STATE OF COLORADO

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June 28, 2006

Marlene H. Dortch
Commission Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, D.C. 20554

Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room 3-C417
Washington, DC 20554

RE: CG Docket 03-123: Colorado Annual TRS Consumer Complaint Log Summaries for June 1, 2005 through May 31, 2006

Dear Ms. Dortch and Ms. Gregory:

As you know, State and Telecommunications Relay Services (TRS) providers must submit annual consumer complaint log summaries to the Federal Communications Commission on or before July 1st.

Attached, for the Office of the Secretary, is the annual Colorado complaint log summary for June 1, 2005 through May 31, 2006, along with four copies; also attached is a diskette of the same. For the Bureau of Consumer & Governmental Affairs, attached is one copy of the Colorado complaint log summary and a diskette of the same.

If I can be of further assistance to you, please do not hesitate to contact me via TDD 303 894 2512 or email at Joe.Benedetto@Dora.State.Co.Us

Kindest regards.

Sincerely,

No. of Copies rec'd 0+4
List A B C D E

Joe Benedetto

Joe Benedetto
State Relay Administrator
Colorado Public Utilities Commission

Attachment: Ms. Dortch: Colorado Complaint Log Summary for June 1, 2005 - May 31, 2006: One Original, Four Copies, One Diskette

Ms. Gregory: Colorado Complaint Log Summary for June 1, 2005 - May 31, 2006: One Copy, One Diskette

Relay Colorado – June 1, 2005 through May 31st, 2006

1. Total Number of TRS complaints: 71

Relay Colorado and CapTel Complaint Log: June 2005 to May 2006

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/02/05	TTY customer states that the agent did not leave the proper number on the pager and that this happens frequently. Apologized. No follow-up requested.	06/02/05	Reviewed proper procedures with agent.
06/03/05: CapTel	Sound Quality - Buzzing	06/03/05	Unit being sent for service.
06/07/05	Customer stated agent was rude and when he asked the agent to place another call she hung up on him. Apologized to the customer and thanked him for the feedback. No follow up requested.	06/07/05	Agent did not work on day mentioned on contact. Informed agent the customer may not have called in to report on the day that occurrence took place. Agent did not remember the call. Reviewed proper procedures with agent.
06/16/05	Inbound tty dialed out to a number and the outbound hung up when the CA began announcing relay. The CA typed the portion of the greeting they were able to get and then typed (missed rest of greeting person hung up) GA The tty then typed "did you identify relay or what? or why did they hang up?" the CA responded (correct, the person hung up CA does not know why) the tty was upset saying the CA was being evasive and not answering his questions. The tty had typed questions to clarify twice and the CA did answer the clarifying questions both times but the inbound tty said he shouldn't have to give the 3rd degree to get an answer.	06/16/05	I told him I could understand how the initial response could have been confusing and apologized for any confusion. I explained that the outbound hung up during the announcement of relay and that the CA did follow procedure with her response but that I apologize if the response was confusing. I then explained her response more clearly and he said I was splitting up his question to justify what the CA did. I typed "your first question was 'did you identify relay or what' her response was 'correct' your second question was 'or why did they hang up' and her response was 'person hung up CA does not know why'. He felt that my splitting his question was trying to justify her doing the wrong thing.
06/16/05	TTY customer reports agent did not answer inquiry made by customer regarding whether Relay was announced & why person hung up a supervisor was requested the supervisor provided same info to customer reports agent and supervisor lying and misrepresenting to justify agent did nothing wrong (apologized to customer for problem encountered RCS supervisor communicated with customer regarding this complaint) Customer requests contact from manager of center Customer was contacted at approximately 11:30 am and was informed of proper procedure conducted by the Team leader and agent.	06/16/05	I was the supervisor who assisted on this call and have entered a customer contact regarding his complaint that I took. We were going back and forth over the same things over and over so I told him I was no longer able to stay on the call and that if he wanted I could transfer him to customer service. The agent followed proper procedure. Center Manager met with the Team Leader who assisted on this call. Proper procedure was followed.
06/16/05: CapTel	DTMF Tone Interference	06/16/05	Tech Support adjusted DTMF tone pass through. Confirmed resolution was successful.
06/16/05: CapTel	DTMF Tone Interference	06/16/05	Tech Support adjusted DTMF tone pass through. Confirmed resolution was successful.
06/17/05: CapTel	Sound Quality - Static	06/17/05	Unit being serviced.
06/18/05	Message garbled. Customer grew very frustrated. Thanked caller. No call back needed.	06/24/05	Not agent error. Message garbled throughout call. Agent turned off TurboCodeTM; message was still garbled.
06/18/05	The Agent does not know how to process HCO calls. Customer said that relay agents in general are mean-spirited, professional liars and tricksters. Customer was frustrated at agents in general for not being able to efficiently place HCO calls. Thanked caller. No call back needed.	06/24/05	Coached CA on HCO procedures. Reminded CA to ring for supervisor if needed.

06/21/05	A CO Voice customer states that when they try to contact a TTY user through CO Relay Service (1 800 569 3656) for the past month they have had garbling problems. This does not occur when the TTY user contacts the Voice user. Most recent attempt was on 6/20/05 at approx. 6pm with the CA. RCS apologized for this problem. Follow up requested for resolution. Trouble Ticket turned in.	06/21/05	Customer Service Department entered Trouble Ticket. The technician checked all the ELI tables and was able to return data by the given MIN. Ticket closed. Account Manager contacted the customer and customer is satisfied.
06/22/05: CapTel	*DTMF Tone Interference*	*06/22/05*	*Tech Support adjusted DTMF tone pass through. Confirmed adjustment remedied the circumstances.*
07/01/05: CapTel	Disconnect/Reconnect during calls	07/01/05	Offered explanation on why disconnections may be experienced. Explained difference between CapTel phone and a regular phone. Provided suggestions for alleviating disconnections both verbally and in written format.
07/05/05: CapTel	Service - General	07/07/05	Explained limitations of voice recognition technology and why some errors in captioning may occur.
07/08/05: CapTel	Echo Sounds - CapTel user hears	07/08/05	Advised customer to hold handset away from mouth/face and make good acoustical seal with ear/earpiece. Offered explanation on how captions are generated and advised customer how to share captioning feedback with CapTel service. Advised customer to send the unit back.
07/13/05	Customer states that this agent left a very garbled message on his answering machine. The customer is not sure if its agent error or machine malfunction. The garbling was not with symbols and numbers so it may have been agent error. RCS response: Thanked the customer for letting us know and assured that the complaint would be turned in as stated. Also got the make and model as an Ultratec super print 4425 and suggested that the customer check to see if TurboCodeTM is turned off as this has caused garbling in the past with these tty's. No call back requested.	07/16/05	Spoke with agent, determined that there was no problem from our end and that this was Not Agent Error.
07/15/05	Customer asked agent to dial # and play messages. Agent dialed and answering machine played. Agent typed (ANS MACH) then switched to Record. Customer was upset agent didn't type answering machine or recording.	07/15/05	Explained to customer that the agent followed instructions to receive messages and there were no messages. Did understand caller wanted answering machine and recording typed out. Instructions were not clear, agent was unsure of request. Coached agent if instructions are not clear, ask for more information.
07/18/05: CapTel	Account Login Failure	07/26/05	Unit's account was activated. This provided immediate resolution.
07/27/05	Customer asked agent to ask for appointment desk before dialing out. Agent reached switchboard operator and instead of asking for appointment desk he explained relay to the switchboard operator. Thanked caller and said would coach agent on proper procedures. No follow up needed.	07/27/05	Coached agent on proper switchboard procedures.
08/01/05: CapTel	Account Login Failure	08/02/05	Technical support activated account and customer service confirmed that unit is now successfully operating.
08/01/05: CapTel	Sound Quality - Static	08/11/05	Customer sending unit to CTI for service.
09/06/05: CapTel	Disconnect/Reconnect during calls	09/07/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection reconnection might be occurring and sent email with tips to reduce their occurrence.
09/07/05: CapTel	Disconnect/Reconnect during calls	09/07/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence.

09/09/05	OB TTY customer wondered why TurboCodeTM was off when customer received a call. Asked agent why and agent said it's only turned on if it's in customer notes or if the customer requests. Customer said the agent turned it on, but it was later off again. Thanked customer. No follow up needed.	09/09/05	Spoke with agent and coached on proper TurboCodeTM procedures.
09/21/05	Customer Complaint: Doctor's office called to report they could not reach patient regarding emergency room visit through CO Relay. Kept reaching the recording, "the party you are calling does not accept anonymous calls, unblock your number and dial again." Customer Service Response: Apologized for inconvenience and explained that this has been an issue today and I would enter trouble ticket to tech (entered TT). Thanked the caller for letting us know. No follow up required. System Message: Ticket has been opened by customer for appending, but no text has been entered. Sub ticket closed by system.	09/21/05	AM reviewed the Customer Contact report and it turns out that it the privacy manager issue that the caller is not able to place the number to by pass to reach the called party. Customer does not want follow up contact from Customer Service nor AM. Case closed.
10/01/05	Party states that she gave the agent the number to call, the operator said she would be off the line until the party is connected, then the call was disconnected. She is not sure if it was a technical problem or a simple operator error. Apologized. No Follow up requested. Agent ID not in use in Jacksonville center. Reassigning to Customer Service.	10/01/05	Closed contact....not a valid agent ID.
10/12/05	Caller said he called 711 @ 2:45 PM, the phone rang a few times, and then a voice message picked up and then nothing for awhile and then the line disconnected. Apologized for the problem and said it would be reported. Caller requesting follow-up from Account Manager on this issue.	10/12/05	AM left detailed info to answering machine. Wrong assignment re-assign to AM Customer is from Colorado. Contacted customer several times and explained to him- The Sprint Team has been working on this case and we have entered several trouble tickets to have the internal technician to do further testing on his telephone number. It seems that it pointed out that the Local Telephone Company (LECS) who has to take care of these issues. It seems that the 711 connectivity issues have to do with the LECS (Qwest). He will need to work closely with the LECS and get this resolve. He can have the Colorado Public Utilities Commission to offer him support since they need to get involve if 711 is not in compliance. He has not contact me back for more information on 711 connectivity issues. Case closed.
10/24/05	Entered TT. CO voice user dials CO relay at 1 800 659-3656 and reaches OK relay some times, customer said this has been going on for a month. Customer service apologized for the problem and told him he can use OK relay if he reaches them, but that I would be turning in a TT for the techs to check on this. Customer does not want a follow up.	12/29/05	The GeoTel routing script issue has been correct. The relay call should be handle correctly now. The customer does not want follow up. Case Close.
11/08/05: CapTel	Disconnect/Reconnect during calls	11/08/05	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
11/15/05	Message garbled - spelling errors plus no spaces between words. No GA at the end of statement. Customer cut supervisor off at each response.	11/15/05	Apologized and confirmed that spelling and message were not garbled on our end.
11/18/05	TTY caller stated "Agent was very surly." After TTY saw a GA when outbound voice answered, the TTY typed their conversation. CA responded (didn't you see what I typed, I do not want to listen to what you	11/18/05	Spoke to agent regarding this complaint. The agent was reminded to type verbatim. The agent is aware of the consequences of not typing verbatim as well as the consequences for breaking transparency.

	are saying) Outbound must have hung up but TTY did not receive that information. Apologized to customer. No follow up requested.		
11/23/05	Nov 22nd, at 337 am VCO customer stated that, "agent wasn't paying attention to her job". Upon request for further clarification, the customer screamed at her and would not elaborate. Apologized for the inconvenience. No follow up requested.	11/23/05	CA was assisted on this call by an assistant supervisor. The CA said that the VCO user was yelling making her very difficult to understand. When they asked the person to repeat they seemed to get even more upset. Both the CA and the assistant supervisor listened to see if they could determine what the VCO was requesting, neither one was able to understand her well enough to determine what it was she was requesting. They informed her that when she was yelling they were having a hard time understanding her and never were able to determine what it was that she wanted to do. CA followed correct relay procedure.
11/24/05	Customer complained of poor spelling on the agent's behalf. Apologized to customer; informed them I would follow up with the CA. No follow up needed.	11/24/05	Spoke to CA. She stated the outbound customer was talking fast and that it was hard to keep up. Coached agent to use pacing to slow the caller down and also inform the inbound TTY user (talking fast) so they may try to pace the caller.
11/30/05	Customer Complaint: Customer notified account Manager that he was unable to connect to 711 in the state of CO. Received the message "Line is Busy". This occurred on Nov. 15. Customer Service Response: Entered TT. Follow up requested from Account Manager.	11/30/05	Technicians conducted several tests on his lines and it looks fine. Technicians encouraged the customer to contact his local telephone company to have further test done. Perhaps it may be with the Leek's line. AM notified the customer of this results. Customer is not pleased with this. Case closed.
12/02/05	Caller ID is automatically blocking even after operator manually changes ID to unblocked. Customer requested connection to customer service. System Message: Ticket has been opened by customer for appending, but no text has been entered. Sub ticket closed by system.	12/08/05	AM contacted the customer and requested the customer to unblock the Caller ID and Customer Service cannot do it. Or have the Leek's unblock his Caller ID. Customer Service is not in a position to unblock or block his Caller ID. The customer has the control over the blockage. The customer understands now. Case closed.
12/04/05	A CO VCO customer states that they were unable to complete their call due to a call blocking issue. The supervisor assisted in the call and was unable to send it through saying that the system was stating they had the caller id block placed in the database, however the database does not confirm this. RCS apologized and entered TT. Follow up requested with resolution.	12/04/05	AM contacted the customer and explained that Database does not have a Caller ID blockage file or anything. The customer or the caller has the control of unblocking the Caller ID or blocking the Caller ID. He understands this. Case closed.
12/08/05	Caller ID blocking still on - talked to Customer Service yesterday and they said it would be taken off and it has not. Trouble ticket was entered on 12/2/05; ticket says it is resolved.	12/08/05	AM spoke with the Customer that the Caller ID Blockage is not on so the relay calls should go through. It has to do with his end. Case Closed.
12/21/05	Customer could not get through on 711	12/21/05	Apologized to customer -- informed that call volumes were high at this time.
12/26/05	A CO voice customer called in stating that when they called 711 it rang 1 time and then clicked over to a recording that stated "If you would like to make a call please hang up and try your call again". Customer attempted to call Relay 2 times using 711 and was not able to get through so then used the 1 800 number. Since no connection was made with dialing 711 this customer was not able to get an agent id number. RCS apologized to this customer and turned in TT. No follow up requested.	12/26/05	Reassigned to AM (technical issue). Customer may need to contact LEEK'S since this is a 711 issue. AM contacted customer and encouraged him to contact Qwest - the local LEEK'S since its related to local telephone issue - regarding connectivity issue to 711. Case Closed.
12/30/05	Person received call from deaf friend. Agent was very rude. When person asked agent to repeat, she said "have you had one or not?" Sighed at voice person, did not read "GA's", when voice person did not respond quick enough after sighing she said very rudely "hello - are you there - are you gonna talk or not?" Person said has used relay for years and this is	01/03/06	In this instance the outbound did not acknowledge the agents announcement as the outbound answered a second line call. The announcement was repeated, the outbound then stated the operator was rude and disconnected. The call never started there were no GAs. The supervisor advised the agent to call for supervisor assist whenever a comment is made about rudeness so

	the worst agent ever! No follow-up was requested.		that the situation can be addressed at the time of the call.
01/01/06	Customer complained of garbling and also said that *Operators are not following customer database notes* and use abbreviations, stated it has been reported numerous times and it is difficult for her to understand. Also said that Agent ID is not transmitting so she cannot give the agent numbers.	01/01/06	Thanked customer for informing of the situation. Clarified *that it is abbreviations used instead of actual garbling.* Would like a call back.
01/09/06: CapTel	Inability for CapTel unit to reach data toll free #	01/09/06	Customer was advised of fiber optic cut that resulted in west coast calls not being able to reach our center. It was restored within timely manner.
01/12/06	At 1215am the customer stated that this agent did not ask whether or not he wanted to place more calls. The agent simply hung up when the customer stated that his friend must not be home. Assured the caller that this will be followed up. No follow up needed.	01/12/06	Unable to follow up with agent because at this time this number has not been assigned.
01/13/06	Customer states that when calling in to CO relay service the agents are getting garbled message when he gives them the number to dial. He has to repeat the number several times before they can finally dial the number. He also says that many agents are hanging up or disconnecting on his calls. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. Call back requested. Trouble Ticket entered.	01/31/06	AM reviewed the case and trouble ticket. This appears to be a training issue with the agents. With high speed it appears to be causing garbling. Each incident needs to be logged and given so the agent can be corrected or show the proper procedures. Tests have made a few test calls using the customer's number to my test position and to CO Relay. No garbling occurred. In order to further test, we will need agent numbers on his calls, this could be site specific. Also, another issue could be the customer's equipment. Need to know the last time it was service or replaced. I did not want to go this direction yet, until we get agents numbers to see if it is site specific. AM contacted Customer.
01/14/06	Customer asked for male agent. Operator said (ONE MOMENT PLS) and then never came back.	01/14/06	Agent said that she sent (ONE MOMENT PLS) and then the call hung up while agent was getting a supervisor to find a male agent. Not agent error.
01/17/06: CapTel	Disconnect/Reconnect during calls	01/18/06	Explained to customer why disconnection/reconnection might be occurring and sent email explaining how to contact phone company to check quality of phone line.
01/25/06	A CO Voice user complained that he could not get through to number using relay. CS Rep tried to call number and could not get through. TT was entered. Customer will call back if still unable to get through.	01/25/06	AM reviewed the customer contact and reviewed the trouble ticket. Unable to locate the problem with the connectivity. Customer does not want a call back. Case Closed.
02/04/06	Colorado caller came in with no From #. CA asked customer for the calling to number, and then asked for the calling from number. As customer started to provide number, the CA switched the line over to the TTY greeting, causing the customer to hear TTY tones.	02/04/06	Followed up with CA -- she said she was positive that it was the "Colorado Man" and would not have done it otherwise. Told her that she cannot make those assumptions and needs to get a supervisor for the future.
02/08/06	Caller said agent did not have any background in medical terminology and because of that her typing was slow and inaccurate. Caller felt agent needs more training. Apologized for the problem. Follow-up not required on this issue.	02/08/06	Agent attempted to connect to VCO but VCO wasn't getting message. Typing speed was lowered, turbo-code was turned off, and agent did everything to remedy the garbling. Additionally, agent asked voice caller to spell any medical terms that she couldn't spell herself. This is all according to procedure -- unfortunately, we do not train medical terminology, it is up to the agent to ask to have it spelled out if unsure. Not Agent Error.
02/15/06	Customer Complaint: Caller reported that when trying to call her daughter she asked for "Marty" from her frequently dialed number list. CA informed her there was no Frequent Dial list--no Marty. Became upset that Marty had been removed from her list. Customer Service Response: Apologized for the inconvenience and let the customer know that we had become aware of a problem in the system causing some customer database information not to transmit to the operator. Advised that the techs were working on the situation and it should be resolved ASAP. Trouble Ticket was	02/15/06	AM opened the TT and followed up to make sure it is take care of. Tech had SD Tech reset the ORBs. Tech made test calls to verify that the FD lists and Customer notes were showing. If the problem occurs again, tech will contact T&I to have them debug the ORB application. No follow up requested by the customer. Case Closed.

	entered. No follow up requested.		
02/20/06: CapTel	Echo Sounds - CapTel user hears	02/20/06	Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Also advised customer how to properly hold handset for echo reduction.
02/25/06	Customer is upset about garbling problem. Agent disabled TurboCodeTM. Garbling not apparent on agent's screen.	02/25/06	Submitted trouble ticket on 2/25 -- forwarded complaint to CO acct. mgr. AM reviewed the trouble ticket and followed up. The technician made test calls and turned off the turbo code. No customer name or phone number to call back. Case closed.
02/26/06: CapTel	Captions - stop in middle of call	02/27/06	Apologized to customer regarding incidence. Upon further investigation it was identified there was a temporary technical difficulty at the captionist's workstation. Difficulty at this station since resolved.
03/07/06: CapTel	Disconnect/Reconnect during calls	03/07/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection / reconnection might be occurring and sent email with tips to reduce their occurrence.
03/09/06	CO TTY user reports that she is unable to dial through normally when making LD calls. The system requests that she choose an alternate billing type, such as third party. The caller has no known restrictions on her line and her LD company is set up properly in the system. This problem was reported via CSD, so I did not speak directly to the customer. I duplicated the problem in customer service and opened TT. No follow-up requested.	03/09/06	AM reviewed the case, a TTY turbo code user cannot properly out-dial to long distance numbers. A COC provider is selected in her CDB profile, both in notes and in COC, but when she tries to dial long distance, she cannot dial directly. She gets the billing options window for third party, local override, etc. I duplicated this issue in CS and found the same result. Looking up the info digits /60, it says it is from an unrestricted number, so she should not have to choose an alternate billing method. There is No agent ID provided. It looks like there was a training issue with the Agent. Need Agent ID. Customer requested no follow up. Case closed.
03/14/06: CapTel	Technical - General	03/31/06	Technical support is working with toll
03/14/06	Caller believes agents are using abbreviations, and her profile indicates that they should not. However, during our conversation, VCO user was receiving garbled text with missing letters/numbers, so this may be the source of the problem. I provided the voice 800 number for Ameriphone. VCO user would like to receive a return call regarding this issue.	03/14/06	AM tried to call the customer but unable to reach the customer. AM will try again at a later date. AM tried to call the customer - no customer name left on the report and the customer hung up on me. I tried to follow up with the complaint report. Case closed.
3/21/06: CapTel	Service - General	03/22/06	Apologized for incidence and forwarded incidence on to Captioning Service Center management for corrective measures and follow up with captionist involved on specific call.
03/21/06: CapTel	Dialing Issue - Unable to dial regional 800 number	03/21/06	Tech support made an adjustment so that customer can dial regional toll.
04/11/06	At 255 pm, after the agent relayed the answer machine message, VCO customer voiced, "Can you hear me?" to which she received no reply. She reiterated and then she got a typed text, "Number you are calling to please?". Then, she typed "VCO please GA". She got, "Number you are calling to please?" again. The customer felt the agent should have either acknowledge her or type, "Voice now" rather than "Number you are calling to?" after she has typed "VCO please" Apologized for the inconvenience and assured the customer that this will be forwarded to appropriate personnel. No follow up necessary.	04/11/06	Team Leader met with agent 4/12/06. Agent did admit he was a little confused as to how he should proceed with the call and did make errors. He was coached on ways to avoid confusion and follow procedures when handling a VCO call.

04/20/06: CapTel	Service - General	04/24/06	Inbound call technical problem reported at 11:32am on 4/20/06. The problem was resolved at 1:52pm by CapTel technical support.
04/20/06: CapTel	Service - General	04/20/06	Inbound call technical problem reported at 11:32 AM on 4/30/06. The problem was resolved at 1:52 PM by CapTel technical support.
04/20/06: CapTel	Service - General	04/20/06	Inbound call technical problem reported at 11:32 AM on 4/30/06. The problem was resolved at 1:52 PM by CapTel technical support.
04/20/06: CapTel	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.
04/20/06: CapTel	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.
05/01/06	Agent's typing was very choppy with incorrect spelling. agent hung up on caller.	05/01/06	Agent didn't recall this call. Educated CA if call gets disconnected to notify supervisor ASAP Team Leader met with the agent and reviewed the proper procedures. AM reviewed the customer contact case and customer requested no follow up contact. Case closed.
05/01/06	Agent did not respond at all to HCO users request; line was silent	05/01/06	Team Leader met with the agent and coached the agent to follow the appropriate procedure. No follow up requested because the customer did not leave the contact information with the customer service. Case closed.
05/11/06	Agent did not send greeting to outbound (VCO). She did not open up VCO line to bridge VCO user. Did not keep customer informed at all times. Only typed SK SK at the end of call and hung up. Did not send end greeting. I thanked customer for letting me know and said that I would follow up with the agent.	05/11/06	Team Leader coached agent on proper call procedures.
05/27/06	Voice customer calling regarding her VCO mother receiving garbling for several months. Apologized, TT was entered. Follow-up requested.	05/27/06	AM contacted the customer and explained we need the agent number and date of the call to track down the garbling issues. Tech has conducted TT and issues has been resolved. Customer will call back if any more issue arises. Case closed.
05/30/06	Customer gave agent number to dial - reached answering machine - customer wanted to leave message. No response from operator. Apologized and thanked customer for letting me know.	05/30/06	Coached agent on proper VCO procedures.
05/30/06	Customer told operator the number to dial 3 times. Operator kept asking (UR NUMBER CALLING TO PLS) GA After 3rd time of asking for number, operator hung up.	05/30/06	Supervisor met with agent who did not remember this all, if this wasn't a branded VCO agent followed correct procedures. No follow up requested.

DOCKET NO. 03-123

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1 DISK