11/06	Tech was able to have CIS checked and all is good within CIS. Will contact SBC to make sure these calls are credited to customer.
05/11/06	Disconnect/Reconnect during calls	05/25/06	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
05/12/06	Voice customer unable to make LD call via Sprint CA or TX relay with carrier of choice (apologized for problem advised Trouble Ticket and Complaint would be entered regarding this issue) Customer requests contact	06/06/06	Changed COC to all others to allow customer to make her LD calls. Will check with COC entry in database.
05/13/06	TTY customer states the agent did not provide the correct information to the credit card company causing the call to take longer than it should have. Apologized. No follow-up requested.	05/13/06	Called the supervisor. The Agent was coached in proper procedures.
05/13/06	TTY customer says call took place at approx 1:45 PM Pacific time and the agent was very short with the tty customer, interrupted typing and disconnected the call. Apologized. No follow-up requested.	05/13/06	Called Supervisor. Agent coached in proper procedures.
05/16/06	TTY cust called his wife via Sprint CRS Spanish to Mexico 7:45 5 15 06 while they were talking oper indicated his wife hung up TTY requested oper redial oper redialed and line was busy cust waited 15 minutes and made call again thru another Spanish oper and call went thru without problem but his wife was upset that he disconnected TTY cust also reports while communicating with his wife via Relay he realized the oper did not translate English to Spanish. Did not req contact	05/17/06	Called supervisor. Agent coached in proper procedures.
05/18/06	CA VCO user complains after she went through the procedures then he just hung up on her. Apologized, explaining I will be sure to let the supervisor know the problem. Customer does not want contact.	05/18/06	Coached agent on proper disconnect procedures
05/18/06	Unable to make captioned calls	05/18/06	Advised customer to perform physical reset. Tests ok.

05/20/06	CA TTY customer states the CA dialed the wrong number, customer asked CA to dial right number. CA said it rang 1 2 3 4 5 6 7 8 9, customer believe CA but had a competitors CA dial the number and reached answering machine. Customer Service apologized to the customer. Customer would like a follow from the supervisor by email.	05/20/06	Coached agent on dialing procedures and following customer instructions. Emailed to customer with update.
05/20/06	CA TTY customer states CA dialed wrong number. Customer Service apologized for the problem Customer would like follow up from supervisor via email.	05/20/06	Coached on agent on dialing procedures and following customer instructions.
05/21/06	Captions - stop in middle of call	06/01/06	Forwarded details of call feedback onto Technical Support for investigation. Advised toggle.
05/22/06	A CA VCO customer states this agent did not keep them informed during their call and did not type the recording on their call. Customer states this agent also redialed without instruction from them over and over. RCS apologized to this customer for the problems. No follow up requested.	05/22/06	Agent didn't remember this call. I coached agent on caller control, and keeping the customer informed.
05/23/06	Dialing Issue - Unable to dial regional 800 number	05/23/06	Tech support made an adjustment to allow customer to dial regional toll free number without difficulty.
05/24/06	Disconnect/Reconnect during calls	05/24/06	Disconnect/Reconnect - Sent letter explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
05/30/06	Voice to VCO call. The CA requested voice customer to repeat number several times. Customer states the CA is incompetent. During the actual call the voice person hung up because they were so furious at the CA's poor service. Customer did not request contact	05/31/06	Coached agent on following customer instructions.