

**AT&T RELAY SERVICES
NEW JERSEY
2006 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006**

5/23/2006

NEW JERSEY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0		1	0		0	0						1
TTY	1	2		0	1	0	0	1					5
TOTAL	1	2	1	0	1	0	0	1	0	0	0	0	6

Note: Service transitioned to new provider as of 1/31/2006

**AT&T RELAY SERVICES
NEW JERSEY
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006
Complaint Summary by Category**

5/23/2006

Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency	0	0	1	0	0	0	0	1					2
Confidentiality	0	0	0	0	0	0	0	0					0
Verbatim	0	0	0	0	0	0	0	0					0
Typing Issues	1	1	0	0	1	0	0	0					3
In Call Replacement	0	0	0	0	0	0	0	0					0
Answer Performance	0	1	0	0	0	0	0	0					1
Gender Accommodati	0	0	0	0	0	0	0	0					0
Total	1	2	1	0	1	0	0	1	0	0	0	0	6

FCC

NEW JERSEY Relay Service

June, 2005

Commendations

Complaints

TTY June 13, 2005

The customer complained that the CA did not keep him informed of his call's progress and typed poorly.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: June 13, 2005

FCC: Typing Issue

Inquiries/Comments

**FCC
NonCon
July, 2005**

Commendations

Complaints

Inquiries/Comments

FCC

NEW JERSEY Relay Service

August, 2005

Commendations

Complaints

Voice August 13, 2005

The customer complained the CA was rude; making personal comments about a relay call in progress.

Category: Attitude and Manner

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: August 13, 2005

FCC: Transparency

Inquiries/Comments

FCC NonCon

September, 2005

Commendations

Complaints

Inquiries/Comments

FCC NEW JERSEY Relay Service

October, 2005

Commendations

Complaints

TTY October 22, 2005

The customer complained that the CAs make too many typing mistakes and cannot keep up with the voice conversation.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience and advised the customer to keep track of CA numbers that are having difficulty spelling.

Contact Closed: October 22, 2005

FCC: Typing Issue

Inquiries/Comments

FCC NonCon

November, 2005

Commendations

Complaints

Inquiries/Comments

FCC
NEW JERSEY Relay Service
December, 2005

Commendations

Complaints

Inquiries/Comments

FCC

NEW JERSEY Relay Service

January, 2006

Commendations

Complaints

TTY January 18, 2006

The customer complained that the CA interjected personal comments during his/her call.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 18, 2006

FCC: Transparency

Inquiries/Comments



Sprint Nextel
61 South Paramus Road
Paramus, NJ 07652
(201) 909- 6664 TTY
(201) 909-6666 Fax

Aparna Lele
Account Manager
Email: Aparna.Lele@sprint.com
MAIL ROOM

06 JUN 22 PM 12:34
BOARD OF PUBLIC UTILITIES
NEWARK, N.J.

JUN 22 2006

June 22, 2006

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Room TW-B204
Washington, DC 20554

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

On behalf of New Jersey Relay, I am submitting the TRS logs from February 1, 2006 to May 31, 2006. Please note that Sprint began the relay contract with New Jersey on February 1, 2006, so you should be receiving the TRS complaint logs from the previous relay provider for June 1, 2005 to January 31, 2006. Enclosed with this letter you will find the following:

- Letter from New Jersey Relay
- TRS complaint logs (original and four copies)
- One 3.5 diskette

All NJ Relay complaints and resolutions are directed to the contact listed below:

Bruce Gallagher
New Jersey Board of Public Utilities
2 Gateway Center
8th floor,
Newark, NJ 07102
(973) 648-7994 (Voice)
973-624-9453 (Fax)
bruce.gallagher@bpu.state.nj.us (Email)

Please contact Bruce Gallagher if you have need additional information or have questions pertaining to the enclosed materials.

Sincerely,

Aparna Lele,
NJ Relay Account Manager for Sprint

Attachments

cc: Pamela Gregory, FCC (one paper copy)
Anthony Centrella, BPU Director, Division of Telecommunications
Bruce Gallagher, BPU Administrative Analyst

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/02/06	VCO customer stated that they were experiencing a lot of garbled text this morning, occurring throughout the call when connected to relay.	02/10/06	Attempted to contact the customer 3 times for troubleshooting. If customer continues to experience garbling, they should contact customer service first.
02/02/06	Voice customer could not hear her mother on VCO through relay, and her mother said nothing was working right.	02/02/06	Contacted the customer's mother and she confirmed that the issue is now resolved. Her mother has no problem using VCO now.
02/03/06	VCO user could not connect to relay.	02/03/06	Attempted to contact the customer 2 times without success. The customer profile has been updated and branded as VCO.
02/03/06	VCO user reported that she could not connect to relay.	02/03/06	Apologized and explained about using VCO dedicated number, branded and updated customer database to note VCO call type.
02/03/06	VCO user reported that he could not connect to relay anymore.	02/03/06	Apologized and explained about using VCO dedicated number, branded and noted for VCO call type to update customer database.
02/03/06	CAs did not have Customer Database information indicating the customer was a VCO customer.	02/05/06	Confirmed that VCO branding was added to the customer's database.
02/04/06	VCO user reported that she was receiving garbled text on outgoing calls but not on incoming calls.	02/04/06	Made a few test calls through the NJ relay using the customer's Automated Number Identification. Technician could not duplicate the issue with or without an outbound caller connected. If the inbound customer was the one complaining, there would not be a difference in if the outbound was connected or not.

02/05/06	VCO customer reported trouble when calling her brother in KY. Her brother said it sounded "like she was on a cell phone going out of range."	02/05/06	Made test calls with no sound issues or garbling. It could've been a bad connection with the CA.
02/06/06	Customer wanted to get connected to "800 PAD Directory." The CA didn't know what it was, and then, requested supervisor assistance after getting the customer upset.	02/06/06	Coached the CA on the proper procedures of handling this type of the call.
02/06/06	VCO customer reported garbled text from relay.	02/06/06	Customer turned Turbo Code off and set to baudot. It works fine now.
02/06/06	Customer could not successfully make or receive relay calls.	02/06/06	Contacted customer and provided the NJ VCO dedicated number just in case she has any more trouble. She said her phone is working fine today.
02/06/06	TTY customer could not dial long distance through relay. Customer provided three CA IDs.	02/06/06	Found the problem in the KC switch and tested the calls. The customer confirmed that she is able to make long distance calls via relay now.
02/08/06	Disconnection/reconnection during calls	02/08/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent e-mail with tips to reduce occurrence.
02/08/06	Voice customer could not make long distance call to daughter using NJ relay service.	05/16/06	Found the problem in the KC switch and tested the calls. The customer confirmed that she is able to make long distance calls via relay now.
02/09/06	Customer has been getting garbled messages for the last three days on her VCO phone. There are no spaces between words, and a lot of words don't make sense.	02/16/06	Attempted to contact the customer 3 times without success.
02/09/06	VCO customer reported not connecting to relay.	02/27/06	Contacted customer and provided the dedicated VCO number. If she has additional trouble, she will call back.

02/09/06	Customer shared feedback regarding accuracy of captions.	02/09/06	Thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff.
02/09/06	VCO customer stated that she is still experiencing garbled text with relay.	06/09/06	Attempted to resolve this problem, but the customer did not do her part for troubleshooting. We need more results to find the solution.
02/10/06	VCO user said she had to wait 4 seconds for relay to respond on the toll free VCO number and 711. No operator ID number was provided.	02/10/06	Apologized and explained that it is best to use the toll free number to reach VCO. Called the same number and reached a CA in 2 seconds.
02/10/06	Voice caller reported that her mom could not get through on 711.	02/10/06	Apologized and explained the benefits of using the dedicated VCO number. Provided customer with dedicated VCO number.
02/10/06	Customer has received garbled text on all outgoing calls since the beginning of the month.	03/02/06	The instructions on disabling Turbo Code on the device were shipped to the customer. Left a message on her answering machine with the phone number to call back if the problem persists.
02/12/06	VCO customer called to report trouble with dialing long distance via NJ relay service. She continually received the message, "Your call cannot go through, please try again."	02/12/06	This issue was corrected in the 121 switch downtown. We will need the original dates and times of the calls in order to see how the calls were handled.
02/13/06	Caller reported that she has been unable to place any long distance calls through NJ relay for the past two weeks.	02/13/06	This issue was corrected in the switch.

02/13/06	VCO customer reported that she was unable to call her parents long distance in Florida through relay. She got a recording saying her number cannot go through. When she called directly without relay, she said she did not have a problem.	02/13/06	This issue was corrected in the switch.
02/13/06	VCO user received garbled text on calls through relay.	02/15/06	Attempted to contact customer 3 times without success. It seems VCO problems are being caused by Turbo Code; customers should have Turbo Code turned off.
02/14/06	Caller received garbled messages typed to him.	02/14/06	Contacted customer. Said everything is "beautiful" now.
02/15/06	Customer had no success when calling a long distance number through relay. She tried multiple times through many relay operators. However, the same number can be accessed when dialed directly.	02/15/06	This issue was corrected in the switch and the customer is able to make long distance calls through relay.
02/15/06	Customer was not able to dial the toll free number through relay. It connected with direct dial.	02/15/06	This issue was corrected in the switch and the customer is able to dial the toll free number through relay.
02/15/06	Customer was not able to call a long distance number through relay. With direct dial, the call was successful.	02/15/06	Verizon has fixed the issue to update the database. The customer confirmed that she has no problem making long distance calls via relay now.
02/16/06	Billing - General	02/16/06	Set up consumer's preferred Carrier of Choice.
02/16/06	VCO customer called to report she was still experiencing severe garbling on her outbound calls, although her inbound calls did not garble at all.	02/16/06	This appears to be a problem with the customer's Local Exchange Carrier. The customer will follow up with Verizon to check out the local line connection.

02/17/06	VCO customer was unable to connect to relay using equipment from the NJ equipment program through relay. Customer had problem reaching customer service and reported the line was silent with no typing.	02/17/06	Contacted the customer. She will contact the equipment distribution program and ask for the new Uniphone to be exchanged since it is not working well.
02/18/06	Voice customer was very upset about how, when she called into NJ relay, she heard TTY tones on her cell phone. She also was mad that her mother tends to hang up if there is no typing immediately, because the agents are not sending a greeting right away.	02/18/06	Confirmed that the VOICE branding is added to the customer database. The customer doesn't hear the TTY tones anymore.
02/19/06	Customer was unable to make long distance calls through relay. But when the number is dialed directly, the call goes through.	02/19/06	All long distance calls through relay using Verizon as the Carrier of Choice are giving a failure code. Verizon fixed the issue. Customer is now able to make long distance calls through relay.
02/19/06	Customer in area code 201 was not able to make a long distance call to area code 215 through relay. When the number is dialed directly, the call goes through.	02/19/06	This issue was corrected in the switch and the customer is now able to make long distance call.
02/20/06	Voice customer was trying to call his deaf friend and said that he dialed 711 and gave the number to dial. The agent got a recorded message asking for his name. He gave it and then the recording said the person was unavailable. This never happened before until the past few days. He tried to call back again and got an answering machine message; the call was then disconnected and the agent could not leave a message.	06/02/06	The customer has "Call Intercept." This is a Verizon service that requires a number in order to record their name when calling from a blocked number. This is not a problem on our end.
02/21/06	VCO caller in NY received incoming NJ relay call and could not understand the CA's voice. The CA did not articulate clearly and was an extremely slow typist. Customer had to hang up and place the call again via NY relay.	02/21/06	Coached CA on the importance of speaking clearly and following the customer's instructions.

02/22/06	VCO caller reported that he could not complete calls to toll free numbers through NJ relay. When he dialed the numbers directly, it worked fine. He provided agent ID numbers so that a trouble ticket could be entered.	02/22/06	The calls using the 800 numbers are now working.
02/22/06	VCO Customer had ongoing garbling problems through relay.	06/09/06	Made efforts in resolving this but the end user did not do their part in testing the loaned equipment. We need more results in order to find the solution.
02/22/06	Customer reported that she has experienced some garbling problems since Sprint took over.	02/22/06	Spoke with customer twice (called her directly through a TTY device and relay). Both times the calls were completed without garbled text The customer was contacted the following week to see if there is any more trouble but she was not reachable due to having moved out.
02/23/06	Voice customer called very upset and reported that her mother has been told her list of frequently dialed numbers was not available.	02/23/06	Contacted the customer. She said she will fax the list to update her mother's customer database.
02/23/06	Voice customer reported that his wife is not able to receive incoming calls and can only make outgoing calls.	02/25/06	Attempted to contact the customer by emailing and leaving a message; customer has not returned our messages.
02/23/06	Voice customer stated that the outbound person repeatedly said "Hello" for about 10 times and then disconnected. The CA never came back on the line after the disconnection. Customer said she was not able to make her call successfully.	02/23/06	Coached the CA on procedures of handling calls.
02/23/06	Voice customer stated that the CA dialed the wrong number. When the customer told the CA that she misdialled the number, the call then got disconnected.	02/23/06	Unable to follow up with CA as this was an invalid CA number.
02/23/06	Disconnection/reconnection during calls.	02/23/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.

02/27/06	VCO customer called to complain that she is still receiving garbled messages and the problem is getting worse.	06/09/06	Efforts were made in resolving this, but customer is not cooperating in terms of testing equipment.
02/27/06	Billing - General	02/27/06	Set up customer's preferred long distance company in system.
02/27/06	Customer cannot read typing of relay agent. On a call everything is fine for about 5 minutes then the text becomes garbled.	02/27/06	Made test calls with the customer through relay for 5 minutes before the garbling began without any apparent reason. Customer could not read what agent typed to her, but agent could read customer with no problem. Customer turned off Turbo Code off and set to baudot.
2/27/2006	VCO customer wanted a call from account manager regarding his many complaints. 10 different CAs did not handle his calls correctly. The customer did not provide any CA IDs for following up with agents.	02/27/06	Account manager followed up with the customer and advised him to provide the CA ID numbers and time of the call in order to coach CAs on procedures.
March 2006 (29 contacts)			
03/01/06	Customer said the CA did not inform her of the TTY answering machine message. She also experienced the same problem with the previous two operators.	03/01/06	Met with CA and she had no recollection of this situation. Coached the CA on the proper procedure, though this call did not seem to be an agent error.
03/01/06	VCO customer received garbled text on outgoing calls.	03/01/06	Left the instruction on how to turn Turbo Code off on the answering machine and requested to call back if the problem persists.
03/01/06	VCO customer requested the management know that she is very unhappy with NJ relay service. She never had a garbling issue before.	06/08/06	Attempted to contact the customer 3 times with no success.
03/02/06	VCO customer was very unhappy with NJ relay and said the CAs are not trained and his call was blocked from his frequently dialed number list.	03/02/06	Advised customer to make a note of CA ID number so that we can follow through to correct the situation.
03/06/06	TTY customer reported about garbled calls not going through the regional 800 number.	03/06/06	Contacted the customer and he said the garbling had stopped. The problem he had with the regional 800 number has been resolved.

03/06/06	A CA received garbled text while the customer had no problem reading the CA's typing.	03/07/06	Left the messages with the customer two times on the answering machine to do some tests, but never received a response.
03/07/06	Customer reported garbling. Customer could not provide CA ID since the garbled transmissions were on almost all relay calls.	03/12/06	Tested the calls with the Ameriphone Dialogue VCO device to the relay centers, which did not show garbling. Recommended the customer to have the device calibrated at an authorized repair facility. After following up with the customer one week later, he mentioned things had improved.
03/09/06	VCO user complained that it took a while to finally connect to relay.	03/09/06	Provided dedicated VCO number and explained the benefit of using that number. Customer confirmed it is much faster to connect to relay now.
03/11/06	VCO customer has experienced garbled text with relay for 2 months.	03/11/06	Contacted customer to make an appointment for testing. The customer will call back if there is any more trouble.
03/13/06	Sound Quality - Static	03/13/06	Advised customer to adjust the tone and volume settings on the phone, which customer noted was helpful.
03/14/06	Customer attempted to reach a VCO user and reached a recording saying the customer would not accept blocked or unidentified calls.	03/14/06	A CA ID was unavailable.
03/15/06	Customer has a preferred long distance carrier listed in profile but is upset that when calling from a different number, she has to repeat the long distance carrier.	03/15/06	E-mailed customer explaining why it is necessary to provide the long distance carrier information for the CA to place a call. Advised that she contacts customer service to add more phone numbers to her profile to avoid having to be asked again.

03/16/06	Customer was having trouble placing calls out of state. CAs told her that those numbers cannot be reached from her area.	03/16/06	Customer's long distance carrier is Verizon and she was given the Verizon customer service number to follow up on this issue. The issue was resolved after customer's number was added to their database.
03/19/06	VCO customer complained that she has been receiving garbled messages for the past two months. She is a Verizon customer with an Ameriphone device.	03/19/06	Advised Customer to provide a CA ID which will help figure which centers the Ameriphone calls went through. The Ameriphone calls being routed to the NJ center aren't having a problem. No additional information was received from the customer.
03/19/06	Voice customer complained that he was unable to contact a VCO user for the past one month. CA told him the line did not pick up. However, when he called directly, the line picked up after five rings and was answered by an answering machine.	03/19/06	Tested the call by calling the number directly and the result was that the line didn't ring. There was no answering machine pick up at the destination number. This problem appears to be local to the customer, not the relay service.
03/22/06	Customer stated that they gave the CA a prepaid number, PIN number, and then the number to dial. The CA told the customer that the message was left and hung up on them.	03/22/06	Coached the CA on following procedure for handling the calls. CA remembered the call and stated they informed the customer 2-3 times the pin number was invalid and then the customer disconnected the call. CA was reminded to report any technical difficulties that may result in a disconnected call.
03/23/06	Voice customer reported that she could hear the CA talking in the background while on her call.	03/23/06	Coached the CA on the importance of not talking while on calls. Followed up with customer via phone explaining that a discussion was held with the CA to ensure this situation will not occur in the future. Customer seemed satisfied.

03/23/06	Voice customer called NJ relay and there was silence initially; after a few moments, the customer said "Hello? Hello?" That was when the CA said the inbound greeting.	03/23/06	Coached the CA on the importance of responding in a timely manner even though the CA didn't remember the event. Followed up with customer via phone explaining that a discussion was held with the CA to ensure this situation will not occur in the future. Customer seemed satisfied.
03/23/06	Voice customer called to report that during her call with a VCO user, she could hear the CA typing and other CAs in the background relaying phone calls. It was loud and distracting.	03/23/06	Spoke with the CA and she was reminded to report any technical difficulties that may result in a relay call even though there was no mention of background sounds or other CAs.
03/23/06	Voice customer gave the CA the instructions to send a greeting macro right away so the VCO user would not think it is a prank call and hang up. Customer could hear her mother say "Operator, operator, are you there?" then the VCO user disconnected. Customer asked the CA if she sent the macro right away and the CA sounded confused.	03/23/06	Coached operator on the importance of following customer's instructions. The CA recalled the call and stated the proper procedures were followed and the supervisor was informed of a technical issue which was documented. Followed up with the customer that the CA was coached on proper procedures. Customer will keep us informed of any other concerns.
03/23/06	Voice customer stated she could hear the CA typing throughout the call. Customer called from a cell phone and has customer notes that say to mute the microphone.	03/23/06	Coached the CA to read customer database notes carefully. Followed up with the customer and she said she did not remember making this specific complaint but appreciated the time and action taken on it. No further contact required for this complaint.
03/24/06	Voice customer wanted information on why the CA would say "message garbled" and "I am reading what's been typed, but unable to read complete message."	03/24/06	Provided the information and the customer seemed satisfied.

03/27/06	VCO customer reported garbled text on relay calls.	03/27/06	The complaint has been noted. There is no contact information listed to follow up for troubleshooting and testing.
03/28/06	Customer complained that she called a TTY user and then at the end of the call asked the CA if the TTY user was still on the line. The CA stated "please direct all comments to the caller."	03/29/06	At that time, this CA number is not available.
03/28/06	Dialing Issue - Phone line does not require 1 when dialing 800 number	03/28/06	Technical support removed "1" from unit's outbound dialing string. The problem was resolved. The customer is able to make outbound captioned call after this adjustment.
03/28/06	Dialing Issue: phone line does not require 1 when dialing 800 number	03/28/06	Technical support removed "1" from unit's outbound dialing string. The issue was resolved. The customer is able to make outbound captioned calls after this adjustment.
03/28/06	TTY customer reported severe garbling that has occurred for the past couple of months. He said hitting space bar does not help, and he has Turbocode disabled on his machine.	03/28/06	Contacted customer. Set Minicom IV to HIGH SENSITIVITY. The customer is also going to try and adjust the volume levels on his receiver to help the TTY device. If he has too little volume the TTY device won't pick up all the tones, but if there is too much volume he will get an echo that messes up the tones.
03/29/06	Voice customer complained that when she dials the dedicated 800 number for voice users, if a CA doesn't pick up after three rings, it will say "all operators are busy" and switch to TTY tones that are so loud she cannot stay on hold for a CA.	03/29/06	The customer was not reachable since the number the customer gave is not in service.
03/30/06	VCO user complained that it took a while to get a relay call answered via 711.	03/30/06	VCO branding was added to the customer's profile and it worked well via 711. Suggested that the customer to use a dedicated VCO number so the agent can hear her immediately and add it into her VCO machine for one-touch dialing as well.

April 2006 (17 contacts)

04/02/06	VCO customer reported that he is still experiencing garbling.	04/02/06	Tested the call and connected to the customer over a Verizon line with a TTY. The customer continued to experience garbling. The customer will call their local line provider and have a line level and line noise test done.
04/02/06	Customer reported his caller ID information is not sending.	04/02/06	The test calls showed the caller id and the customer database is updated with the correct data.
04/05/06	Customer reported two problems: trouble connecting to relay and ongoing garbling.	04/05/06	Provided the dedicated VCO number and requested the customer to get back with the information on the CA ID, time/date of the call if she experiences any more garbled calls.
04/11/06	TTY customer stated calls were disconnected when reaching relay. Customer dialed 711 and got disconnected while waiting for an operator and in the middle of the conversations. Also, when being transferred to Customer Service, garbling occurred on the Customer Service's side of the conversation.	04/11/06	There is no known issue with dropped calls in NJ. Since this issue is happening at multiple call centers, the problem is probably on the customers' end. Contacting the customer is not possible without the customer's contact information.
04/12/06	TTY customer complained about relay calls being disconnected many times.	04/20/06	Tested the calls and they got connected to the NJ relay center without a problem. There may be a problem at another call center or a problem in the customer's area.
04/12/06	VCO customer complained that she kept experiencing garbled calls when calling her husband via relay.	04/17/06	Left a message for the customer to call back and emailed two times as well. She has not yet returned the calls.
04/13/06	TTY user complained CAs hung up on him.	04/13/06	Explained about relay guidelines and advised customer to make note of CA ID numbers so we can follow through and correct the situation.
04/13/06	CA did not know how to handle two-line VCO calls.	04/13/06	Coached CA on the proper procedures of two-line VCO calls and keeping VCO users informed.

4/13/06	CA did not respond online for 15 minutes.	4/13/06	Coached CA on the importance of following the instructions.
04/13/06	When calling the customer service, there was so much garbling that the customer had to hang up and let the customer service representative call him back. There was no problem on the call back.	04/20/06	Customer stated he has always had trouble with his Ameriphone device. He tried to purchase a new phone from Ameriphone but wasn't satisfied with the quality of it. He was recommended to look into Ultratec devices.
04/16/06	Voice customer complained that when he dialed a TTY number through NJ relay service, the CA reached a recording saying the number had been disconnected.	04/16/06	Dialed the TTY number through a Verizon line and on a cell phone. There is a problem with the 410 number. The customer was informed that this needs to be followed up directly with the Verizon provider.
04/19/06	Customer stated that CA was rude. During the call setup, customer was cheerful and wished CA a happy day. She described the weather and then asked CA a question. The CA disconnected the call.	04/19/06	Coached CA on the importance of always remaining polite and the severity of hanging up on customers.
04/20/06	TTY customer complained that CA kept hanging up when requesting two-line VCO calls. Customer felt that CA needed more training in this procedure.	04/20/06	Coached the CA on the proper procedure of handling two-line VCO calls.
04/20/06	TTY customer complained that CA kept hanging up when requesting two-line VCO calls. Customer felt that CA needed more training in this procedure.	04/20/06	Coached the CA on the proper procedure of handling two-line VCO calls.
04/20/06	TTY customer complained that CA kept hanging up when requesting two-line VCO calls. Customer felt that CA needed more training in this procedure.	04/20/06	Coached the CA on the proper procedure of handling two-line VCO calls.

04/25/06	VCO caller reported that she made a call to Earthlink technical support. The call was going along fine, but after a time, the technician could no longer hear her speaking. There was no further communication, so she had to hang up and has to start all over again in calling back. This time she will not get the same person and have to go through the explanation of problem all over again.	04/25/06	Coached the CA on the importance of following the customer's instructions. The CA was also reminded to report any technical difficulties that may result during a relay call.
04/27/06	CA reported that VCO customer's long distance information was not loading correctly when out-dialing. It selected "Adelphia" although the customer's long distance carrier was "Optimum Cable."	04/27/06	Checked the customer's profile and Adelphia was actually selected in the customer's profile. The correction was made in the customer's profile.
May 2006 (19 contacts)			
05/04/06	Voice customer complained that the CAs continually ask voice customers to speak slower, which interrupts the flow of the call. The CAs should be typing at the speed of normal human speech.	06/06/06	Spoke with the customer. He said the CAs should be able to type at speed of normal human speech instead of asking to speak much slower. The next time he experiences the same issue, he will share the CA ID.
05/07/06	VCO customer complained that when she dials relay, the CAs cannot hear her. She did not have trouble with incoming calls. She has just received a new Uniphone 1140.	05/07/06	Spoke with customer. She thought she got a bad phone. The customer will get it swapped out for a different unit through the equipment program.
05/07/06	Voice customer complained that it was difficult to hear the VCO caller (CA could hear both parties but VCO came into station at a faint tone and CA turned up headset volume to maximum).	05/07/06	Technician could not reproduce the issue with the inbound caller being faint-sounding. Customer may wish to investigate the problem on their end.
05/08/06	Customer called to report that the CA hung up on her.	05/12/06	Met with the CA, who did not remember this call. Coached the CA on the severity of hanging up on customers.
05/08/06	TTY customer stated that the CA did not know how to process 800 number calls. Customer received the recording, "We are sorry, this number can not be reached from your calling area."	05/08/06	CA stated that she tried to dial the 800 numbers but got the same recording. She was advised to seek supervisor assistance for support if this happens in the future.
05/10/06	Customer said three CAs did not know how to process Answering Machine Retrieval calls.	05/10/06	Met with the CA to review the information and call procedures.

05/10/06	Customer had three CAs who did not know how to process the Answering Machine Retrieval calls.	05/10/06	Met with the CA to review the information and call procedures.
05/12/06	VCO stated that when the CA announced the call, he mumbled and talked fast. Customer asked him to type because she uses VCO. He did not indicate it was a call through NJ Relay or give his agent number until the customer requested the information. The CA was a slow typist and the other party was confused whether or not it was a relay call or not.	05/12/06	Coached the CA on the importance of always remaining polite, typing accurately, and following the customer's instructions to ensure quality of service.
05/14/06	Customer's VCO branding did not show up with some outbound calls.	05/14/06	Customer confirmed that she is no longer having problems.
05/14/06	Customer stated he was unable to make long distance call.	05/14/06	Tested the call and got a recording, "Your access to this long distance provider's network is not authorized; please call 800-645-0005." The call went through Sprint with no problem. Called the customer to leave message that the AT&T customer service representative said the customer needs to set up billing. However, a message could not be left due to a recording saying the customer is not taking messages at this time; your call will be disconnected.
05/16/06	VCO customer complained that the CA needs to be trained on processing Answering Machine Retrieval calls. The customer was very upset because he wanted Answering Machine Retrieval, not to place a call.	05/16/06	Met with the agent, and he stated that he was having problems processing the Answering Machine Retrieval call, because he could not remember the proper procedure. Coached the CA on the importance of following customer's instructions and requesting a supervisor's assistance if he has problems with a specific call type, so the customer won't be dissatisfied with the service.
05/16/06	VCO customer had a problem with the CA not following customer notes to turn off Turbo Code. When doing Answering Machine Retrieval, the customer said the CA did it all wrong and needed to be re-trained on processing this type of call.	05/16/06	Coached CA on the importance of requesting a supervisor for support to process a call. The Turbo Code feature and Answering Machine Retrieval procedures were discussed, and the CA now understands how to do both.

05/18/06	VCO user complained that some of her callers still can not hear her speaking through relay service.	05/18/06	Followed up with customer and she agreed to contact the equipment distribution program to get her new phone replaced.
05/22/06	VCO customer had a problem with not being heard during relay calls.	05/22/06	Coached the agent on the procedure of handling VCO calls and making sure the VCO bridge is open when processing this type of call. The agent was also reminded to report any technical difficulty.
05/23/06	VCO customer stated they have had garbling for a few months. As soon as a call is made to relay, the garbling occurs until the customer hangs up.	05/24/06	Technician attempted to contact the customer for troubleshooting but the customer was not available.
05/25/06	VCO customer stated her caller ID is not picking up her mother's telephone number when she calls through relay. When her mother calls her directly, the number shows up on the caller ID	05/25/06	Customer confirmed that she is no longer having problems.
05/30/06	Customer wanted a supervisor to process the call because it seems the CA could not hear her. The call was not branded VCO, and the operator offered to brand her. She agreed, and the operator processed the call.	05/30/06	Advised the customer to add VCO branding to her customer notes. All her calls are branded VCO from now on.
05/30/06	Voice caller gave agent a number to dial. After dialing the number, the voice caller could hear TTY tones. The agent came back on line, and the caller asked what was going on. Agent said there was no answer. Customer asked to redial. Again customer heard the TTY tones. Agent came back on again. The voice caller asked what was going on. Agent then hung up.	05/30/06	Coached the CA on the importance of reporting if there is any technical difficulty that may result in a disconnected call and following the customer's instructions.
05/30/06	Customer was very upset that she had to wait for 15 minutes and the operator never came back on the line. This same operator has given bad service before. She got tired of waiting and hung up.	05/30/06	Coached the CA on the importance of following the customer's instructions to ensure quality of service.