

K647531736	08/24/05	0000	#08	The customer stated that at approximately 555 am she received a relay call from her Deaf brother in law regarding a surprise party. Customer stated that the agent sounds to be a male agent with scratchy voice who was being very rude and disrespected her. Customer would like to find that agent id number because she requested another agent and she was then disconnected. Customer would like for us to trace the call to this particular agent. Customer was informed that we could not be able to access to this information and the agent who relayed the call. Wants a follow up.	08/24/05	Suggested that any time she receives a relay call, to write down the CA number so we can work with the CA if any problems arise during the call. Without the CA number, we cannot do anything as all calls are confidential.
K647538091	08/27/05	1819 M	#03	This agent cut this person off when they were still typing the message that was to be left. Apologized. No Follow-up requested.  No such agent working.	08/27/05	No such agent working.
K647539187	08/28/05	1454F	#26	TTY user complained that while dialing a toll-free number, the message became too garbled to get the pertinent info (i.e., website address and numbers). Apologized for inconvenience. No follow-up requested.  Customer did not request follow up.	08/28/05	Customer did not request follow up.  Customer did not request follow up. Case is closed.
K647543493	08/29/05	5166	#11	This agent did not look up to notice that I am a VCO (branded) customer and kept sending me the # calling macro. The agent then disconnected since no # was given. I am very upset with agents not looking at the customer notes. Apologized to the customer and noted that we would forward the complaint to the appropriate supervisor. The customer would like follow-up.	08/29/05	CA recalled the call came in as Branded VCO, and when bridged to headset did not hear a number to dial. CA then followed proper procedure asking for number to dial and listening for a response. CA received no number and disconnected the call according to procedure.  Attempted to contact customer various times between 10/1 and 12/31. Was unable to make contact with customer.
K648985572	09/01/05	N/A	#29	Echo Sounds - Other party hears	09/01/05	Technical support sent an over the wire update with

						the latest software to customer's phone. Customer Service Representative sent letter to customer with tips to reduce the occurrence of echo.
K648292428	09/11/05	unknown	#29	VCO customer called to report she cannot reach an operator when dialing the IL TTY or VCO numbers. She says she can only get through when she calls the voice number. This has happened all day, 9/11. Apologized for inconvenience. Verified numbers dialed were correct. Opened TT#419879. No follow-up requested.	09/11/05	Apologized to customer for the inconvenience. Customer did not request call back.
K648295621	09/12/05	7917	#04	Agent did not wait for my GA before dialing and she interrupted 3 times while I was typing. Also, when I asked for the supervisor she did not keep me informed. I had to ask if the agent was still there. Thanked customer for letting us know about the issues. Informed the customer that we would speak to the agent about these issues. Customer did not want follow-up.	09/12/05	Reviewed proper call processing with the agent and reiterated the need to keep the TTY customer informed at all times. Agent understands the importance of keeping the customer informed and will follow procedure in the future. The agent also understands the importance of waiting for the GA from the customer so that we may get further instructions.
K648292561	09/12/05	9374F, 9244M	#25	Customer Complaint: Customer emailed to account manager, Emma Danielson, that the CAs were slow in answering his calls, dialing out to place the calls, and disconnected the calls. Customer Service response: Entered this CCOD at account manager request. Follow up requested from account manager.	09/12/05	Customer did not indicate if they made the call through SRO or Illinois relay. Technicians were unable to investigate this. Sent a follow up e-mail to customer requesting they let us know which relay service they used and to call the relay customer service in the future. Customer has not sent more e-mail messages nor responded to my e-mail, this case is closed.
K648295790	09/12/05	8866F	#09	Customer is very unhappy with how his call was relayed using Speech to Speech. He told the CA to process the call as a cell phone and instead the CA processed the call as long distance and a supervisor had to come assist. During the call the CA was rude, unenthusiastic, unprofessional and caused the call to be very confusing by mis-interpreting. The customer tried to correct the problem and instead of listening the CA ignored the correction and told the customer that they were not part of the conversation, to speak directly to the caller. The CA totally mishandled the call and the supervisor assisting did not help at all in clearing up the problem. No supervisor's name or ID nbr was given.	09/20/05	Customer did not request call back nor left supervisor's name or CA ID number. Case is closed.  Met with CA. CA followed instructions as S2S is supposed to be. CA repeated every word the S2S or Speech person was saying. CA was not supposed to translate ASL. Team Leader did come down and help and followed procedures. S2S kept saying her and CA repeated the speech person, voice person was upset and kept saying it's a him. Procedures were followed. There was no need to translate ASL due to no ASL was being used.

K648410097	09/25/05	unknown	#20	<p>Customer said he was making a S2S call around 12:30 CT on 9/25 and the supervisor came on the line and said that he could not use the service. He said when he asked the supervisor for their ID #, they did not provide it then disconnected him. He said he is not speech impaired but the person he called has a speech problem. Apologized to customer and advised that at least one of the parties must be speech-impaired to use the STS service. Requested follow-up call from the supervisor.</p> <p>Forward to IL Account Manager to handle.</p>	10/10/05	Called customer to discuss situation on 10/10/05. Met with supervisor and coached on proper procedures.
K648414279	09/26/05	Unknown	#29	<p>Customer states that his caller ID has not worked for a month. He would like a call back from someone when the problem is fixed. RCS response: Thanked the customer for letting us know and assured that the problem would be reported as stated. Trouble Ticket 490236 Call back requested</p> <p>Resubmitted Trouble Ticket 516948 per MO tech's advice - to SC center with further information and recently updated agent number 2155F.</p> <p>Reassigned technical complaint to IL AM for customer follow-up.</p>	10/04/05	Customer stated that it is now working, but did not know why the caller ID did not show the number of the party who was calling him. He thanked me for calling him.
K648413913	09/26/05	1432F	#24	<p>Customer gets recording that her number is blocked when trying to call her son through Illinois Relay. Apologized for problem and opened TT ID 490231. Follow-up is required for problem resolution.</p>	09/26/05	I spoke with the customer and she stated that she now has SBC for her long distance calls and has not had any problems when making relay calls. She thanked us for following up with her.
K648419421	09/29/05	unknown	#34	<p>VCO customer called to complain that when she calls her friend's number, she gets a recording that her friend's number doesn't accept blocked numbers. VCO number is not a blocked number. Even when she dials *82, the number still shows as blocked. Apologized for inconvenience. Opened TT#504042. Follow-up requested.</p>	09/29/05	<p>Customer picked up the phone and hung up on me twice today.</p> <p>I called and got her answering machine. Left her a TTY message to call or email me.</p>

						I called at 4:15 PM on 4/18, the person who answered hung up on me. I tried reaching her 4 times with no success, case is closed.
K648428156	10/02/05	8883F	#09	Voice customer received Relay call & later able to read printout at work place agent did not type what voice person said after the initial hello this caused a great deal of confusion after voice person saw print out they understood why there was so much confusion because the TTY user did not receive every thing said (apologized for problem encountered advised complaint would be forwarded to management) customer did not request contact	10/06/05	CA was coached and was emphasized to pace, clarify and be sure to have Voice person repeat if something is not clear or understandable in order to type verbatim.
K649627659	10/10/05	N/A	#25	Disconnect/Reconnect during calls	10/10/05	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.
K648950412	10/11/05	8690	#26	An IL voice caller complained that when she placed a call through relay her father was getting garbled messages. Entered TT number 557,441 Customer does request follow-up	10/11/05	The customer stated that her father had not experienced any garbling recently.
K648975820	10/19/05	8875	#17	Customer called to complain that CA 8875 cussed at her and disconnected customer. Customer wants the CA fired.	10/19/05	Team Leader checked and there is no CA using 8875 at this time. Trainer called to get a better number and Customer cannot be reached by the phone number given. A recording comes on saying subscriber not receiving calls.
K649628738	10/19/05	N/A	#07	Captions Lag too far behind voice	10/20/05	Caption Center Director investigated CA performance during call and followed up accordingly.
K648992987	10/21/05	1316	#29	Customer states that this has been reported several times before that his caller ID will not send. The problem has never been corrected and he has never received a call back on the earlier complaints as requested. Previous complaint K648414279 with Trouble Ticket 516948 and complaint K648414279 with T.T. 490236. RCS response: Apologized for the problem and assured that the problem would be submitted again. Trouble Ticket 611166 Call back requested.	10/26/05	Technician was not able to reproduce the problem originally. The agent's computers were rebooted and caller ID were working. When the caller called, insufficient information appeared on the agents' computers. Account Manager left a message on caller's voice mail advising the caller to contact T-Mobile customer service to issue a trouble ticket.
K649629152	10/24/05	N/A	#25	Disconnect/Reconnect during calls	10/24/05	Advised customer to have DSL line checked and check to see if in line filter is in good condition.

K649020484	10/31/05	1811	#17	VCO user said the agent did not dial out, did not do anything. Agent sat there and did not respond. VCO user very upset with service says this happens too many times to count.	10/31/05	This agent was not working this day. No further follow up needed.
K649020286	10/31/05	2108	#11	VCO explained instructions and reminded the agent to read customer notes. Agent still did not follow VCO request and instructions. VCO very upset said this rudeness happens too many times to count.	10/31/05	Supv met with agent and coached on the importance of following instructions and requests from the customer. Agent understands. No F/u requested.
K649630384	10/31/05	N/A	#29	Technical - General	11/03/05	Long distance network circuit problem identified and repaired by service provider. Confirmed this remedied the circumstance.
K649630412	10/31/05	N/A	#07	Captions Lag too far behind voice	11/03/05	Apologized for incidence. Investigating to see if there was a technical difficulty during the call. Advised customer to let us know should any future calls have similar problem.
K649022143	10/31/05	unknown	#29	Customer could not make cell phone call through IL relay service. His number was showing as restricted (this has never shown this way before). Agent said they could not allow call without billing method being chosen. Customer did not get agent ID number. Call was never completed. RCS response: Apologized for the problem and assured that a trouble ticket and complaint would be sent in as stated. Call back requested.  Trouble Ticket 656922 opened on this issue  Internal Update Performed	11/14/05	Technician worked with T-Mobile customer service level 2 representative and issued a billing trouble ticket from T-Mobile's side. Sprint technician couldn't locate the source of the problem. Account Manager updated the caller and advised him to check with T-Mobile. He had similar problems using Hamilton Relay in Wisconsin.
K649022296	10/31/05	unknown	#29	Customer states that he has turned in several trouble tickets and complaints and has requested call backs on each one and has never yet received a call back from anyone. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated.	11/14/05	Technician was not able reproduce the billing issue using his T-Mobile cellular phone. The caller was advised to contact his carrier and issue a trouble ticket.

K649024037	11/01/05	7730	#05	Customer stated agent disconnected after i gave her the number to dial. Wasted my time. Apologized for the inconvenience and assured customer this complaint would be forwarded to the appropriate supervisor. Customer wants a follow up and to please call the contact number listed.	11/01/05	Agent does not remember the call. Discussed the consequences of disconnecting calls and the proper procedures for disconnecting calls. Reminded agent to get a supervisor in the future if they have any problems. Attempted to call the customer on 11-8-05 at 3 pm: fax tones; 2nd attempt on 11-10-05 at 7:01 pm: reached ans mach; 3rd attempt on 11-13-05 at 2:16 pm: fax tones.
K6410264726	11/03/05	N/A	#21	Voice user unable to connect to CapTel Service Number	11/22/05	Caller has tried to use all available voice in numbers. Each attempt results in fast busy indicating misrouting in tollfree network. Caller is using 711 to access CapTel captioning service.
K6410261673	11/08/05	N/A	#29	Echo Sounds - CapTel user hears	11/08/05	Provided customer with suggestions to eliminate echo and software update.
K649639272	11/10/05	9248	#05	NJ customer called in to say they were using IL Relay and reached IL relay OPR 9248 and said call end on me. Customer service apologized to the customer and thanked the customer for letting us know. Customer would like follow up via email.	11/10/05	Unable to resolve the complaint because the number is not assigned.
K649651066	11/14/05	7812F	#05	NJ TTY customer called in to say he was using IL relay and CA 7812F ended the call while I was giving her to leave the MSG. She hung up on me while I'm not finished yet. The time was 12:23 PM today. Customer service apologize to the customer. Customer would like follow up via email.	11/14/05	This agent is no longer with the company. E-mailed the customer on 11-25-05 with the resolution.  We were not given a complete e-mail address for resolution. However, after attempting several possibilities, the e-mails were sent back undeliverable. Therefore, we were unable to complete the follow-up with the customer.
K6410263698	11/17/05	N/A	#25	Disconnect/Reconnect during calls	11/17/05	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.
K649664172	11/17/05	Unknown	#22	Customer's phone number shows as restricted when it is not a restricted number. Apologized for the problem and opened TT ID 747645. Follow up required by Acct. Manager for problem resolution.  System Message: Ticket has been opened by customer for appending, but no text has been entered. Subticket closed by system.	11/22/05	Account Manager contacted caller to learn more about cellular phone plan with T-Mobile using Sidekick II but could not reproduce the billing problem. Account Manager contacted T-Mobile customer service to learn that the caller has no restrictions after talking with the customer via email. The caller was advised to contact T-Mobile to issue trouble ticket if this billing issue persists. Caller mentioned that the agent was from Wisconsin center but Sprint doesn't

						have a center there. So it is possible that it is Hamilton issue and advised him to contact Hamilton customer service.
K649671855	11/22/05	1503F	#05	Customer states the call was cut off at 3:49 PM on 11/22/05. No other detail was provided. Apologized. No follow up.	11/22/05	CA does remember there was possibly one dropped call during that time frame but didn't remember the exact time. Reminded CA to inform TL on duty if there are any dropped calls or calls that appear to have dropped.
K649673255	11/23/05	unknown	#35	Voice cell phone caller unable to complete calls due to restricted number via IL Relay problem does not exist with other Relay providers caller also having problem connecting with an ASCII number residential number via IL Relay but able to connect directly with ASCII equipment (apologized for problem encountered advised a trouble ticket and complaint would be entered) T.T. 771369 Customer expects contact asap from Account Manager and/or tech	11/25/05	assigned to AM  Technician confirmed that the caller's cellular phone has restrictions. The problem could not be resolved from Sprint's side. The technician has contacted T-Mobile at the caller's request to issue a trouble ticket for the billing issue.
K649678932	11/27/05	Unknown	#00	IL customer called the designated number for speech to speech, between 10-10:30 AM on 11/27/05. There was a recording saying he'd reached the Relay Center, but no operator came on the line. Apologized. Assured customer we would check into the problem. Called customer back (as he requested). Explained to customer that Force Management advised there was unusually high call volume in Speech to Speech; extra personnel were coming on. Customer appreciated knowing. Follow up requested.  Internal Update Performed	11/27/05	Customer service called customer back within 5 minutes of his complaint. Explained unusually high call volume. The problem was being corrected. Thanked customer for taking time to speak with us.  Explained to customer that Force Management advised there was unusually high call volume in Speech to Speech; extra operators were coming on. Customer thanked us for the call back.
K649687853	11/30/05	1764F	#05	This operator disconnected me. I was calling a utility company to ask questions but the operator disconnected me. I even asked HELLO R U THERE Q GA but there was no answer. Thanked customer for letting us know and informed the customer that we would forward this to the appropriate supervisor. Customer would like follow-up.	11/30/05	Dec 3, at 5 pm I left the message on the customer's answer machine stating that the agent had experienced technical problem and apologized for the inconvenience disconnection may have caused.

				<p>System Message: Ticket has been opened by customer for appending, but no text has been entered. Subticket closed by system.</p> <p>Dec 3, at 5 pm I left the message on the customer's answer machine stating that the agent had experienced technical problem and apologized for the inconvenience disconnection may have caused.</p>		
K649691368	12/01/05	8764F	#29	<p>IL VCO user called in to say when her friend calls her through Relay the friends number is not showing up on her caller ID. Customer is getting (out of area), when the call is not long distance. TT 805566. Customer service apologized to the customer and thanked her for being patient. Customer would like follow up via email.</p> <p>Reassigned complaint to IL AM.</p>	12/01/05	<p>I called the customer on April 7 at 10:25 AM, there was no answer nor an answering machine.</p> <p>4/13: Called and there was no answer.</p> <p>Left a message on 5/3 asking customer to call me if still having problems.</p>
K649697234	12/03/05	6104	#29	<p>IL TTY caller called in to say Relay is not transmitting the numbers of her callers on to her caller ID. This started about 2 weeks ago. Customer Service apologized to the customer and turned in TT 819647. This also happened through another center so two Trouble Tickets have been turned in on this issue. The other TT number is 819657. Customer would like a follow up from the AM.</p>	12/03/05	<p>Left messages on 4/7 at 10:25 AM, 4/13 at 1:40 pm and 5/3 at 3:05 PM. Asked the customer to call me if still experiencing problems.</p>
K649697194	12/03/05	7152	#29	<p>IL TTY caller called in to say Relay is not transmitting the numbers of the her callers. This started about 2 weeks ago. Customer service apologized to the customer and turned in TT number 819657. This also happened through another center so two Tickets were turned in the other TT number is 819647. Customer would like follow up from the AM.</p>	12/03/05	<p>Left messages on 4/7 at 9:40 AM, 4/13 at 1:40 PM and 5/3 at 3:05 PM. Asked customer to call me if still having problems.</p>
K6410265458	12/11/05	7638F	#03	<p>TTY customer said that agent didn't follow his instructions. He gave the number to call and a message to leave and the agent didn't leave the message on the answering machine as he had</p>	12/11/05	<p>Reassigned to appropriate center.</p> <p>This agent number is not in use at the time.</p>

				requested. Apologized and told him a supervisor would follow up with the agent.		
K6410266945	12/12/05	2078	#02	Customer stated agent did not follow notes in database stating to type at 50 wpm and to disable turbo code. Supervisor stated she checked the wpm and it was at 25 and turbo code was not disabled. No F/U requested.	12/12/05	Supervisor coached the agent to always follow customers notes and advised the agent of consequences for not following customers notes. No F/U requested
K6410269443	12/12/05	unknown	#29	A voice customer called to report trouble with the IL relay voice number. For two weeks she has been receiving TTY tones when she dials the IL relay toll-free 800 number. Tonight it took her four tries to get through, she got a "very loud, piercing" tone in her ear and no answer after that. Apologized for inconvenience. Tested the number and received a voice operator on the first try. Opened TT#861809. Follow-up requested.	12/12/05	Customer stated that she has not heard the TTY tones when she makes a relay call. She said all was working well and thanked me for the call back.
K6410276462	12/15/05	8889F	#29	IL VCO user not receiving callers ID on their caller ID. Customer Service apologized for the inconvenience and turned in TT 880214. Customer would like follow up from AM.  I spoke with the customer today who shared with me that she is not receiving caller ID and there is garbling on most of her calls. I told her I would check with the technical team and get back to her on this.	12/15/05	The technician contacted customer to figure out what may be causing this and he was able to fix it. All is working fine.
K6410281919	12/19/05	8564	#35	Customer states her caller id is not sending. She lives 3 blocks away from the VCO customer. The CID unit shows out of area through Relay. Apologized. TT 892758 was opened. Follow up requested.  Internal Update Performed	12/19/05	Left messages on 5/26 at 10:30 AM and 5/31 and 4:45 PM, asking her to call me back.  I spoke with the customer and she stated the Caller ID issue was resolved and is working fine now.
K6410801929	12/20/05	N/A	#07	Captions Lag too far behind voice	12/20/05	Customer shared feedback regarding captioning speed. CSR apologized for incidence and thanked customer and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document the date* time* CA #* and

K6410286178	12/20/05	2130F	#29	TTY customer called to report that she is not receiving caller ID info when receiving calls via relay. The caller ID only says, "Out Of Area." She said this has been happening for approximately a week, and the problem does not occur when calls are made directly. She says her sister, another TTY user, has the same problem. Apologized for inconvenience. Suggested using *82 to unblock calls. Opened TT#902375. Follow-up requested.	12/20/05	Left a message on April 7 for customer to contact me.  Left messages on 4/13 at 10:45 AM and 5/4 at 1:00 PM. Asked customer to contact me if still having problems.
K6410288338	12/21/05	1888F	#29	2nd request on caller ID not working. RCS request: Apologized for the problem and assured that the complaint would be turned in as stated. Previous Trouble Ticket turned in 12/15/05 880214 - this trouble ticket 908588 Customer does request call back	05/08/06	Our technician called the customer to work with her on resolving her Caller ID problem. He fixed it and it is now working.
K6410290740	12/22/05	1478F	#29	IL VCO customer is not getting the number of the person calling her through relay on her caller ID. This started a couple of weeks ago. Customer Service apologized to the customer. Customer would like follow up.  TT 912806 on this one. Previously turned in TT 880214 on same customer save issue.	12/22/05	Our technician called the customer on her Caller ID issue and he fixed it for her.
K6410297554	12/28/05	UNKNOWN	#29	IL VCO user CID does not receive CID for any relay calls to her number. It says unavailable for calls and garbles agent ID number. Apologized, explained I will enter a trouble ticket to have the technicians look into the issue. Entered TT 930 971 Customer does want contact with resolution.	12/28/05	Forward to correct AM for follow up.  I talked with the customer today and she said that the Caller ID is now working via relay. She is happy she can see who is calling her.
K6410802797	12/29/05	N/A	#25	Disconnect/Reconnect during calls	12/29/05	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.
K6410802829	12/29/05	N/A	#26	Sound Quality - Static	12/29/05	Advised customer to re-locate CapTel phone to another wall jack. Also advised altering set-up of CapTel phone and testing away from other devices plugged into multi-plex telephone jack. Offered additional suggestions and considerations for troubleshooting

K6410303245	12/31/05	8005	#26	IL TTY customer had garbling during a call. TT 943657. Customer service apologize and turned in a TT. Customer did not request follow up, but can be contacted if more info is needed.	12/31/05	01/03/2006 07:18: Technician made a test call with customer and no garbling occurred on our test call. Solved. Closed.
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DOCKET NO.

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