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Federal Communications Commission
Office of the Secretary

June 21, 2006

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

Overnight Mail: DHL

RE: CG Docket 03-0123
and DA 06-1175,
Released: May 31, 2006

Dear Ms. Dortch:

As directed in the above-mentioned Docket and Press Release, enclosed please find four copies of the following:

- The State of Illinois' Sprint TRS and CapTel Annual Complaint Logs, which includes the number of complaints received for the period June 1, 2005 through May 31, 2006, that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.
- A summary with the total number of complaints received between June 1, 2005 and May 31, 2006.

A 3.5 diskette containing the Annual Complaint Log and summary is also enclosed.

In addition, Illinois Commerce Commission staff reported that no TRS or CapTel complaints elevated to that agency from June 1, 2005 through May 31, 2006.

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Please contact me if you require any additional information.

Sincerely,

Patty Kress,
Assistant Director

cc: Emma Danielson, Illinois Account Manager, Sprint Relay (without disk)
Christy Pound, Illinois Commerce Commission, ITAC/ITAP Liaison (without disk)
Pam Gregory, Federal Communications Commission (without disk)

Enclosures: Attachment #1: Four Copies of Annual TRS Complaint Log and CapTel
Complaint Log
Attachment #2: Four Copies of summary of total complaints
1 - 3.5 Diskette
1 - Copy of FCC Public Notice DA 06-1175

Complaint Tracking for IL (06/01/2005-05/31/2006). Total Customer Contacts: 161

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11", Height: 8.5"

Tracking #	Date of Compl.	Agent ID	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
K6410306376	01/03/06	unknown	#29	Customer Complaint: Customer reported that all persons calling to her mother—who is a VCO customer, no caller ID ever transmits when calling through IL Relay. All the numbers do transmit when dialed direct without relay. Provided all the numbers of persons that call to her mother and mother's phone number. Customer Service Response: Apologized for the problem and told her a trouble ticket would be entered (TT# 951009). Also explained that Caller ID is not guaranteed to work 100% of the time through relay due to many variables. Does request follow up call.	01/03/06	She stated that her mother got a CapTel unit and they bought a separate Caller ID so her mother can see who is calling before picking up the phone. This resolved this issue.
K6411409315	01/17/06	N/A	#07	Accuracy of captions	01/17/06	Customer shared feedback regarding accuracy of captions and captioning speed. 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
K6411414761	01/19/06	N/A	#29	Captions - stop in middle of call	01/20/06	Referred customer to contact ITAC for a replacement unit due to a number of factors reported.
K6411414860	01/19/06	N/A	#07	Captions Lag too far behind voice	01/20/06	Customer shared feedback regarding captioning speed. 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 the da
K6410837177	01/26/06	UNKNOWN	#60	IL Voice caller complains she received scam call via SIP for her ad selling puppies. Apologized explained purpose of relay. No contact wanted. Michelle adding resolution	01/26/06	Educated customer on purpose of relay service.
K6410840439	01/27/06	6205	#03	The customer stated she asked the agent not to type "ga to sk." She requested to leave the "sk" off and just type "ga." After the call ended she asked the agent	01/27/06	Apologized to customer and assured her this would be forwarded to the appropriate supervisor.

				why they typed "sk" and the agent disconnected. Customer requests follow up through e-mail.		The voice caller said "ready to hang up" and the agent typed this per our policy. Also, when the inbound hangs up our macro includes GA TO SK automatically. These follow our verbatim and appropriate macros standards and the macro cannot be changed. Apologized to customer through e-mail and explained our policy. Let customer know she could e-mail back with any clarifications she may need. Listed as Not Agent Error... agent did everything according to procedure. E-mail sent Wednesday, February 1st.
K6410842912	01/30/06	8889F	#03	Customer Complaint: Caller requested that the agent dial "Leon" on her FD list. The agent typed there was no number and asked her to repeat several times. Never dialed out to the number on her FD list for "Leon". Customer Service Response: Apologized for the inconvenience and told her the report would be sent to the call center supervisor. Explained that CS could add a note to her CDB to say, "Uses FD numbers", so the agent would understand where to look when she asks for a number by name. Added note. No follow up requested.	01/30/06	Supervisor coached CA to contact supervisor if have any problems with Frequently Dialed list problems.
K6411413145	01/31/06	N/A	#25	Disconnect/Reconnect during calls	01/31/06	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 letter with tips to reduce their occurrence.
K6411946014	02/06/06	N/A	#33	Billing - General	02/06/06	Set up customer's preference for long distance carrier of choice in the system. Confirmed this resolved customer's experience.
K6411940026	02/07/06	N/A	#33	Billing - General	02/07/06	Set up customer's preferred long distance company in the system and everything is working fine now.
K6411399816	02/09/06	2432 F	#04	MI TTY user complains on recording agent did not let them know what was going on, just kept typing holding and refused to transfer to supervisor. Apologized, explained agent is trained to keep customers informed and that some holding times can be very long. Explained I would inform the agent supervisor for follow up with agent. No contact wanted.	02/10/06	Agent was coached.
K6411939671	02/10/06	N/A	#29	Dialing Issue - Unable to dial regional 800 number	02/10/06	Technical Support made an adjustment allowing

						CapTel user to successfully make captioned call to regional 800 number.
K6411946766	02/20/06	N/A	#33	Billing - General	02/20/06	Technical Support provided a temporary resolution. Working with cellular provider to identify a permanent resolution.
K6411948271	02/21/06	N/A	#21	Compliments for CA/Service	02/21/06	Customer shared with CS Representative that they are so grateful and thankful for the CapTel phone and service and appreciated all the assistance in setting up the Caller ID and answering machine features with the CapTel phone.
K6411958984	02/23/06	N/A	#29	Technical - General	02/23/06	Technical problem identified. Resolution believed to be the solution in progress.
K6411924917	03/06/06	5446	#17	CA was rude to customer by not answering the question of "why they had outbound hang up after getting lots of garbling" Customer wants CA to apologize and CA ignored the question.	03/06/06	Re-assigning to correct center. Agent did not remember the incident but was coached on the proper procedures. Agent was reminded to report any technical difficulties that may result in disconnecting the call. The agent was also reminded of the consequences of disconnecting calls.
K6412571358	03/06/06	N/A	#29	Captions - stop in middle of call	03/06/06	Apologized to customer for experience and thanked them for feedback. Told customer that information would be forwarded for further investigation and follow
K6411925863	03/06/06	8697	#29	Customer being blocked from making calls through Relay. Getting error message about LD Carrier. Apologized for the problem and opened Trouble Ticket ID 1276846. Follow up required for problem resolution.	03/06/06	Called twice on April 7 and the line rings once and then disconnects. Customer sent me an email to let me know that he has not had problems with it recently. I asked him to let us know if it happens again.
K6412572479	03/07/06	N/A	#29	Technical - General	03/07/06	External network provider created a software solution that remedied incidence.

K6411931275	03/09/06	8669	#18	CA did not listen carefully. Customer asked to be transferred to billing department. CA typed answering machine recording as "Karen and Billy" when it should have been "Karen in billing."	03/09/06	CA was met with by her team leader on 3/9/06. The team leader coached the CA to pay more attention when typing messages to the customers. Also, when typing recordings or answering machines, if the message is unclear CA was coached to type (UNSURE) rather than guessing as to what was said. CA promised to listen more carefully.
K6411935264	03/09/06	6193	#24	A voice customer complains that she has had intermittent trouble reaching her VCO mother recently. Sometimes the agents tell her the line rings once then disconnects. She and her sister have made test calls with and without relay and most of the time, they get through, but the problem has not vanished entirely and their mother is frustrated. Apologized for inconvenience. Opened TT 1298948. Follow-up requested. Internal Update Performed	03/09/06	Technician made test calls with the customer and there were no problems.
K6412615149	03/10/06	N/A	#29	Technical - General	03/13/06	Technical problem identified. Resolution resolved by network vendor software change.
K6411936427	03/10/06	unknown	#26	Customer states that she is getting garbling on all of her relay calls and now people are telling her that her voice is breaking up and they cannot hear her. RCS response: Apologized for the problem and assured that a trouble ticket would be turned in to the techs. Call back requested Trouble Ticket 1305799	04/10/06	A child answered the phone and hung up on me twice. I called and left a message for the customer to contact me. The customer stated it is better now and rarely experiences garbling. She thanked me for following up with her.
K6411963280	03/13/06	unknown	#29	IL VCO user complains her callers can not hear her when using her cordless phone with her TTY device. Apologized, explained I will let the technicians know the problem. Entered TT 1313817 Customer does want contact with resolution.	03/13/06	CA stated that she remembers this customer having problems being heard. We checked with other CAs who have worked on that position and nobody is having problems with VCO users not being heard. 3/13/06 - 4:45 pm MST - tried to call Ms Brink again through the Relay - no answer. Will try again tomorrow. 3/14/06 - 9:30 am MST - no answer.

						3/14/06 - 1:40 pm MST - no answer. Since there was no answer by telephone, sent an e-mail letting her know that we believe it is her cordless phone that is causing the problem.
K6411965422	03/14/06	2354	#02	Customer notes state to only type (ans mach playing) rather than type the message. Customer asked the agent why they did not do that and the agent sent (one moment pls). The customer then states that the agent hung up on her. Apologized to the customer and informed her that we would forward this to the appropriate supervisor. Customer wishes to have follow-up via phone call.	03/14/06	This agent is no longer employed with CSD as of 03/13/2006 therefore further investigation could not be done. Informing customer via phone 3/14/2006.
K6411967863	03/14/06	6193	#25	Customer has already contacted CS before and spoken to Liz about this problem. While calling her mother, sometimes the line rings once and disconnects. Liz instructed her to call into CS everytime this happens and report the OPR number to see if it is one center having a problem. It has happened with OPRs 6193, 6382, and 2243. Her mother says the call does not show up in any way on her end. She has gotten through fine with an OPR 7XXX and 8XXX. Internal Update Performed Service Desk ticket 1329580 was opened. Follow up requested. Internal Update Performed	03/14/06	Called 2 times on 4/7 and the line disconnected both times. Will try again later. Left message on 4/13 and customer called me back to let me know that the problem was her mother's line, not the relay service. All is working fine now. The customer said that all is working fine and thanked me for calling her back.
K6411982283	03/21/06	Unknown	#29	Caller is not receiving complete macro when dialing 711 to reach Illinois Relay He only receives "number calling to please but agent never answers and he cannot make calls. Apologized for the problem and opened TT ID 1355544. Follow up is required for problem resolution.	03/21/06	The customer told me that all has been working fine and has been able to get through relay. He thanked me for following up with him.
K6412605380	03/22/06	N/A	#25	Disconnect/Reconnect during calls	03/22/06	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.

K6411985722	03/23/06	2329F	#26	Illinois VCO Customer having problem with not receiving caller id from persons calling her; and having garbling problems she cannot read what is being typed to her. Apologized for the problem and opened ID 1373536. Follow up required for problem resolution.	03/23/06	April 7: Called the customer and there was no answer nor an answering machine. Called on 4/13 at 10:25 AM. There was no answer. Called on 5/3 and left a message asking the customer to call me if still having problems.
K6411991176	03/26/06	8909M	#27	Customer states his database notes did not populate to the CA. Apologized. Assured customer we would check into the problem. Ticket 1386259 was opened. No follow up.	03/26/06	Worked on the system then made 15 test calls and the data populated with no problems.
K6412624359	03/27/06	N/A	#07	Accuracy of captions	03/27/06	Identified technical difficulty on the call reported due to static noted and other factors. Customer will log date* time and CA # should this ever arise again and report to Customer Service.
K6411993947	03/28/06	2149	#17	Customer stated the agent did not act appropriately which upset their client, and their client suggested filing the grievance. The agent did not respond to their client when asked what the TTY user typed. Agent said that the client was rude, and the customer would like the agent to handle business calls more appropriately. Supervisor apologized for the inconvenience and said the agent would be coached on the matter.	03/28/06	Supervisor met with agent who had no memory of this call. Made 3 attempts to contact customer. 3/29 @ 9:00am received answering machine-left message 3/29 @ 11:00am received answering machine-left message 3/30 @ 10:00am received answering machine-left message Further investigation not possible due to inability to reach customer. Agent was coached on the importance of handling ALL calls in a professional manner.
K6412006074	03/30/06	Unknown	#24	Customer cannot complete a call through Illinois Relay. Gets message saying your call cannot be completed as dialed. Apologized for the problem and opened TT ID 1413591. Follow-up with customer is requested and required to be sure of problem resolution.	03/30/06	Called the customer on April 7 several times and her line was busy. I spoke with the customer today and she stated that all has been working fine. It may have been due to the storms because the rest of the time it has worked fine.
K6412007537	03/31/06	unknown	#34	VCO customer unable to complete call to IL number	04/03/06	Called at 10:25 AM on April 7 and the line was busy.

				(apologized to customer for problem encountered advised complaint and trouble ticket would be entered) T.T. 1416783 Customer requests contact		I got a hold of the customer and she stated that all her calls via relay has been working fine.
K6412745714	04/07/06	N/A	#26	Captions - dropped characters/garbled text	04/07/06	Sent email explaining how the CapTel works and how the quality of the phone line affects the quality of the captions. Explained how to contact the phone company to have them check the quality of the line.
K6412453258	04/08/06	none	#26	IL TTY customer is experiencing garbling while using IL Relay. Customer Service also had garbling when talking to customer. Cust. Service tried to give some tips on how to turn off sending Auto ID and to turn the volume down or up on the receiver. Customer service called the customer back using Dept TTY and had no garbling. Customer is 90 and would like the account manager to contact her. Customer Service apologize for the problem. Customer would like follow up from the Account Manager. Internal Update Performed	04/08/06	TT number 1464333 Assigning to Account Manager. I spoke with the customer today and she said the garbling has stopped, but would let us know if it happens again. She thanked me for following up with her. Customer has not experienced garbling recently. Case is closed.
K6412788221	04/20/06	N/A	#21	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.
K6412790746	04/20/06	N/A	#21	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.
K6412793674	04/20/06	N/A	#21	Service - General	04/20/06	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.
K6413823781	05/02/06	N/A	#07	Captions Lag too far behind voice	05/02/06	Apologized for incidence. Advised customer to provide the date* time and CA number next time this happens so that we can investigate further.
K6412713414	05/03/06	8718	#05	TTY user complained that they gave the CA a number to dial and the CA typed "FUCK" and then hung up. TTY user was very upset. Doesn't understand why.	05/03/06	Met with CA immediately. CA didn't recall particular call, but does understand the seriousness of the matter and knows never to disconnect or type profanities to the callers. Future complaints of this nature could lead to corrective action.
K6412713895	05/03/06	2053	#17	She typed normal, but at the end of the call she typed really slow. I told her not to type slow. She complained "I will not tolerate that kind of behavior." Complaint taken on 5/2/06 at 1:30 p.m. Supervisor apologized for the service they received and assured customer a follow up e-mail would be sent after meeting with the CA.	05/03/06	Customer Service rep is assigning this to Supervisor in Cayce center per AM request. Supervisor met with agent who did not remember this incident. However, appropriate action was taken and agent was coached on the importance of remaining transparent and making any comments is never acceptable. Follow up email was sent 5/22/06.
K6412814240	05/12/06	2343F	#03	Customer Complaint: Caller reported that the CA was given the number for Medicaid and asked to get a live person on the line. Reached a recording that said? Hello you have reached the medicare medicaid assistance program please leave your name address and phone number as well as the reason you are calling a medicare counselor will call you back asap." Asked did the option have live person in recording? Asked to dial again then typed recording playing for five min. then person name is Janelee Morele how can I assist you (person hung up). Asked why they hung up. Typed "opr does not know number calling pls". Customer Service Response: Told report would be sent to supervisor. No call.	05/12/06	Supervisor talked with agent and coached the agent on the importance of demonstrating a warm and friendly demeanor. Appropriate action have been taken.
K6413286027	05/18/06	NA	#05	At approximately 1055am after a lengthy call conversation with the ATT.net computer technician seeking resolution to computer issues, the call was disconnected in the process. The customer was extremely upset and since he does not have agent id number, he requested that we track down this agent utilizing reports. Apologized for the inconvenience and assured the customer that we don't record any conversation at the center however I will forward such request to the appropriate personnel and assured the	05/18/06	Sent a letter to the customer explaining that we do not record any conversations and suggested they write down the agent's ID at the beginning of all calls so we can investigate problems if they arise.

				customer that account manager will follow up on this issue. Wish a follow up by mail.		
K641328035	05/19/06	6597M	#17	Customer Complaint: Caller reported that the CA was rude after he typed an entire message lasting over 3 minutes, when his database instruction notes read, "do not type recordings or messages unless asked." He typed that he would send him a refund for this call, and notes were made to be broken, and then hung up. Caller had another call to make, but was disconnected. Customer Service Response: Apologized for the inconvenience and thanked the caller for letting us know. Told him the report would be sent to the call center supervisor. Follow up: he requested that the account manager, Emma, should be notified.	05/19/06	Customer did not provide his contact information for follow up. Case is closed.
K6413300937	05/24/06	6252	#27	Database not showing with Relay. Apologized for the problem and opened TT ID 1751860. Follow up required for problem resolution.	05/24/06	Spoke with the customer and told her that branding was in place, so it is working now. The customer thanked me for following up with her.
K6413951864	05/26/06	N/A	#25	Disconnect/Reconnect during calls	06/06/06	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.
K646233490	06/09/05	8536M	#04	Caller (TTY user) gave CA ph. nbr to call, the call rang twice then nothing. Caller asked to have call redialed - no response at all from CA. Asked again to redial - still no response. Caller was upset CA did not respond to TTY user at all. Apologized to the caller and assured the CA would be met with.	06/09/05	CA did not recall this complaint, however in the future CA will be more conscientious to keep the customer well informed when there's dead air on the other end of the line.
K646233549	06/09/05	8703F	#02	Caller typed phone nbr. but the area code was garbled. CA did not follow customer note which states to verify all outdiald nbrs. I apologized to the caller and informed them that proper action will be taken and a relay rep. will follow up with what action was taken.	06/15/05	Met with ca. Da understand that she should have verify the number.Coached Ca to make sure to follow customer instruction. 1.) June 13, attempted to follow up 3 times at 5:40pm to call customer. Line was busy all three times. 2.) June 14, 1645 attempted 3 times line busy 3.) June 14, attempted around 2000 no answer. will make 2nd attempt later on today.
K646238168	06/11/05	8510 M 8968 F	#02	Agents are not resetting the typing to 60 WPM. Customer Service apologized to the customer. Customer would like a follow up from the Ohio Supervisor.	06/15/05	We have met the customer's request resetting her typing speed at 60 WPM on 6/11/05. We informed the customer that a follow-up phone call will be made on the following Monday after we test to see if it works or not. It worked according to our Sprint technician. I have tried contacting the customer via phone to give the update, however I couldn't reach her on 3 separate attempts (6/13 @ 17:00, 6/14 @ 18:00 and

						6/15 @ 13:25). This original ticket (K646238168) is the same for two other tickets, K646238226 and K646238338. All three tickets are officially closed.
K646238226	06/11/05	2338 F, 2081 F, 2064 F, 2192 F	#02	IL TTY customer states agents are not resetting the typing speed to 60 WPM. Customer Service apologized to the customer. Customer does not want a follow up.	06/15/05	This ticket is a duplicate and therefore closed. Please see original ticket - K646238168 for further information.
K646238338	06/11/05	8968F & 8510 M	#02	IL TTY user states agents 8968F & 8510M did not follow her customer notes to speed up the typing speed to 60WPM. Customer service apologized to the customer and suggested that we change the notes to read (speed the type speed up to 60 WPM) Customer liked that idea so the notes were changed. customer would like a follow up with the supervisor today.	06/15/05	I contacted the TTY customer and informed the customer that our Sprint technician has changed or reset the settings to 60 WPM. We will run through a test next Monday (6/13) to make sure it goes through successfully. I will contact the customer again next Monday after the test results as a courtesy to let the customer know what's going on. We have met the customer's request resetting her typing speed at 60 WPM on 6/11/05. We informed the customer that a follow-up phone call will be made on the following Monday after we test to see if it works or not. It worked according to our Sprint PC technician. I have tried contacting the customer via phone to give the update, however I couldn't reach her on 3 separate attempts (6/13 @ 17:00, 6/14 @ 18:00 and 6/15 @ 13:25). This ticket as well as K646238226 are duplicates of the original ticket, K646238168. All three tickets are officially closed.
K646239684	06/12/05	2253M	#05	A TTY customer called to complain that the agent disconnected her while on a call. Apologized for inconvenience. Follow-up requested by supervisor ASAP.	06/12/05	Met with agent, appropriate action was taken. Customer follow up 6/17/05 6:00 PM - No answer, no answering machine: Customer follow up 6/18/05 4:00 PM - No answer, no answering machine: Customer follow up 6/19/05 5:10 PM - No answer, no answering machine. 3 attempts were made to follow up with customer with all being unsuccessful. Closing contact due to inability to reach customer.
K646239148	06/12/05	8783	#05	Operator disconnected her after she typed out the calling to number. Thanked customer for letting us know and apologized.	06/12/05	Thanked the customer for letting us know.
K646239214	06/12/05	108968	#05	Operator disconnected my call. Apologized and thanked customer for letting us know.	06/12/05	Apologized and thanked customer for letting us know.

K646239328	06/12/05	108858	#05	Operator disconnected my call. Thanked customer and apologized. Customer did not request follow up. Thanked customer and apologized.	06/12/05	Customer did not request follow up. Thanked customer and apologized.
K646239451	06/12/05	107811	#05	Operator disconnected my call after I gave the dialing to number. Apologized to customer.	06/12/05	This is not a Syracuse complaint. Apologized to customer.
K646240248	06/13/05	2253M	#05	TTY customer stated that the agent hung up on her at 535p on 6/12/05.	06/13/05	Met with agent, appropriate action was taken. Customer follow up 6/17/05 6:00 pm - No answer, no answering machine: Customer follow up 6/18/05 4:00 pm - No answer, no answering machine: Customer follow up 6/19/05 5:10 pm - No answer, no answering machine. 3 attempts were made to follow up with customer with all being unsuccessful. Closing contact due to inability to reach customer.
K646240035	06/13/05	1678	#02	Customer stated that the agent did not inform her of turning off turbocode as per customer notes. The agent did turn off turbocode and did inform the customer but there was garbling on the customer's ty and could not read the agent's typing. So did not know that turbocode was turned off. Followed up with this agent and according to this agent. She did turned off the turbo code and notified the customer that turbo code was turned off. The customer then asked for a supervisor. There was no garbling issue with the agent.	06/13/05	MN CRO can not work on this issue since MN was not the state called; forwarded to Emma 6-13-05 Trich Shipley Called customer on 7/27, 8/1, 8/2, 8/12, 8/15, 8/16, 8/17, 8/19, 8/25, 8/30 and 9/12. No answer nor an answering machine picked up. Case is closed.
K646239983	06/13/05	1757	#02	TTY customer stated that when garbling occurred, turbocode was turned off per customer notes. But the agent did not inform the customer that turbocode was turned off, which is also in the customer notes. The garbling occurred on the outbound tty, not on the agent's computer.	06/13/05	Followed up with this agent and according to agent, he attempted to turn off the Turbo code after the relay greeting was sent however the customer immediately cut off the relay greeting macro and requested a supervisor. Agent was coached on this. Secondly agent states that there was no note instructing the agent to notified the customer that "turbo code has

				<p>Followed up with this agent and according to agent, he attempted to turn off the Turbo code after the relay greeting was sent however the customer immediately cut off the relay greeting macro and requested a supervisor. Agent was coached on this. Secondly agent states that there was no note instructing the agent to notified the customer that "turbo code has been turned off."</p> <p>Attempted to reach Annette Owens via phone at 10:12 am. A male person answered the phone and then switched to VCO however there was no response from the VCO customer. Redialed at 1016 am, the line was disconnected after fifth rings. At 10:20 am there was no answer. I also made two attempts this afternoon at 1:45 pm and 1:50 pm there was no answer. After several attempts, this contact is considered closed.</p>		<p>been turned off." Attempted to reach Annette Owens via phone at 10:12 am. A male person answered the phone and then switched to VCO however there was no response from the VCO customer. Redialed at 1016 am, the line was disconnected after fifth rings. At 10:20 am there was no answer. I also made two attempts this afternoon at 1:45 pm and 1:50 pm there was no answer. After several attempts, this contact is considered closed.</p>
K646266146	06/16/05	1842	#05	<p>Inbound stated that she gave a number to dial the CA dialed the number but didn't send the ringing macro and then hung up on her. Apologized and said I would follow up with the agent and get back to her.</p>	06/16/05	<p>Spoke with CA and she remembered the inbound caller and stated that she relayed a call for a number of minutes for this person so isn't sure why they think she hung up. I have made a number of attempts to reach the customer and her line has been busy. Will continue to try later.</p> <p>I have made a number of attempts to call back for follow up but each time I call the line is either busy or is picked up and then hung up without an answer. Closing contact due to inability to get ahold of complainant.</p>
K646284026	06/19/05	8359f	#04	<p>Customer said there was no response from the operator after the number was dialed. Didn't let customer know if it was ringing or not. (This same customer called later and said she had a complaint about another operator whose number was very similar to the Apologized to customer. No call back requested.</p>	06/19/05	<p>Operator was pulled for discussion - said she would never not respond to a customer. Thinks that the number was confused with someone else's. Was reminded to pay close attention to all aspects of each call.</p>
K646283065	06/19/05	1300f	#05	<p>I have a problem with this operator - disconnected. Apologized to the customer. No call back necessary.</p>	06/19/05	<p>Met with CA who said she did not disconnect on any customer and is fully aware of the proper policies and procedures.</p>

K646283118	06/19/05	5127m	#05	Operator disconnected on me. Apologized for the service. No call back requested.	06/19/05	CA coached regarding proper procedure.
K646282246	06/19/05	1208	#04	Customer said CA did not gender the answering machine. All they received was "(" and then (ans mach hung up). Apologized to customer and said contact would be filed.	06/19/05	Met with CA and reminded them to watch their typing carefully so they don't cut off parts of the text. CA understood and said they will be more careful.
K646282940	06/19/05	8604m	#05	This operator dialed the wrong area code. He dialed 631. I said no, it's 641. I asked relay are you there? But I got no response. I don't know what happened. They hung up. Apologized for the service. No call back requested.	06/22/05	Met with CA and coached to never hang up on customers.
K646284325	06/20/05	2336	#05	TTY customer states that the CA hung up on her when she asked where the CA was located. Requested followup by phone.	06/20/05	Met with supervisor stated this customer is making multiple calls asking agents where they are located, once the agent states that they don't have that information she would just hang up and try again. She even asked for a supervisor in which the supervisor told her the same thing "agent does not have that info". Agent stated did not hang up on customer, customer hung up on her. Agent was following procedures. 3 attempts were made to contact customer thru relay, all on 6/20/05 2:50 pm, 3:30 pm, and 4:15 pm. Each time someone picked up the phone, relay sent greeting with my response and then the person hung up. This ticket will be closed due to inability to reach customer.
K646289121	06/20/05	2336	#05	States CA hung up on her when asked where located. Said was very upset CA hung up. Caller requests a call back by phone.	06/20/05	met with supervisor stated this customer is making multiple calls asking agents where they are located, once the agent states they don't have that info she would just hang up and try again. She even asked for a supervisor in which the supervisor told her the same thing "agent does not have that info". Agent stated did not hang up on customer, cust hung up on her. Agent was following procedures. 3 attempts were made to contact customer thru relay, all on 6/20/05 2:50 pm, 3:30 pm, and 4:15 pm. Each time someone picked up the phone , relay sent greeting along with my response and then the person hung up. This ticket will be closed due to inability to reach customer.
K646902838	06/20/05	N/A	#29	Dialing Issue - Unable to dial regional 800 number	06/29/05	Advised customer of use of equivalent to regional toll free number.

K646293239	06/21/05	3224F	#05	<p>Caller was asking questions of the CA then when ready to make a call, the CA hung up on the caller. Apologized to the TTY user for the inconvenience. Customer wants a follow up.</p>	06/21/05	CS rep did not disconnect the caller. She has already filed the same complaint with another supervisor. This is a duplicated contact.
K646293144	06/21/05	1201F	#05	<p>Asked questions of the CA then when ready to make a call, CA hung up on the caller. Apologized to the TTY user for the inconvenience. Customer wants a follow up.</p> <p>This CA was not working this day. Checked with CA who demonstrated correct knowledge of placing calls and proper disconnect procedures. Attempted to follow up with the customer 3 times from 6:20pm through 6:40pm. Each time I attempted to communicate I was interrupted by TTY garbling or someone holding down the spacebar with no typed text. Unable to communicate with customer, closed this contact.</p>	07/01/05	This CA was not working this day. Checked with CA who demonstrated correct knowledge of placing calls and proper disconnect procedures. Attempted to follow up with the customer 3 times from 6:20pm through 6:40pm. Each time I attempted to communicate I was interrupted by TTY garbling or someone holding down the spacebar with no typed text. Unable to communicate with customer, closed this contact.
K646293449	06/21/05	1551M	#05	<p>CA hung up on TTY user when she wanted to make several calls. CA wouldn't respond back to TTY user. Apologized for the inconvenience to the TTY user. Customer wants a follow up.</p> <p>Followed up with this agent. Agent stated that the call was placed and relayed however there was no response from the caller and followed the disconnection procedure when no additional calling to number was provided. Attempted to follow up with the customer three separate times this morning (1126 am, 1130 am, and 1140 am) Each time I attempted to communicate, I was interrupted. There was no typing attempted from the customer other than continued spacebar being utilized. Closed this contact.</p>	06/27/05	Followed up with this agent. Agent stated that the call was placed and relayed however there was no response from the caller and followed the disconnection procedure when no additional calling to number was provided. Attempted to follow up with the customer three separate times this morning (1126 am, 1130 am, and 1140 am) Each time I attempted to communicate, I was interrupted. There was no typing attempted from the customer other than continued spacebar being utilized. Closed this contact.
K646298668	06/23/05	8728M	#03	<p>TTY customer requested a supervisor and the CA redialed instead. I apologized for the inconvenience. The CA will be coached on getting a supervisor as requested. Follow up call is required</p>	08/02/05	Met with CA and coached him to ensure that he always gets a supervisor when requested by a customer. Made multiple calls to 630-427-0398. No answer, no answering machine. Unable to send follow-up letter due to lack of address.

K646305195	06/27/05	none provided	#24	An IL voice customer called to complain that when he dialed 711, he continually reached a CO relay operator who would not process his call, since the call neither originated or terminated in the state of CO. Apologized for problem. Offered 800# for IL relay, which he says works fine. Opened TT#80294. Follow-up requested.	06/27/05	I spoke with customer about contacting his LEC to send the IL 800 number and not Colorado's 800 number. He will talk with the technician at his office and have him contact their LEC to have this resolved. In the meantime, he plans to use the IL 800 number and not 711. Customer thanked me for calling him back.
K646316552	06/29/05	8704 F	#03	Customer stated that at 1025 am after completing her first call, customer requested to place a second call but was then disconnected. The agent 8704F was the one who relayed her first call. Apologized to the customer and assured this will be forwarded to appropriate supervisor for a follow up. No follow up necessary.	07/07/05	CA was coached not to hang up on customers.
K646322718	07/01/05	2168	#21	TTY user said they used SRO earlier and CA told them "the # doesn't accept calls through relay person hung up". But the TTY user had another CA call the same number and there was no answering machine, no recording and it rang 10 times. Inbound felt like the CA typed this out to avoid having to place the call.	07/01/05	Apologized and told customer that CA's supervisor would be meeting with them for follow up. Customer would like to be e-mailed with follow up. Met with agent, remembers the call and stated the outbound person said "we don't accept relay calls and hung up and he typed exactly that to the SRO user. Agent followed procedures. Followed up with customer via email, 7/6/05, explaining that the agent was following procedure.
K646866114	07/03/05	1804f	#05	Customer was upset when ca was no longer on the line after customer asked her to hold. i told the customer i would speak to the ca and deal with that Ca accordingly. Customer requested follow up.	07/03/05	Met with CA. Ca did remember call and said only disconnected after waiting for three plus minutes. Before TL had a chance to enter customer contact in the computer customer service called wanting to know if this contact came from this center (MN). Cust svc said customer informed them they did not get back to call for five minutes. I informed cust svc that i tried to get ahold of customer but was continually busy. I finally was able to contact customer and informed her CA was following protocol in disconnecting after three minutes.
K646867187	07/04/05	1720M	#03	Customer states the agent dialed the wrong number. It was one digit off. The customer she said told the agent he is "stupid relay" and she hung up. The next agent dialed correctly. Apologized for the frustration. Follow up requested.	07/04/05	Followed up with this agent and according to this agent, that he has dialed the correct number and relayed the recorded msg and then he was instructed to "dial again". After utilizing the redialing macro, the caller interrupted and accused the agent of dialing the wrong number. Attempted to follow up with a

				Followed up with this agent and according to this agent, that he has dialed the correct number and relayed the recorded msg and then he was instructed to "dial again". After utilizing the redialing macro, the caller interrupted and accused the agent of dialing the wrong number. Attempted to follow up with a customer via e mail however I got a reply indicating that this user does not have yahoo.com account. Due to incorrect e mail address, a follow up with a customer is not possible.		customer via e mail however I got a reply indicating that this user does not have yahoo.com account. Due to incorrect e mail address, a follow up with a customer is not possible.
K646868532	07/05/05	1210F	#02	VCO customer reports agent did not follow CDB note instructing agent to please repeat phone number before dialing (apologized for problem encountered advised complaint would be forwarded to supervisor customer stated agent number may not be correct) Customer did not request contact	07/05/05	CA did not work this day.
K646868957	07/05/05	2243M	#02	VCO customer reports agent did not follow CDB note instructing agent to please repeat phone number before dialing (apologized for problem encountered advised complaint would be forwarded to supervisor) Customer did not request contact	07/06/05	Met with agent stated do not remember call, however the agent was coached on the importance of following cust database instructions. No F/U requested.
K646868673	07/05/05	2412F	#02	VCO customer reports agent did not follow CDB note instructing agent to repeat phone number before dialing (apologized for problem encountered advised complaint would be forwarded to supervisor) Customer did not request contact	07/06/05	Met with agent, stated she did remember the call. Agent was coached on the importance of following VCO database instructions. No F/U requested.
K646868758	07/05/05	2416F	#02	VCO customer reports agent did not follow CDB note instructing agent to please repeat phone number before dialing (apologized for problem encountered advised complaint would be forwarded to supervisor) Customer did not request contact	07/06/05	Met with agent stated she thought the dialing macro was sufficient. Coached the agent on following database instructions, and the importance of clarifying if unsure about specific notes. No F/U requested.
K646868881	07/05/05	2319F	#02	VCO customer reports agent did not follow CDB note instructing agent to please repeat phone number before dialing (apologized for problem encountered advised complaint would be forwarded to supervisor) Customer did not request contact	07/06/05	Met with agent, coached the agent on the importance of following a customer's database instructions. No F/U requested.
K646868417	07/05/05	8439F	#02	VCO customer reports agent did not follow CDB note instructing agent to please repeat phone number before dialing (apologized for problem encountered advised complaint would be forwarded to supervisor) Customer did not request contact	07/19/05	Operator apologized for the oversight. Was reminded to carefully look at customer notes on each call.

K646881683	07/09/05	1732	#02	IL VCO customer states that CA 1732 did not follow the customers notes "Please repeat phone number before dialing" Customer does not like to get wrong numbers and that is the reason for the note. Customer Service apologized to the customer. Customer would like follow up from the supervisor.	07/10/05	Coached CA on how to verify the dialing number before dialing out. Coached CA on reading customer notes when the call comes in. Followed up with customer. Called 7/10/05 at 1:49 pm
K646881145	07/09/05	2046	#02	IL VCO customer called to say that CA 2046 did not follow the inbound notes "please repeat phone number before dialing" Customer does not like getting the wrong phone number, and that is why she has that in her notes. Customer Service apologized to the customer. Customer would like a follow up from the supervisor.	07/11/05	Met with agent, coached agent on the importance of following database instructions. Followed up with customer 7/11/05 by phone explaining that a discussion was held with the agent to ensure that this type of problem will be handled correctly in the future. Customer seemed satisfied.
K646881260	07/09/05	2471	#02	IL VCO customer states CA 2471 did not follow the inbound notes "Please repeat the phone number before dialing" customer does not like getting the wrong number, that is the reason for the note. Customer Service apologized to the customer. Customer would like follow up from the supervisor.	07/11/05	Met with agent and coached on the importance of following database instructions. Followed up with the customer 7/11/05 by phone explaining that a discussion was held with the agent to ensure that this type of problem will be handled correctly in the future. Customer seemed satisfied.
K646881573	07/09/05	2262	#02	IL VCO customer states that CA 2262 did not follow the customer notes "Please repeat phone number before dialing" customer does not like getting wrong numbers, that is the reason for the note. Customer Service apologized to the customer. Customer would like follow up from the supervisor.	07/11/05	Met with agent coached on the importance of following database instructions. Followed up with customer 7/11/05 by phone explaining that a discussion was held with the agent to ensure that this type of problem will be handled correctly in the future. Customer seemed satisfied.
K646881338	07/09/05	7648	#02	IL VCO customer states CA 7648 did not follow the inbound notes "please repeat phone number before dialing" customer does not like getting a wrong telephone number. Customer Service apologized to the customer. customer would like follow up from the supervisor.	07/11/05	Advised agent to be sure to read all customer notes and follow instructions. Reminded the agent that they are allowed to ask questions if they are unclear about the instructions. Agent understands. Called the customer on 7-22-05 at 4:35pm. Spoke with the customer about the issue and the customer noted that they will begin to verbally tell the agent to verify the calling to number rather than rely on the notes.
K646881465	07/09/05	8725	#02	IL VCO customer states CA 8725 did not follow inbound notes "Please repeat phone number before dialing" customer does not like getting wrong numbers. That is the reason for the note. Customer Service apologized to the customer. Customer would like follow up from the supervisor.	08/01/05	On 7/13 met and coached CA to be more aware of the notes and follow instructions accordingly. Tried calling the customer on the following dates with the corresponding times: 7/26/05 @ 14:23, 7/27/05 @ 10:38, and 8/1/05 @ 13:47
K646881732	07/09/05	1274	#02	IL VCO customer states CA 1274 did not follow the customers notes "Please repeat the phone number before dialing" customer does not like to get wrong numbers. Customer Service apologized to the Customer. Customer would like follow up from the supervisor.	07/10/05	Coached CA on how to verify the dialing number before dialing out. Coached CA on reading customer notes when the call comes in. Followed up with customer. Called 7/10/05 at 1:49 pm.

				Coached CA on how to verify the dialing number before dialing out. Coached CA on reading customer notes when the call comes in. Followed up with customer. Called 7/10/05 at 1:49 pm.		
K646882451	07/10/05	1511M	#01	<p>Customer wanted to make a second call. She typed "hello," but the agent never responded. She wants to know what she can do about it. Apologized. Supervisor will be notified. Follow up requested.</p> <p>Followed up with this agent and according to the agent, he stated that he utilized the disconnection procedure after the first call was completed. Referred to Acct Manager for a follow up with the customer.</p>	07/10/05	Called customer on 7/27, 8/1, 8/2, 8/12, 8/15, 8/16, 8/17, 8/19, 8/25, 8/30 and 9 /12. No answer nor a answering machine picked up. Case is closed.
K647510837	07/15/05	N/A	#25	Disconnect/Reconnect during calls	07/20/05	Customer will log instances of disconnect/reconnects and report to customer service.
K646897779	07/19/05	8522F	#05	TTY user said CA hung up on her at the beginning of the call. TTY user said she gave the CA a number to dial and the CA did not dial it for her. The TTY user wanted a call back tonight (7/16) and I told her, because of confidentiality, I couldn't speak with a CA that was not on my team. The she wanted Customer Service to call her back tonight and I told her they would refer it back to us. Then she wanted me to call the CA's supervisor and tell her it was an emergency and I said, 'no'.	08/02/05	CA was new to both Relay and her Brailleboard. She doesn't remember disconnected, but admitted that it could have accidentally happened. Coached CA to ensure she is careful to never disconnect on a customer again.
K646901561	07/20/05	7644F	#03	Call taken 7/20/05 4:08 pm Agent typed "UR MSG LEFT" but customer did not want that; caller asked agent to redial and ask for an operator, but there was no response from the agent; then the agent hung up on the caller.	07/20/05	6/13/06 TL met with agent. Agent does not remember call. Agent was coached on proper call procedures.
K646911579	07/23/05	6067M	#21	Customer wanted to know why agent apologized. Customer was upset and asked for supervisor. Thanked caller and transferred to customer service at customer's request. No F/U needed.	07/23/05	Agent apologized for gender macro not coming across on computer. Not agent error.

K646915553	07/23/05	8028F	#05	TTY user said the CA did not dial the nbr. for her and then before the TTY user could (redial ???)the CA hang up on her. Cust. called on 6:23 (not sure if its AM or PM). Apologized and told the customer that the appropriate supvr. would call the customer back. (no ph. nbr given; therefore no follow up can be made). Found the customer's phone number (847-544-5334). Sorry for the inconvenience I may have caused.	09/06/05	Called customer to apologize for the inconvenience this may have caused.
K648338196	08/02/05	N/A	#25	Disconnect/Reconnect during calls	08/02/05	Advised contacting phone company to upgrade phone line quality. Advised temporarily moving phone to alternate household to help identify if interference is in immediate environment.
K647490259	08/07/05	2395F	#17	Customer states the CA was impatient, had poor voice inflection and actually yelled at her to slow down. The customer is an interpreter, and she uses the service regularly. The customer values Relay and is known commend good service. She states "this morning's call using Relay with this particular CA was just awful." Apologized. Explained that coaching can be provided by her supervisor. Follow up requested.	08/07/05	Trainer met with agent and supervisor who was standing next to agent the entire call. Both stated agent had to interrupt cust several times in order to keep up. However, coached the agent on the importance of having patience and watching voice tone. Agent understands. Followed up via email 8/8/05 explaining agent was coached on the importance of being patient.
K648331978	08/09/05	N/A	#29	Echo Sounds - CapTel user hears	08/10/05	Advised customer to contact ITAC for a replacement unit.
K647502737	08/10/05	unknown	#29	Cell phone customer calling via IL Relay unable to bypass privacy manager due to Caller ID not transmitting (apologized for problem encountered advised complaint and trouble ticket would be entered) T.T. 275,680 Customer requests contact	08/31/05	Called customer on 8/19 at 1:40 PM, 8/30 at 10:45 and 8/31 at 10:45. Left a message each time letting them know that technicians updated the old 800 number list in the SD switch and should be working now. Left my number on his voice mail if he had more questions.
K648331039	08/10/05	N/A	#29	Echo Sounds - CapTel user hears	08/10/05	Provided tips to help reduce echo sounds at CapTel user's end.
K648336773	08/14/05	N/A	#21	Voice user unable to connect to CapTel Service Number	08/18/05	Conducted test call to CapTel customer to ensure ability to reach them through service; attempted to contact 3rd party caller who experienced the incidence to provide further assistance.

K647523430	08/18/05	2166F	#05	IL TTY customer states that CA 2166F hung up, cut end of call. Customer service apologized for the inconvenience. Customer would like follow up via email.	08/25/05	Emailed customer 8/19/05 for more information on this complaint. Received response 8/22/05 stating when relay first answer call it cut off and did not know why also few times when talking some agents cut off when not done talking or sometimes answer too slow and thats all I have to say. Supervisor met with agent who did not remember this call, however was coached on the importance of not disconnecting calls. Also advised the agent of the consequences of doing so. Followed up with customer via email explaining appropriate action was taken to ensure this nature will not occur in the future.
K647523610	08/18/05	9204F	#05	IL TTY user states CA 9204 F hung up before phone rang. Customer Service apologized for the inconvenience. Customer would like follow up via email.	08/26/05	Met with agent, agent does not remember the call. Coached agent on the severity of hanging up on a customer. Customer was sent an email regarding resolution.
K647523318	08/18/05	5253F	#05	IL TTY user states CA 5253F hung up, cut end of the call. Customer service apologized for the inconvenience. Customer would like follow up via email. Sent customer another e-mail today.	08/29/05	Email sent 8/22. No response as of 8/29. Sent an e-mail to customer today asking him to get back to me if he wanted to discuss his complaint.
K647528341	08/22/05	1727 F	#03	TTY customer stated that at 840 am agent 1727 F did not process to his/her expectation. Customer stated s/he wanted to relay a message to someone at a hotel however agent proceed with a specific person request. Apologized for the inconvenience this may have caused her/him and assured the customer that agent will be follow up on this. No Follow up necessary.	08/22/05	Followed up with agent. Agent stated that there was no message to be relay prior to the call being placed and misunderstood as a specific person asked. Agent was coached on either utilizing a modified call announcement in this particular situation or seek clarification from the customer.
K647530659	08/23/05	1843	#26	Customer dials 711 for IL Relay to reach a VCO customer in WI. Customer hears her party answers, but garbling prohibits her from having a conversation. Explained that it's typically the VCO unit, but we will open a technical trouble ticket. TT 333857 No follow up. Customer will check back with us next week.	08/23/05	Told customer that our technicians made several test calls to VCO user and experienced only one garbled word. Suggested that she write down CA number, date and time of the call as it could have been that specific position that caused the garbling on the TTY for the VCO user. This way, we can check that CA's position to make sure it was not causing the garble. The customer kept interrupting me, not allowing me to finish my sentences. She said she did not have time for this, so I offered my phone number so she could call me at her convenience and we could discuss it further. She stated she did not have a pen and paper and hung up on me. Case is closed.

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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