



Customer Complaints - June 1, 2005 to May 31, 2006

Type	Tracking Number	Origin	Source-Language	Date Received	Category
<b>JUNE</b>					
Complaint	CPVCO-06050223-0257	CRS	TTY-VCO	6/02/05	Service
Complaint	CPVCE-06052709-3727	CRS	Voice	6/27/05	Miscellaneous
Complaint	CPTTY-10051617-1635	CRS	EMAIL	6/23/05	Miscellaneous
Complaint	CPTTY-10051613-2745	CRS	TTY	6/03/05	Technical
Complaint	CPTTY-06051913-2391	CRS	TTY	6/19/05	Service
Complaint	CPTTY-06051913-2391	CRS	TTY	6/09/05	Service
<b>JULY</b>					
Complaint	CPTTY-07050414-3802	CRS	TTY	7/04/05	Service
Complaint	CPVCO-07051222-1496	CRS	TTY-VCO	7/12/05	Technical
Complaint	CPVCE-07051922-5678	CRS	VOICE	7/19/05	Service
Complaint	CPSTS-07051912-1087	CRS	STS	7/19/05	Service
Complaint	CPTTY-07052119-3670	CRS	TTY	7/21/05	Miscellaneous
<b>AUG</b>					
Complaint	CPVCE-08050318-2345	CRS	VOICE	8/03/05	Service
Complaint	CPTTY-08051519-2407	CRS	TTY	8/15/05	Service
Complaint	CPVCO-08052120-2207	CRS	TTY-VCO	8/21/05	Service
<b>SEPT</b>					
Complaint	CPSTS-09050718-4995	CRS	STS	9/07/05	Miscellaneous
Complaint	CPSTS-09051408-1273	CRS	STS	9/14/05	Service
Complaint	CPTTY-09051619-3579	CRS	TTY	9/16/05	Miscellaneous
Complaint	CPTTY-09052213-2424	CRS	TTY	9/22/05	Service
<b>OCT</b>					
Complaint	CPVCO-10050716-1292	CRS	TTY-VCO	10/07/05	Miscellaneous
Complaint	CPVCO-10051713-1964	CRS	TTY-VCO	10/17/05	Service
Complaint	CPSTS-10051820-1068	CRS	STS	10/18/05	Technical
Complaint	CPTTY-10052316-5132	CRS	TTY	10/23/05	Miscellaneous
Complaint	CPTTY-10052318-1985	CRS	TTY	10/23/05	Miscellaneous
Complaint	CPTTY-10052613-0620	CRS	TTY	10/26/05	Service
<b>NOV</b>					
Complaint	CPTTY-11051319-5610	CRS	TTY	11/13/05	Miscellaneous
Complaint	CPTTY-11051612-3429	CRS	TTY	11/16/05	Miscellaneous
Complaint	CPWRS-11053003-3654	CRS	WRS	11/30/05	Miscellaneous
<b>DEC</b>					
Complaint	CPVCO-12051319-5950	CRS	TTY-VCO	12/13/05	Technical
Complaint	CPVCE-12051420-1314	CRS	VOICE	12/14/05	Miscellaneous
Complaint	CPVCO-12051523-4273	CRS	TTY-VCO	12/15/05	Miscellaneous
Complaint	CPTTY-12052106-4323	CRS	TTY	12/21/05	Service
Complaint	CPTTY-12052323-1292	CRS	TTY	12/23/05	Service

Complaint	CPTTY-10052405-4128	CRS	TTY	12/23/05	Miscellaneous
<b>JAN</b>					
Complaint	CPTTY-01060316-2017	CRS	TTY	1/03/06	Service
Complaint	CPTTY-01061022-1440	CRS	TTY	1/10/06	Service
<b>FEB</b>					
Complaint	CPWRS-02060713-5353	CRS	WRS	2/07/06	Service
Complaint	CPVCO-02061220-4354	CRS	TTY-VCO	2/12/06	Service
Complaint	CPWRS-02062115-1570	CRS	WRS	2/21/06	Service
<b>MAR</b>					
Complaint	CPTTY-03060115-2395	CRS	TTY	3/01/06	Service
Complaint	CPWRS-03061522-3806	CRS	WRS	3/15/06	Technical
Complaint	CPWRS-03062212-5984	CRS	WRS	3/22/06	Technical
Complaint	CPTTY-03062520-5390	CRS	TTY	3/25/06	Service
Complaint	CPTTY-03062716-1003	CRS	TTY	3/27/06	Service
Complaint	CPVCO-03062818-1591	CRS	TTY-VCO	3/28/06	Service
Complaint	CPVCO-03062811-2141	CRS	TTY-VCO	3/28/06	Service
Complaint	CPTTY-03063015-4582	CRS	TTY	3/30/06	Service
Complaint	CPVCE-03063122-5649	CRS	VOICE	3/31/06	Service
<b>APR</b>					
Complaint	CPSTS-04060621-3159	CRS	STS	4/06/06	Technical
Complaint	CPTTY-04060918-3989	CRS	VOICE	4/09/06	Miscellaneous
Complaint	CPTTY-04060921-1353	CRS	TTY	4/09/06	Service
Complaint	CPTTY-04061318-3932	CRS	TTY	4/13/06	Miscellaneous
Complaint	CPTTY-04061815-5058	CRS	TTY	4/18/06	Technical
Complaint	CPWRS-04060719-5124	CRS	WRS	4/18/06	Miscellaneous
Complaint	CPTTY-04062714-3595	CRS	VOICE	4/27/06	Service
Complaint	CPVCE-04062718-5209	CRS	VOICE	4/27/06	Miscellaneous
<b>MAY</b>					
Complaint	CPVCO-05062423-1599	CRS	TTY-VCO	5/24/06	Miscellaneous
Complaint	CPVCE-05062718-4840	CRS	VOICE	5/27/06	Service

Sub-Category	Description of the inquiry	Date of Solution
Agent Attitude	CA hung up on caller	6/07/05
Other	Customer receiving harrasing calls	6/28/05
Other	Customer receiving harrasing calls	10/16/05
Other	Difficulties with system	10/16/05
Agent Disconnected Call	CA hung up on caller	6/19/05
Typing Speed / Accuracy	CA typing is very slow	6/09/05
Leaving messages	CA left incorrect information	7/04/05
Other	Preferences not been followed	7/13/05
Other	Wants harrasing calls to be blocked	7/19/05
Agent Attitude	Agent was not professional	7/19/05
TTY Operator	CA was adding inappropriate information	7/21/05
Agent Attitude	CA failed to relay verbatim	8/03/05
Agent Attitude	No one answered the 800-735-2929	8/15/05
Didn't follow instructions	Profile not been followed (VCO)	8/21/05
STS	CA was arguing if it really was STS	9/07/05
Agent Attitude	CA was rude	9/15/05
TTY Operator Service	CA was receiving garbled	9/18/05
Didn't follow instructions	CA interrupting during conference call	9/22/05
Information request	Information for Canadian residents	10/07/05
Typing Speed / Accuracy	Needs relay offering more than 60WPM	10/18/05
Other	Nordia does not offer profile online	11/25/05
Other	Crashes in system	10/23/05
Other	Customer receiving harrasing calls	10/23/05
Agent Attitude	CA hung up on caller	10/26/05
Other	Caller receiving harrasment calls	11/23/05
Other	CA didn't respond to caller	12/05/05
Other	Called party received prank calls	11/30/05
Other	CA not identifying himself/herself	12/14/05
900 Number Access	Called party getting prank calls	12/15/05
Other	Typos on the call	12/18/05
Agent Attitude	CA hung up on caller	12/21/05
Agent Attitude	CA didn't follow answering protocol	12/24/05

Other	Needed information on profiles	12/23/05
Agent Disconnected Call	CA did not offer another call	1/03/06
Agent Attitude	CA was not following instructions	1/10/06
Other	Call was disconnected	2/07/06
Agent Attitude	Agent was not responding	2/12/06
Other	"my relay" profile didn't go through	2/21/06
Agent disconnected call	CA disconnected call	3/02/06
Other	Unable to connect on "my relay"	3/15/06
Other	Unable to connect on "my relay"	3/22/06
Typing speed	Caller was getting garbled	3/26/06
Didn't follow instructions	CA was not responding fast enough	3/27/06
Didn't follow instructions	CA typed too fast, nto a good job	3/28/06
Didn't follow instructions	CA did not place international call	4/07/06
Didn't follow instructions	2 operators mis-handled the call	4/02/06
Everything relayed	CA paraphrased (no verbatim)	3/31/06
Trouble Linking Up	Operator never answered	4/08/06
Agent Attitude	CA did not spell street name	4/09/06
Verbatim	CA did not follow instructions	4/09/06
900 Number Access	CA was yelling at customer	4/15/06
Garbled Message	Wanted to palce a complaint to MCI	4/19/06
Website myrelay.com	Police called to get IP from prank callers	4/18/05
Didn't follow instructions	CA was talking to colleague while on call	4/28/06
Information Request	Caller wanted to use captioning service	4/28/06
TTY Operator Service	Operators lack VCO knowledge	5/24/06
Billing	Did not accept all collect calls from jail	6/02/06

Description of the Solution
Apologised to customer and CA was coached
Caller advised that no such calls took place
Investigation
Situation was explained to caller
Apologised to customer and CA was coached
CA was coached
Unable to contact caller
Agents were coached to check profiles
Advised the called party that this wasn't possible
Agents were coached
The matter was checked by IT
(We were not provided with the CA number)
Apologized to caller (not sure what happened)
Addressed agents to be more diligent on VCO calls
CA was coached on STS
CA number was not given
CA number did not match our files
E-mail was sent to caller
Information was sent to caller
Explained that all providers have only 60WPM too
Probably in the future will be implemented
Apologized to caller (Crashed due to construction)
Explained to caller that it was a technical error
Informed CA's team manager to take action.
Number can't be blocked (customer was informed)
Unable to reach customer, left a message
E-mail was sent explaining relay
Asked for more information from caller
Explained about confidentiality agreement
Team Manager addressed agent
CA was spoken with and coached
Unable to know the CA number

E-mail sent with procedure
CA was spoken with and coached
CA was spoken with and coached
No contact information provided
Explained to caller that it was miscommunication
Email was sent to explain login procedures
CA number given does not exist
Web page was closed for maintenance
Aware of the situation (IT worked on it)
TM spoke to caller
TM spoke to caller
CA was monitored on that call (it was perfect)
CA was coached on international calls
CAS was spoken to and coached
Forwarded complaint to TM
Caller did not request a response
CA was coached
CA was coached
CA was addressed regarding the issue
Caller was suggested to access their website
Left message explaining confidentiality
CA was coached and spoken to
E-mail was sent to caller about modalities
CA number was not given
Calls weren't processed through Nordia