Sprint
Together with NEXTEL

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July 3, 2006

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Federal Communications Commission
Office of Secretary

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

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

Dear Ms. Dortch:

Sprint Communications Company L.P., on behalf of its Sprint IP Relay Service (formerly Sprint Relay Online), Video Relay Service (VRS) and Federal Relay (TRS, VRS, RCC, Cap Tel and IP Relay Service) operations and pursuant to Section 64.604(c)(1) of the Commission's Rules, 47 C.F.R. § 64.604(c)(1), hereby submits its annual summary of its consumer complaints for the period June 1, 2005 to May 31, 2006. In accordance with the Public Notice released May 31, 2006, DA 06-1175, the reports are provided on diskette and on paper. Sprint did not have any complaints associated with its Federal VRS, RCC or IP Relay Services. The Federal Relay operations are being filed on behalf of General Services Administration (GSA).

If you have any questions concerning this report, please contact me.

Respectfully submitted,

Marybeth Banks

Attachments (original and 4 paper copies and 1 set of diskettes)

cc: Pam Gregory (FCC Room 3-C417) (1 paper copy)

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List A B C D E

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Federal Communications Commission
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SPRINT
7/3/06 - INTERSTATE
COMPLAINT SUMMARY LOG
SPRINT IP RELAY SERVICES

	Sprint IP Calls----June 05 to December 05		Total complaints for 377
Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/01/05	Said that agent talked back, gave false ID number, and did not follow instructions. Thanked caller for feedback and person said they would contact customer service and then hung up. (caller contacted customer services 15 minutes later --	06/01/05	Reviewed information. Agent did not type anything incorrect, agent gave correct ID when asked and followed instructions. NOT AGENT ERROR
06/02/05	Customer was frustrated and concerned. While in the middle of his conversation the line disconnected. Agent 6232F was handling the call. Customer wanted to find out what happened. Apologized to customer. Informed him I would follow up. Customer would like contact at number provided.	06/02/05	Agent stated while relaying the SRO user's info she received the inbound disconnected banner. When informed outbound your caller has disconnected. Not agent error. Called customer at 3:52 pm 6/2/05. Explained situation to customer. Customer was satisfied.
06/02/05	SRO user complains of problem with no answer, and his calls to SRO disconnects many times. I apologized for the problem let customer know the relay technicians are aware of the problem and currently working to correct it, suggesting they try the call again later. Customer does not want contact.	06/02/05	Acknowledged customer's concern about SRO disconnection.
06/02/05	SRO user complains they keep getting disconnected before connecting to relay. I apologized, explaining the technicians are working to correct this issue. No contact requested.	06/02/05	Acknowledged the customer's concern about SRO disconnection.
06/03/05	For the third time I was working with a technical support and I got cut off again and again so should I depend on sprint relay online? Apologized. Follow-up requested.	06/03/05	Contacted another AM to follow up and explained customer about SRO issue. Customer understood what Sprint have challenged and will not use it till we show proof that network is enough reliable to connect relay.
06/04/05	SRO customer said they have been disconnected from SRO before the operator dials the number. Apologized. No follow-up requested.	06/04/05	Acknowledged the customer's concern about SRO disconnection.
06/04/05	SRO customer called in to say CA 5140F did not dial the correct phone number and would not try to dial the phone number after customer requested the CA to dial the phone number a second time. Customer service apologized to the customer. Customer does not want a follow up.	06/13/05	CA coached regarding proper procedure.
06/06/05	Customer states he was disconnected from SRO. He's reported the problem before. Apologized. Follow up requested.	06/06/05	Emailed customer about our involvement to resolve the technical problem: SRO disconnection and informed customer that technicians are very active to seek resolution on SRO disconnection.
06/06/05	SRO customer called in to say during two different phone calls he was disconnected during the call. First was with CAat 11:44 AM, the second one was with CA at 11:49 AM. Customer said the agents seemed pleasant & accurate and then within 3 to 4 minutes there was nothing. My phone access light that monitors my line showed a connection but my TTY LED did not show any activity for a full min. I requested reply from each agent, so I hung up after that. Customer Service apologized to the customer. Customer would like a follow up via email.	06/10/05	Send email to customer and informed customer that we are very aware of SRO problem and we are investigating to narrow problem source and have resolution ASAP as we fix it.
06/06/05	Caller said agent disconnected them after caller instructed agent to let the phone continue ringing beyond the normal 10 rings. C.S. Response: Apologized to customer for the problem. Follow up not required on this issue.	06/06/05	Operator pulled for discussion. Stated that no disconnection was made on the operator's part. Reminded of penalties for disconnecting any call. QA will monitor throughout the month.
06/06/05	SRO customer called in to say during two different calls he was disconnected during the call. First was with CA 7304 at 11:44 AM, the second one was with CA 7142 at 11:49AM. Customer said the agents seemed pleasant & accurate and then with in 3 to 4 minutes there was nothing. My phone access light that monitors my line showed a connection but my TTY LED did not show any activity for a full min. I requested reply from each agent, so I hung up after that. Customer Service apologized to the customer. Customer would like a follow up via email.	06/20/05	Emailed customer and explained about our platform issue. Customer got satisfaction from our explanation.
06/07/05	A SRO customer called to say that they were disconnected right after they placed the number to call in the box. RCS: Apologized for the handling of the call No Contact requested	06/07/05	Reviewed proper procedures with agent
06/07/05	Operator hung up on me. This keeps happening, but I don't have the other operators' numbers. Sprint needs to know about this. Thanked customer and apologized. No follow up.	06/07/05	Thanked customer and apologized. No follow up.

06/10/05	Sprint Relay CS called with customer complaint. According to customer the opr relayed an answering message then "suddenly some strange message by putting 603 in front." The customer wanted to know if it was a mistake and meant to say 703 instead of 603. Instead of answering the opr disconnected. The customer believes it was an innocent disconnect but wants follow up via email with opr's. answer if it was mistaken relayed info.	06/10/05	CS sent email asking for more info on 6/7/05. No response as of 6/10/05. Will open new contact if/when response is received.
06/10/05	SRO customer states, "I was typing and she wasn't giving the other caller the information what I was typing. She was *making stuff up out of nowhere". Apologized. Follow-up* requested.	06/10/05	The CA number 1217F does not exist. Cannot follow-up *with CA. Will follow-up with customer as requested.*
06/10/05	Customer stated that agent 7945F "rudely disconnected me". The call was placed at 850 am and got this agent and calling to number was given however there was no further information since that time. Customer assured me that it was not a "technical" problem and is becoming frustrating and will begin to contact Sprint Account Manager on such issue. Customer does not want a follow up.	06/10/05	Spoke to agent regarding the proper disconnect procedures. Agent understands the consequences of purposely disconnecting customers.
06/12/05	Customer called to complain that he is getting frequent disconnections from SRO, before reaching an agent. Apologized for inconvenience. Follow-up requested.	09/20/05	6/13/05 at 1:40 pm attempted to reach customer: no response 6/14/05 at 6:57 am attempted to reach customer: no response, 9/20/05 at 7:14 pm attempted to contact customer and no response contact closure due to any customer response
06/15/05	SRO user complains each time they call to make a conference call the line is disconnected. Customer did not have CA ID #. Apologized for the problem, letting customer know I will let the Account Manager know. Customer plans to contact AM, and provided her contact information.	06/20/05	Left a message on Tuesday. Calling back again. Reached customer, listened to their problem and informed them we were working on fixing things and an update should have fixed the problem. Customer thanked me for reaching them and is excited to know that we cared enough to follow on her issue.
06/17/05	A SRO customer called to say that the agent questioned him as to whether he wanted to leave "that" message on the answer machine. RCS: Apologized for the handling of the call. No Contact requested	06/17/05	Agent remembered call. Agent was typing to inbound the msg. on the outbound line when inbound starting typing...agent was unsure if inbound knew it was an answer machine or if they thought it was a live person...agent clarified in opr. mode if the texts that inbound typed were the message they wished to be voiced on the ans. mach since the SRO user had not stated they wanted a message left. SRO typed back to agent not to question their intentions. Agent followed correct procedure in clarifying info in opr. mode.
06/17/05	SRO customer called in to say all ports where busy and wanted to know when they were going to avail. When customer service checked SRO we discovered that the Red Operator Bar was missing. Customer service went ahead and made a test call and the call went through. Force called into customer service and advised us to put in a TT even though the red bar is back.. no contact follow up.	06/17/05	Trouble ticket number is not shown information.
06/18/05	SRO customer states that when he calls someone on the relay, the operator gets to dial out but then they get the message that your call has been disconnected. They are not able to make contact to the outbound through SRO. Apologized. No follow-up requested.	06/18/05	Acknowledged customer concern.
06/20/05	Customer's SRO call abruptly disconnected. It happened multiple times today. Apologized. Follow up requested.	8/02/05	8/2/05 send detailed email to customer for more information and will wait for customer response.
			Received email from customer and customer got satisfied about technical problem. Customer doesn't need to have further follow up about this concern.
06/21/05	Caller said she could hear two other conversations while on her call. When caller asked for a supervisor, she said agent said she could not hold the call as the internet party had already hung up. Caller said she told agent yes she could hold the call, and then caller asked for Customer Service phone number to call and register the complaint. C.S. Response: Apologized to caller for the problem. No follow-up required on this issue.	06/21/05	Customer informed agent she could hear conversations in the background, so agent turned down microphone volume. Customer did not complain further about background center noise. Customer was the outbound voice user; asked for supervisor after inbound SRO user hung up. Agent rang for supervisor and explained that she was unable to hold the call; call might time out before supervisor was able to answer. Customer was extremely upset; system timed out before supervisor arrived. NOT AGENT ERROR.
06/21/05	An SRO customer called to complain that after several tries, he is still getting disconnected from Sprint Relay Online when the number out dials. Apologized. No follow-up requested.	06/21/05	acknowledged the customer's concern
06/24/05	SRO user complains they were disconnected 3 times when they were using SRO and were unable to finish their calls. I apologized explaining this is a known issue and the technicians are working to correct it. Customer does not want contact.	06/24/05	acknowledged the customer's concern

06/25/05	I would like to know why this service continuously disconnects in the middle of a conversation if it's longer than a minute. When you make a call, it takes so long now days to get through to the people with the press this button and press this number (recordings with options) etc, and then you finally get a live person and you are trying to get a problem solved and it disconnects in the middle and you can never get back to the same person you were speaking with so you have to start all over again. I am starting to not want to use your service anymore so you really need to *look into getting this problem solved. Apologized, thanked* for calling. Follow-up requested.	06/25/05	Left detailed MSG to customer through Video Relay Service to explain about technical problem with SRO disconnection. Provided customer with my email address to contact me back if customer has further questions about SRO.
06/26/05	Customer states he was disconnected. The customer further explained that he had waited 45 minutes for his internet technical support representative. Midway into their conversation the line disconnected for no apparent reason. Apologized. Follow up requested.	06/26/05	Send email to customer and explained customer about our possible technical problem which caused disconnection. Appreciated his time to give feedback about disconnection. Spoke with the agent about disconnecting customers. The agent was reminded of the consequences of not following the guidelines set forth by Sprint regarding proper disconnects. The agent understands and will get a supervisor if she has further issues.
06/27/05	Customer states that the phone line rang 10 times and the agent said still ringing then the customer asked that the agent to let the line ring until someone answered the phone and the line got disconnected as if the agent hung up.	06/28/05	Discussed with operator.
06/28/05	A SRO customer called to say that the agent gave terrible service was rude and hung up on her. RCS: Apologized for the handling of the call. No contact requested	06/28/05	Agent placed many routine calls for the customer. At end of calls, customer told agent she gave terrible service. Agent called for supervisor, who assisted on call. Customer said they wanted the customer service number as they were going to call in and report the agent. Agent provided number, then disconnected per procedures with supervisor assist. NOT AGENT ERROR.
06/29/05	Customer reports the CA "falsified" the Relay service. The customer states they gave a valid number to call. The CA said the line rang several times, and then he said it was a private number. The customer explains it is a valid business number. The customer tested the number through the state Relay on his analog tdd and spoke to the person who they wanted to call. Apologized. No follow up. No name or number was provided.	06/29/05	Met with agent and he did not remember this call, however, did show knowledge of the importance of following procedures. No F/U requested.
06/30/05	Complaint: SRO caller asked CA to hang up on 3rd ring and CA did not. No follow up requested	06/30/05	Discussed with operator. Went over proper procedures with operator.
06/30/05	Complaint: Caller stated that her TTY was not working so she had to use SRO and CA disconnected her call. No follow up requested.	06/30/05	Discussed complaint with CA. Went over proper procedures with CA.
06/30/05	An SRO customer says the agent disconnected him after dialing the number. Apologized for inconvenience. Follow-up requested.	06/30/05	Contacted customer on 7/9/05. Apologized for the inconvenience the problem caused. Informed customer supervisor had reviewed proper procedures with the agent. Educated customer on SRO technical problems and let him know that it was being worked on. Customer received a lot of garble while I was speaking with him, and eventually disconnected.
06/30/05	Caller said agent disconnected in mid conversation. C.S. Response apologized for the problem and will report to appropriate management. Follow - up not requested by Caller.	06/30/05	Acknowledged customer's concern.
06/30/05	The agent typed the recording very slow and when the SRO customer kept typing hello hell0, the agent disconnected the call. Apologized. No follow-up requested.	09/06/05	This agent types 71 wpm. Opr states he did not disconnect the call. Acknowledged customer concern.
07/01/05	Agent 6314M was unable to clearly and quickly type all the menus in a recording. Keeps saying "Message Skipped" and "Name Unclear" and such. Not clear formatting of menu choices. Hard to understand if option "2" belonged to which sentence. Low SRO experience.	07/01/05	Reviewed complaint with CA. CA was unable to understand the recording clearly; the recording was extremely muffled and skipped at the beginning of the recording. CA followed proper procedures. Not agent error.
07/01/05	Customer states that after waiting for over an hour they finally got to speak to the party they were calling and the line got disconnected in the middle of the call. When the customer called in (from SRO) they also got disconnected in the middle of filing their complaint. No call back requested	07/15/05	Met with agent. Agent remembered the call. Agent stated the customer prefaced the call by stating that they were on a call with another agent and the call kept disconnecting. After saying that, they asked the agent to place a call from them. During that call the line disconnected on the customer's side. Coached agent on not disconnecting calls. It seemed like the customer may have been having technical difficulties on their end.
07/03/05	A SRO customer called in stating that this CA did not type the gender of their caller at the beginning of the call and at the end of the call hung up without typing a closing (your welcome, sksk). RCS apologized to this customer. No follow up requested.	08/04/05	Coached agent on gendering IB and proper closing.
07/05/05	The operator typed a msg. to TTY user and part of the message was garbled.. "This operator needs to take more typing tests or something to help her typing skills". Apologized to customer would like a call back.	07/05/05	Explained to customer that opr's typing was apparently garbled. Apologized for inconvenience and explained to opr that call was processed correctly on her end. Left message on person's voice mail with resolution 7/5/05.

07/05/05	An SRO customer called to complain that the line disconnected four times in a row when he tried to make a Sprint relay call. Apologized for trouble. No follow up requested.	07/05/05	acknowledged customer's concern
07/05/05	Customer states his call was abruptly disconnected from SRO. Apologized. No follow up.	07/05/05	Passed info to business development.
07/05/05	Caller said call was disconnected in mid conversation during an SRO call. C.S. Response: Apologized for the problem and let caller know the problem would be reported to appropriate management.	07/05/05	Agent did not remember the call. Reviewed proper procedures with agent. Acknowledged customer's concern
07/05/05	*Customer said that she was talking to someone who was* using SRO and the operator was very rude to her. The operator said, "Slow down because I'm an operator and I can't type everything." Apologized to the customer and assured them that the complaint would be passed along. No follow-up requested.	*07/05/05*	*Unable to resolve complaint, this agent number is not* assigned to anyone.
07/06/05	Customer requested operator to dial number and enter extension. Opr. Said there was no option to enter the extension based on the information from the recording. Customer asked for redial and said operator skipped part of recording or would have found the option.	07/06/05	CA said it may have been a bad connection as the recording was hard to hear the first time or may have missed info when using end return. CA knows procedures and was coached on following customer instructions.
07/06/05	Customer complained that the agent gave lots of garbling symbols along with numbers and letters and then promptly disconnected right into he middle of the call. RCS response: Apologized for the problem and let the customer know that this problem sounded like a technical issue not agent error. Let the customer know that the problem would be turned in so that the technicians would be aware of it. No call back requested.	07/09/05	Agent did not remember the call. Reviewed proper procedures with agent.
07/07/05	SRO customer was very unhappy that we were not able to neither dial his toll free number nor transfer him to customer service. Apologized for the inconvenience and informed him that he could dial the state relay on TTY to reach customer service.	07/10/05	No follow up request. Acknowledged the customer's concern.
07/08/05	SRO customer requested the CA to "not announce" (on the first page when entering number to dial, under dialing instructions) The first time dialing reached an answering machine. When CA redialed to leave a MSG the person answered the phone and the CA announced the call which resulted in the person not accepting the call. Customer Service apologized to the customer. Customer would like follow up via email.	07/12/05	We do not have an opr by this number. Informed customer and advised customer to have agent id to better track on agents.
07/08/05	SRO customer called in to say agent F disconnected the line. Customer also states "I have to type the number in 2 times some times they will see it when I type it in the first time but the CA's still ask for the number I am dialing. Some computers are slow so seems to be like they would wait a few seconds before they hang up." Customer Service apologize and let the customer know there is a problem with SRO disconnecting and that we are aware of it and the techs are working on it. Customer does not want a follow up.	08/02/05	Agent does not remember this particular call. The agent was coached on the proper procedures when a call comes in with no number to call to. The agent is aware of the proper disconnect procedures and is also familiar with the consequences of not following said procedures. Reviewed complaint and shared info to upper management.
07/12/05	Customer Complaint: CA was working with him and suddenly a disconnection. Call was to Chase, an important business call. Resents that he has to call again and do over the information. Asks what steps can be taken to insure that no disconnect will happen on next call back. This is not just recent problem but ongoing with SRO. He will use another service until SRO is fixed so he has confidence call will not disconnect. Response: Apologized and told him the matter would be sent to Account Manager who will follow up to contact him at his email address provided.	07/12/05	8/2/05 Send customer via email to request for more information. 8/12/05 have not heard from customer. Re-send email to customer for follow up. CA remembered this call because of the nature of it and the abrupt disconnect from the calling party while the call was in progress. She said she received a red banner disconnect from the Inbound person and told the outbound person that the person hung up. She did receive a disconnect banner from the Inbound and followed correct procedure. Contacted customer and they have had no further problems. This was actually a problem hooking up because of garbling.
07/13/05	Customer complaint: The CA hung up on him didn't wait for him to tell the number just asked number you are calling to three times then said GA SK GA SK sksk and hung up. Service is not good lately. Customer Service response: Apologized to customer and told him the report would be sent to the account manager. Follow up requested at number provided, also has voice mail.	07/13/05	8/2/05 at 1:40 pm left detailed MSG on his voice mail to send Account Manager via email. I followed up with the customer at number provided at 10:00 am 8/8/05 who stated he had no knowledge of this complaint. I asked if there was anyone in the household that use Sprint Relay on line and he stated NO there was no one in the household that is deaf or HOH. I asked did he know of anyone that would use the system and use his name as a contact for a complaint. He said no it must be some misunderstanding. Agent followed correct procedures. Closing ticket.
07/14/05	An SRO customer called to complain that the agent was misspelling "every word." Customer says agent "wants to play games with me." Apologized. No follow-up requested.	07/14/05	Was apparent prank call -- customer was verbally abusing agent because she wasn't spelling every single swear word correctly. Supervisor ended up disconnecting the call due to abuse of agent. Not Agent Error.

07/15/05	Customer complains that SRO should reference fraud activity info on SRO website customer has found specific references to the fraud on many other websites simply by doing a search online (advised complaint would be forwarded to SRO Acct. Mgr.) Customer did not request contact	08/02/05	Shared information with upper management about search online.
07/16/05	Customer states that the call was disconnected in the middle of the conversation. RCS response: Assured that the complaint would be turned in and mentioned that we have been having technical difficulty with this happening on SRO calls. Apologized and thanked the customer for letting us know.	07/17/05	acknowledged customer's concern
07/16/05	SRO customer called in and said "I would like to know why CA 6158F hung up on me. I typed the number 2 times." Customer Service apologized to the customer. Customer would like follow up via email.	08/02/05	Send detailed email to customer on 8/2/05 to explain it could be technical problem. Reviewed proper disconnect procedures with agent.
07/16/05	TRS Email from SRO customer writes: while I was waiting for the PC to load the java console, somehow the number didn't get passed thru. When the java is loaded relay opr answered and put me on hold for 3 minutes with no response. I asked if you need a phone number? Relay OPR responded," YES a phone number would be nice." I responded with a number. While I typed the number the Relay OPR typed this MSG "Actually if you would happen to have one but if you don't have a phone number I guess you would have to hang up or you could ask you friend for a number to call or you could go find a pencil." (more to the story not enough space) CS apologized via email. Customer would like follow up via email.	08/04/05	Spoke with agent regarding the "talking back" to the customer. The agent understands the severity of his actions. Due to the blatant rudeness of the agent, appropriate action was taken. Follow-up e-mail sent to the customer on 8-4-05.
07/18/05	Customer Complaint: Caller reported that the CA did not relay the whole message from the recording and did not follow the instructions to input. Customer Service Response: Apologized for the inconvenience and told them the report would be sent to the call center supervisor. No follow up requested.	07/18/05	Coached agent on proper procedures.
07/18/05	Caller said she instructed agent to just get a live person on the phone and not to type all the menu options. Caller said agent continued to type all menu options. Caller took place 6:20PM CST. C.S. Response: Apologized for the problem and let customer know the complaint would be sent. No follow up with customer is required.	07/18/05	There was no option for live person. Supervisor coached agent on proper procedures.
07/18/05	Customer states that this agent disconnected the SRO call right in the middle of conversation when customer was giving out personal information of their name - social security number - address and credit card info to a Credit card company. RCS response: Assured to customer that the complaint would be sent in but did reinterate that this disconnect problem had been happening with SRO and that it was a technical issue that the technicians were working on and not to worry about any information being given out. It was not agent error but more likely simply technical error. No call back requested.	07/26/05	Met with agent, and she stated that when the call came in initially, the TTY user complained the line kept disconnecting. So during the middle of the call the line hung up. Still coached agent on the severity of disconnecting on a customer.
07/18/05	SRO customer complained of garbling on her internet call. C.S. Response: I apologized for the problem and let caller know that I would report the issue. Follow up is not required with Caller. They will call back if problem continues.	07/18/05	Acknowledged customer's concern.
07/18/05	The customer states he is having problems with SRO. His call disconnected. The customer states the text will freeze and there have also been delays. Apologized. Follow up requested.	08/2/05	8/2/05 Send email to customer to get more information about the problem. 8/2/05 AM received auto reply that email address is being undelivered due to error address. AM tried to call customer thru phone and it was error too. Case closed due to no way to reach customer for follow up
07/18/05	SRO internet relay caller said they were disconnected in middle of call. C.S. Response: Apologized for the problem. No follow-up with customer is required.	07/18/05	Agent does not remember call. Coached agent on importance of not disconnecting customers. Acknowledged customer's concern.
07/19/05	An SRO customer called in and said that this agent typed profanities at them when they requested their number be dialed. RCS apologized to this customer. No follow up requested.	07/19/05	Issue discussed with OPR.
07/19/05	Customer reports he requested agent to type the message left on answering mach agent typed "I left msg. you typed" customer again requested agent "please type the message left" agent disconnected (apologized for problem encountered advised complaint would be forwarded to management) Customer requested contact	07/25/05	Notified the agent that they are allowed to re-type the message they left on a voice answering machine. The agent understands the consequences of not following customer's requests. The agent also understands the consequences of not following the proper disconnect procedures. Follow-up e-mail sent on 7-25-05 at 5:28 pm. Customer responded and thanked for the information.
07/19/05	SRO customer reports disconnect problems customer has been experiencing this problem for a year and wants the problem fixed immediately (apologized for problem experienced advised complaint would be forwarded to management) Customer did not request contact	08/02/05	Acknowledged customer's concern.

07/19/05	Customer Complaint: Customer wanted to voice concern while saying they are grateful and thankful for the SRO today while on an important phone call the line abruptly disconnected. Wondering why this is happening. Customer Service Response: Apologized for the inconvenience and explained that the issue is currently under investigation. Told them this would be reported to the Account Manager and we will work to find a resolution to the cause. No follow up requested.	07/19/05	Acknowledged customer concern.
07/20/05	Complaint taken: 7/18/05, 504 PM Agent hung up on her. *Apologized for inconvenience and would pass on to immediate supervisor. No follow up requested.*	07/20/05	Acknowledged customer concern.
07/20/05	SRO customer reports agent kept asking for phone number to dial after customer had given agent sent "number calling" macro 9 times then disconnected customer aware there are technical problems with SRO but believes agents intentionally do not process calls sometimes (apologized to customer for problem encountered advised complaint would be forwarded to supervisor) Customer requests contact	07/20/05	Coached agent on proper call processing procedures. Agent will call a supervisor if they encounter any further problems. Agent was informed of the consequences of disconnecting customers. Supervisor attempted a call back on 7-27-05 at 2:10 pm. The voice person who answered the phone stated that there was no one living there with the name of the customer. Verified that the supervisor dialed the correct number and the voice person again stated that there is no one living there with that name. Therefore, follow-up is not possible.
07/20/05	An SRO caller stated that agent would not put call through and told them number they were calling was an invalid number. Caller stated that agent told them to be patient and was rude. Apologized to the caller for the problem Agent does request a follow-up	07/20/05	Met with agent, did not remembered the call. Coached agent on always maintaining politeness and a professional phone image.
07/20/05	An SRO caller complained that she had asked for a supervisor and supervisor Jackie answered the call. The caller said that the supervisor got belligerent with her and when asked for customer service number was given the wrong number. CS apologized for the situation and confirmed that caller had the correct customer service number. Caller does wish follow up	07/20/05	Met with supervisor, she does remember this specific call, and she stated she would not get rude with any customer. Customer was sent an email regarding resolution.
07/22/05	A SRO customer called to say that agent did not keep confidentially with his call. RCS: Apologized for the handling of the call. No contact requested.	07/22/05	Discussed with operator.
07/22/05	Customer states that this agent did not read the notes on the call for relay not to mention that it was a relay call. The customer states that the agent also gave out the IP address to the person they were calling. The customer also states that the agent told the person they were calling "please ask them not to swear - I will not relay this whole message because the person is swearing." RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated so that it could be investigated further. No call back requested	07/23/05	When supervisor spoke with agent, agent did not know what an IP address was. Agent was extremely perplexed by complaint and the swearing comment. Reviewed proper procedures with agent.
07/23/05	Customer is upset that the line got disconnected in the middle of her conversation and this seems to be happening more and more often. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated and apologized for the problem. No call back requested	07/27/05	Reviewed proper procedures with agent.
07/23/05	Customer is very upset that the SRO call was disconnected 4 times in the middle of his conversation. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested	08/02/05	Acknowledged customer concern.
07/25/05	SRO customer states "your agent on-line refused to call a number for Verizon and a number for a lawyer for me in New York". Apologized. No Follow-up requested.	07/25/05	CA said she has not had any calls like this and she has never refused to call a number.
07/25/05	SRO customer states "your agent on-line refused to call a number for Verizon and a number for a lawyer for me in New York". Apologized. No Follow-up requested.	07/25/05	Reviewed proper call processing procedures with the agent. The agent was reminded of the consequences of purposely avoiding calls. Agent understands.
07/25/05	SRO customer unable to drag the link to the tool bar using the smart button. Apologized, TT 199,168. Follow-up requested.	8/2/05	8/2/05 sent email to request to get more information about smart button issue. TT Result: CS agent does not have rights to add link, customer may need to check settings on desktop unit. I am able to add this link by dragging to my favorite folder or by selecting favorites from the toolbar in Internet explorer. Informed customer and showed customer to refresh and was able to function without further problem.
07/27/05	Agent didn't follow customer's instructions of please let ring three times and only 3 times if no answer type "no ans." if ans. mach hang up type ans. mach hung up otherwise please ask for ... (name). Thanked caller. No F/U needed.	07/27/05	CA followed directions as given and let the number ring 3 times with no answer and then hung up. CA informed customer. Customer got angry and said would report. NOT AGENT ERROR.
07/28/05	SRO user complains their calls disconnect when speaking to their family through internet relay. Apologized for the problem explaining I will inform the account manager. No contact requested.	07/28/05	acknowledged customer's concern

07/28/05	SRO customer states they have made numerous attempts to place a call and is getting the message, "***All ports are busy, please try your call later***". CSR also tested the website and got the same message. Apologized, TT. No Follow-up requested.	07/28/05	TT result: Placed test call using SRO and was able to complete call with no problem. No customers follow up.
08/01/05	Customer asked Customer Service if Relay operators are now suppose to request the purpose of the call before connecting people. The customer offered to provide the transcript. In summary, the operator put in parenthesis "(ok need to know what this call is for Q). The customer states *they had typed their instructions & the phone number to call. Questioning the customer was not necessary. The* operator eventually disconnected the line. Apologized. Supervisor will be notified. Follow up requested.	08/20/05	Contacted customer via email three times thru Aug 05, Aug 9 and 18th dates but no responses.
08/02/05	Agent did not do a good job. Agent had to redial 3 times and was not paying attention. Apologized for inconvenience. No F/U needed.	08/02/05	Info given to OPR's TL for coaching.
08/04/05	An SRO customer called to complain that the line disconnected in the middle of the call. Asked to have it "checked out." Apologized for inconvenience. No follow-up requested.	08/04/05	acknowledged customer's concern
08/05/05	SRO customer called in to complain that agent 9357F disconnected on them for no reason , I was getting ready to give her a number and then she disconnects on me for no reason will you please do something about her and put a stop to this ok. Customer service apologized for the inconvenience and also let the customer know that we are aware of the problem, and that the techs are working to get this problem fixed ASAP. Customer does not want a follow up.	08/09/05	acknowledged customer's concern
08/06/05	SRO customer states, I have a problem with your CA's, they keep hanging up on me. My TTY is at home and at work I have to use the computer relay and now I am getting frustrated. The agent just hung up on me when I was typing to her! Apologized. No follow-up requested.	08/06/05	Acknowledged customer's concern.
08/06/05	Customer states that this agent got involved in the conversation and claimed that the customer was making a prank call and then disconnected the call. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.	09/01/05	9.01.05 Discussed call with agent. Agent did not recall this particular call but is aware that she is not to get involved in the conversation and not to make comments on the type of call.
08/08/05	SRO caller states relay keeps hanging up on me, I gave the number to call then they hung up. Apologized. Follow-up requested.	08/08/05	8/9/05 2pm Send email to customer to get further information about concern. 8/11/05 re-send email to customer. 8/11/05 received email from customer and he understood technical issues and thanked for the follow up
08/08/05	An SRO customer called in to say that when they asked a question to this agent they waited about 1 minute before this agent responded. Customer felt this was too long to wait for a response from the agent. RCS apologized for the problem. No follow up requested.	08/08/05	Agent does not recall this and the only suggestion is that the internet can take a long time between persons and perhaps this is what happened.
08/08/05	Customer states that the agent hung up on the customer. Apologized to customer for the inconvenience and noted that the complaint would be forwarded to the appropriate supervisor. No follow-up requested.	08/08/05	Spoke to the agent about proper disconnect procedures. The agent understands the consequences of not following those procedures set forth by Sprint. The agent will get a supervisor in the future if having any difficulty with a call.
08/09/05	Complaint: SRO user was online with T-mobile for nearly an hour after call was done caller wanted to make another call but line got disconnected. Apologized and thanked caller for letting us know. No follow up requested	08/11/05	Met with agent, but did not remember the call, and stated she would not hang up on a customer. Still coached agent on the severity of hanging up on a customer.
08/14/05	An SRO customer states that this agent typed "sksk" and disconnected the call without being instructed to do so. Customer states they were attempting to place another call when this agent did this. RCS apologized to this customer. No follow up requested.	08/14/05	Agent followed the disconnect procedures by following the no response sksk and then waiting an additional 30 seconds before typing sksk and hanging up. Also coached agent on results of disconnects and to make sure he isn't disconnecting intentionally.
08/15/05	An IL SRO customer is having trouble getting through using SRO. Person states they have tried repeatedly. They typed the phone number and clicked the 1st bar and everything went OK at first, they got the advertising for wireless and then about 2 seconds later it said they have been disconnected. Person tried 5 or 6 times before calling customer service department. CSR went to the website and got right through. Apologized and advised them to try again. Follow-up requested.	08/29//05	8/19/05 Send email to customer for information about disconnection 8/23/05 Send another email to follow up. No customer response. The case is closed.
08/16/05	A SRO Customer called to say that he and his sister were talking and in the middle of the conversation the agent typed "hold for supervisor" and when the supervisor came on typed "disconnecting call". RCS Apologized for the handling of the call No Contact requested	08/16/05	Reviewed call with agent. Agent remembered call. Agent followed proper procedures for disconnections. Not agent error.

08/17/05	Customer complaint: Caller reported there was answering machine at the number that was called and caller wanted to have them redial to leave an msg. The CA sent the macro for answer machine hung up GA, and then sent the sksk, and then the line was disconnected. They took control away from the caller. Customer Service response: Apologized for inconvenience and informed the caller the report would be sent to the call center supervisor. No follow up requested.	08/17/05	Supervisor met with the agent and coached the agent on the importance of remaining patient and waiting for the customer to provide the necessary information before attempting to end the call and the importance of following customer instructions. No F/U requested.
08/17/05	Caller had line disconnected on SRO call. C.S. Response: Apologized for problem. Follow-up not requested.	08/17/05	Acknowledged the customer's concern.
08/17/05	*Customer Complaint: SRO caller reported that SRO would* not connect to operator. Yellow light keeps flashing "connecting", and then the macro comes on the screen to try SRW. Wait, wait, wait, then the macro says "your call has been disconnected." Customer Service Response: Apologized for the inconvenience and told the caller we would check the system and report the problem. Checked the SRO and placed a test call and found the same problem, so reported to FORCE. 8:20 a.m. No follow up requested.	*08/17/05*	*Acknowledged customer's concern and shared info to other* department.
08/19/05	TTY customer using SRO is having trouble placing a call. After she enters the number she wants to call and connects to relay operator, she gets an error message stating "Incorrect Message Authentication Code. If the error occurs frequently, contact the website administrator. Customer wants to know if this is our problem or if she needs to contact her website administrator. She has a computer with Java on it and has no problems placing a call from her husband's computer. Customer would like to be contacted as soon as possible. Apologized. Follow up requested.	08/19/05	Send email to customer and informed customer that her error message is possible that it comes from her internal computer problem, not our technology side error.
08/22/05	SRO customer states agent 7891F intervened to our family affairs. Agent 7891F told my cousin he should not answer to my request. The matter we are talking about is very confidential and just warn him OK this is not her second time of doing this I have reported her once before OK? Customer service apologized to the customer. Customer did not leave a name and does not want a follow up.	08/31/05	Agent does not remember this call. The agent is aware of the importance of staying transparent during all calls.
08/23/05	Customer Complaint: SRO customer reported that during a call to the FCC the line disconnected. Customer Service Response: Apologized for the inconvenience and thanked him for letting us know. Informed him the report would be sent to the Account Manager. No follow up requested.	08/23/05	Acknowledged the customer concern.
08/23/05	Customer states that the agent hung up on him four times while he was trying to place phone calls. Apologized for the inconvenience and noted that we would forward this to the appropriate supervisor. Customer would like follow-up via e-mail at the e-mail address given.	09/01/05	Discussed with agent. Agent did not recall but stated that they were aware not to hang up on customers and stated this may have been a technical issue. Send emal to customer and informed customer that it could be technical issue. Customer responded and thanked for the information.
08/25/05	Caller said they were disconnected 4 times in a row at approximately 1:20 PM on 8/25/05. C.S. Response: Apologized for the problem and let caller know that problem would be reported to appropriate management.	08/25/05	Acknowledge customer concern and passed info to business development about SRO disconnection.
08/25/05	Caller said they were not happy about the service as today at approximately 12:45PM on 8/25/05, person was disconnected in the middle of a complicated billing call situation. Caller also complained that no Spanish translation is offered and it is offered as a choice on the dialing screen menu. C.S. Response: Apologized for the problems and inconvenience and let caller know that comments would be forwarded to appropriate management.	08/25/05	Acknowledged customer concern. Investigated on dialing screen menu. Dialing screen menu is appropriate for using Spanish to Spanish, not translation.
08/25/05	SRO customer called with a question on why they keep getting "your call has been disconnected". Customer service apologized to the customer and informed them that we are working on the problem. Customer did not respond to customer service and then disconnected.	08/25/05	acknowledged the customer concern
08/25/05	Caller said they were at approximately 1:35 PM on 8/25/05. C.S. Response: Apologized for the problem and let caller know that problem would be reported to appropriate management	08/25/05	Acknowledged the customer concern.
08/25/05	Customer states they tried 3 calls and only got Connecting and then was disconnected and the other two calls are saying that the number is out of service when they are positive it is not out of service. Apologized. No Follow-up requested.	08/25/05	acknowledged the customer concern
08/25/05	Agent hung up on her, was a very important call. Apologized for the inconvenience. Said would pass on to immediate supervisor for review with agent. No F/U needed.	08/25/05	Discussed with agent.

08/26/05	An SRO caller complained that they were disconnected 4 times trying to place an SRO call. Apologized for the inconvenience. Caller did not request follow-up.	08/26/05	Acknowledged customer concern.
08/29/05	SRO customer stating they made several attempts to place a completed call on SRO. The person had to keep calling back to complete the conversation and finally got it completed. Person said it happens quite often and it makes his business look bad. Apologized. No Follow up requested.	08/29/05	acknowledged customer concern
08/29/05	SRO user complains their call was disconnected in mid conversation, and they had waited on hold for 30 minutes to get to their caller. Apologized explaining that the technicians are working to correct the problem. No contact.	08/29/05	acknowledged customer concern
08/29/05	SRO customer is tired of being disconnected before the relay ever answers the phone. It takes too long to even get a response. Apologized. No Follow-up requested.	08/29/05	acknowledged customer concern
08/29/05	SRO customer called to complain that "for the last 30 minutes, the yellow light for connecting has been blinking and then gets disconnected. No relay answering the phone, what is going on?" Apologized for inconvenience. Explained that Sprint is working on a more stable upgrade to be released soon. No follow-up requested.	08/29/05	Acknowledged the customer concern.
08/29/05	SRO customer having trouble getting through to the agent. They have been trying for 15 minutes and have been disconnected many times. Apologized. No Follow-up requested.	08/29/05	Acknowledged the customer concern.
08/29/05	Customer called to report frequent disconnections when trying to call SRO around 8:15 p.m. on 8/29. Apologized for inconvenience. No follow-up requested.	08/29/05	Acknowledged customer concern.
08/29/05	Customer was in the middle of a conversation and got disconnected. The customer states it has been happening on at least half their calls. The customer uses our service at work. The customer is a school district employee. Apologized. Follow up requested.	9/20/05	Send email to customer explanation of the problem. After attempting three times with customer via email. No response from customer. Contact was closed due to no further action from customer.
08/31/05	An SRO customer called in to let us know that during a recording on their call this CA did not keep them informed, and states this CA typed the wrong macro causing confusion. RCS apologized to this customer. No follow up requested.	08/31/05	Discussed with operator and went over proper procedures.
09/01/05	An SRO customer called 9/1 to say he had been disconnected three times in a row right after getting the agent ID. This occurred about 6:45 p.m. Apologized for inconvenience. Reported to supervisor. No follow-up requested.	09/01/05	Acknowledged customer concern.
09/01/05	Customer reports that 4 different operators disconnected his call before they could give their agent ID numbers. He would like the problem fixed ASAP. RCS response: Apologized for the problem and assured that the complaint would be sent to the correct department. Thanked the customer for letting us know. No call back requested. Call made on 9/1/05 at 5:30pm	09/02/05	Acknowledged the customer concern.
09/02/05	Caller said they were disconnected as soon as relay opr answered this occurred on 9/2/05 at approximately 11:20AM. C.S. Response: Apologized for problem. No follow-up requested by customer.	09/02/05	Acknowledged the customer concern.
09/02/05	SRO caller keeps getting disconnected. Apologized. Follow-up requested.	09/23/05	Send email to customer and explain customer about Sprint IP disconnection problem. No response after attempted twice with customer. Re-sent email to see if customer will return any response. Case is closed due to no customer response
09/02/05	Customer states that they are upset that the lines keep disconnecting in the middle of the conversations. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated and investigated further. Did explain the disconnect problems that have been occurring on some calls through relay service. Customer states that they will be contacting account manager about this. No call back requested Call was placed at 9/1/05 at 2am	09/09/05	This CA was not working on that day at that time. Possibly wrong CA number. Could be due to disconnect issues. CA was not scheduled at the time call was placed. Incorrect CA ID number also gave - F instead of M for gender.
09/03/05	Agent typed (busy) ga to sk, and they should not have had "sk" at the end. Thanked the caller for feedback. No F/U needed.	09/03/05	Coached agent on proper "busy" procedures.
09/06/05	Caller said his calls disconnect if he puts in lengthy dialing instructions. Caller thought agent hung up on him. C.S. Response: Apologized for the problem and explained there is a technical issue with the product at this time causing disconnects.	09/06/05	Customer did not request follow up. Customer service apologized for the problem and explained there is a technical issue with the product at this time causing disconnects.

09/07/05	SRO customer reports agent dialed business number and agent typed "caller not permitted to make operator calls" (apologized for problem advised perhaps the recording was caused by phone problems due to the hurricane disaster customer requested management check out this issue with agent) Customer did not request contact	09/26/05	Met with agent, and she remembers that when she attempted to dial the number, she received a red box on her screen with the message, "caller not permitted to make operator calls" Agent typed this message to caller, customer got upset and hung up. Agent followed proper procedures.
09/08/05	Customer states that the line disconnected in the middle of his conversation with his friend using SRO.	09/08/05	RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested
09/08/05	SRO customer requested agent dial 800 number agent typed "this number is not accepting Relay calls at this time" customer was able to dial the number yesterday and many times before via SRO when customer requested supervisor the agent disconnected (apologized for problem checked Customer Database for the 800 number no Global Block in place placed test call via Relay and SRO to 800 number per customer request and large hotel chain number answered advised customer call went thru without problem apologized again for problem) Customer did not request contact	09/12/05	Reviewed proper call procedures for SRO with the agent as well as proper disconnect procedures. Agents understand that toll free calls can be placed thru SRO. Agent will fill out a trouble ticket and let a supervisor know if anything unusual happens on a call.
09/12/05	An SRO customer called to complain that the agent dialed the number given, but that she would only type the introduction and not the options. The customer says, "I know she was playing with me." Apologized for inconvenience. No follow-up requested.	09/18/05	Unable to follow up without Agent ID. Closed contact. No customer follow-up requested.
09/14/05	A SRO customer called to say that the agent did not follow his instructions. RCS: Apologized for the handling of his call. No Contact Requested	09/14/05	Reviewed proper procedures with agent. Reminded agent that if an SRO customer types in instructions after agent has dialed out, agent should hang up and proceed with the new instructions.
09/15/05	Complaint: SRO customer stated that Operator hung up on her. Follow up requested	09/20/05	Discussed with operator, went over proper procedures with operator. Followed up with the customer.
09/17/05	Customer states that when using SRO his call has gotten disconnected 3 times and he can't get the agent to answer. RCS response: Apologized for the problem and thanked the customer for letting us know and assured that the complaint would be sent in as stated. RCS also tried the call from RCS department and the same thing happened to RCS rep when trying to call SRO. No call back requested	09/18/05	Acknowledged the customer concern.
09/19/05	An SRO customer called to complain that the line was disconnected in the middle of the call before the conversation was complete. Apologized. Explained that technicians are working on a more stable version of SRO. No follow-up requested.	09/19/05	Acknowledged the customer concern.
09/19/05	An SRO customer called to report that he has been having problems with using the Internet service. He keeps getting disconnected in mid-conversation. Apologized. Explained that technicians are aware of the problem and are working on an enhanced version of the software that will eliminate the problem. Follow-up requested.	10/12/05	Send email to customer to get further information about his disconnections. Re-send email to customer for follow up. No customer response. Customer contact is closed.
09/21/05	SRO customer reports disconnects after being on call for nearly an hour on two separate calls call disconnected near end of conversation after providing personal identification info customer very dissatisfied with SRO (apologized for problem encountered advised complaint would be forwarded to management) Customer requests contact	10/14/05	Send customer email to inquiry more information about SRO disconnection. No response from customer after three time attempts to be contacted. Customer contact is closed due to no further response from customer.
09/22/05	A SRO customer called to say that he was disconnected in the middle of his call and missed some very important information. RCS: Apologized for the problem No Contact requested	09/22/05	Acknowledged customer concern.
09/25/05	An SRO customer called to complain that he has been disconnected "four times in the past hour" when he tries to use SRO to call PCS. Apologized for inconvenience. Follow-up requested.	09/25/05	Sent email to customer for further information. Received email from customer and customer was using library and suspected that library have system to be time out which it caused disconnection.
09/27/05	Customer Complaint: Customer said the line disconnected after he reached a busy signal. He asked operator to redial and the line disconnected. Time 10:35 a.m. on 9/27/05 Customer Service Response: Apologized for inconvenience and thanked caller for letting us know. Told caller the report would be sent to the account manager. No follow up requested.	09/27/05	Acknowledged customer's concern.
09/28/05	SRO customer disconnected after holding on line during a recording for 10 minutes suddenly the system disconnected (apologized for problem encountered advised complaint would be forwarded to management) Customer did not request contact	09/30/05	Acknowledge customer concern.

09/28/05	Customer Complaint: The operator was asked to spell more accurately and she immediately disconnected the call in the middle of the business call. Using a T3 connection, top of the line and at a technical school. Customer Service Response: Apologized for the inconvenience and told her the report would be sent to the account manager. Follow up: she does want to be contacted by the account manager at the pager number provided.	09/28/05	Send email to customer and explained customer about upgrading our SRO briefly. Got response from customer and customer understood about this and got satisfied with the explanation
09/28/05	SRO user complains they had been disconnected by several operators, after explaining if agent didn't want to place their calls to get a different agent. Customer states agent told them they must show some respect to the agent if they want their calls processed. Apologized for the problem, explaining agents are trained to be courteous to callers. Let caller know I would inform the agent supervisor. No contact wanted	09/28/05	Operator is no longer employed with Relay. Apologize for the rudeness. Acknowledged the customer's concern.
09/30/05	Operator asked for the number to be dialed, customer had already entered number in the dial window before connecting to relay operator, operator asked again, then disconnected the caller. Apologized. No Follow up required.	09/30/05	Acknowledged the customer's concern.
10/02/05	An SRO customer called in to let us know that every time they attempt to connect with SRO it disconnects before the operator is on the line. RCS apologized for this problem. No follow up requested.	10/02/05	Acknowledged customer's concern and pass info to business development.
10/02/05	An SRO customer called in stating that when attempting to place their calls the line has disconnected on 3 different occasions before the operator was on the line. RCS apologized for this problem. No follow up requested.	10/02/05	Acknowledged the customer's concern and passed info to business development.
10/02/05	An SRO customer called to complain that he is still receiving numerous disconnections after dialing out. He receives the "connecting to relay opr" banner and then the line disconnects. Apologized. I explained that they are working on a more stable release and he said, "That is exactly what they told me last month, that they were upgrading, but nothing was done." Follow-up requested.	10/24/05	Sent email to customer to contact me thru phone. Re-send email to customer for follow up. No response further from customer. Case closed.
10/03/05	SRO customer said every time I get an OPR we get disconnected. I already have been disconnected by 4 OPRs. Customer Service apologized for the inconvenience and advised to try the call again. No follow up required.	10/04/05	Acknowledged the customer's concern and passed info to business development.
10/03/05	Customer Complaint: Customer received "very creepy" call on Friday in the middle of the night. It was very personal regarding the safety of family and pets. Customer Service Response: Apologized for misuse of the relay service. Referred caller to local police to issue subpoena for call records on date and time of call. No follow up requested.	10/03/05	Acknowledged customer's concern.
10/03/05	A WY voice caller called to complain that he received a call through SRO wanting to purchase Video Cameras and T-shirts and wanting to pay more than they are worth. Caller owns a second-hand furniture store. Caller states that these items are to be sent to Nigeria Apologized and explained relay. Offered a tip sheet for Businesses. Caller did not request follow-up.	10/03/05	Acknowledged the customer's concern.
10/03/05	SRO customer is receiving the following error message "www.sprintrelayonline.com received a message with the incorrect message authentication code. If the error occurs frequently, contact the web site administrator." customer said they never had problems with SRO before this. Customer would like follow up from the AM via email.	10/04/05	Send email to business development to investigate further Got response from customer and SRO went through and has no further problem. The case was resolved.
10/04/05	Customer Complaint: Receiving many SRO calls from Nigeria answering an ad for car for sale. Want to pay via forgery of cashier's check for $6,000 over the amount of the car and have seller send the difference to their contact person. Requested his number be blocked from receiving relay calls. Customer Service Response: Apologized for the fraudulent use of relay service, explained that the FCC advised Sprint that call blocking through relay is unlawful under the ADA. Provided the number for customer to contact FCC to report fraud. No follow up requested.	10/04/05	Acknowledged the customer's concern.
10/04/05	SRO user stated the customer service rep disconnected their call. I apologized to the caller and stated agent would be talked to. Caller did not request follow up.	10/04/05	CSR said she did not disconnect the caller. The caller may have been unable to read what was being typed. No customer follow-up requested.
10/04/05	A NY voice caller called to complain that he was getting vulgar calls through SRO. Apologized for the harassment and explained the relay service. Customer did not request follow-up.	10/04/05	Acknowledged customer's concern.
10/04/05	A NY voice caller called to complain that someone called her through SRO and threatened to kill her cat. Apologized and explained the relay service. Caller did not request follow-up	10/04/05	Acknowledged the customer's concern.

10/04/05	SRO user stated the agent disconnected their call while attempting to redial and leave the callers msg. Apologized to caller for this happening and stated agent would be talked to about this situation. Caller did not request follow up.	10/04/05	Met with agent, agent did not remember the call. Coached agent on the severity of disconnecting calls.
10/04/05	An SRO customer called to complain that the agent would not dial the toll free number for Comcast. The agent said she could not dial toll free numbers and then she disconnected the caller. Apologized. No follow-up requested.	10/12/05	Discussed proper procedures for Toll Free calls on SRO and disconnect procedures.
10/05/05	*SRO customer disconnected on first attempt to make call* via SRO (apologized for problem encountered) Customer did not request contact	*10/05/05*	*Acknowledged customer concern.*
10/05/05	SRO user complains, "I do have a problem with the Sprint Florida TTY Relay hiring Puerto Rican and Cuban as operators and nobody can understand them. Apologize for the problem explaining I would inform the Account Manager. No contact wanted.	10/05/05	Acknowledged the customer's concern.
10/05/05	An SRO customer states that after typing out his message to leave on an answering machine this agent hung up on him. RCS apologized for this problem Customer requests that the Account Manger contact him on the resolution of this incident.	1012/05	Agent was met with and he did not remember the call. The agent was coached on the severity of disconnecting calls.. Contacted customer and explained the incident and customer understood.
10/05/05	A SRO customer called to say that he was on a conference call and the agent just went silent and did not let him know what was being said. RCS: Apologized for the problem gave him account mgr name and phone number. No Contact requested	10/05/05	The agent was met with she stated she had never processed a conference call. Then she was coached on the proper procedures to take when processing a conference call.
10/05/05	A SRO customer called to say that he was on a conference call and the agent just went silent and did not let him know what was being said. RCS: Apologized for the problem gave him account mgr name and phone number No Contact requested	10/05/05	Agent remembered the call; agent followed proper procedures throughout conference call. Customer throughout call kept typing hello? hello? At the end of the call, agent went through unresponsive disconnect procedures. Asked agent to ring for supervisor if encounter this problem again. Agent not at fault.
10/05/05	A SRO customer called to say that he was on a conference call and the agent just went silent and did not let him know what was being said. RCS: Apologized for the problem gave him account mgr name and phone number. No Contact requested	10/05/05	The agent was met with she stated she never processed a conference call. Then she was coached on the proper procedures to take when processing a conference call.
10/05/05	A SRO customer called to say that he was on a conference call and the agent just went silent and did not let him know what was being said. RCS: Apologized for the problem gave him account mgr name and phone number. No Contact requested	10/05/05	Passed info to business development about the incident.
10/06/05	SRO customer asked agent to dial a toll free number and the person states there was no dial, the agent refused to dial the number at all. CSR dialed the number and received a fast busy on the first attempt then on the 2nd attempt got through on the call. I explained that to the customer and they wanted to know why the agent could not tell him that. Apologized. Follow up requested.	10/12/05	Discussed proper procedures with operator. Followed up with customer.
10/06/05	SRO user complains "He is slow in dialing out but did type recording and I told him to leave message then nothing." customer didn't know what happened. Apologized, explained I will be sure to let the supervisor know for follow up with agent. Customer requested the agent supervisor contact them via email.	10/06/05	Met with agent, but did not remember this specific call. Coached agent on the importance of typing verbatim, and dialing out within 5 seconds once a GA is typed.
10/07/05	An IN voice caller called to complain that she received a fraudulent call through SRO. The caller was selling dogs online and the person wanted the dog shipped to London. Apologized for the misuse of the relay service. Gave the FCC phone number and website address. Customer did not request follow-up	10/07/05	Acknowledged the customer's concern.
10/07/05	A ME voice caller called to complain that he received a call through SRO and the caller was using stolen credit cards. The caller wanted motorcycle parts to be sent to South Africa. Apologized for the call and explained the relay service. Gave caller the FCC number to report the call. Customer did not request follow-up.	10/07/05	Acknowledged the customer's concern.
10/07/05	A MN voice caller called to complain about calls received through SRO using stolen credit cards. Apologized and explained the true nature of a relay call. Gave FCC number and website. Caller did not request follow-up	10/07/05	acknowledged customer's concern
10/07/05	A KY Voice caller called to complain about prank phone calls she was receiving through SRO. Caller stated that it was the "is your refrigerator running" joke. Apologized for the prank calls and explained the true nature of a relay call. Customer did not request follow-up	10/07/05	Acknowledged the customer's concern.

10/07/05	A CA Voice caller called to complain about an SRO call that was using fraudulent credit cards to ship fabrics to Nigeria. Caller stated that he was kept on the call for 45 minutes and it turned out to be a fraudulent credit card. Apologized for the misuse of service. Gave the FCC website and number to report the fraud. Customer did not request follow-up.	10/07/05	Acknowledged the customer's concern.
10/07/05	A MI voice caller called to complain that he has been receiving vulgar phone calls through SRO. Apologized and explained the relay service. Customer did not request *follow-up*	10/07/05	Acknowledged the customer's concern.
10/07/05	A SRO customer called to say that she was receiving harassing and threatening phone calls through the SRO service and wanted the call blocked. RCS: Apologized for the problem No Contact requested	10/07/05	Acknowledged the customer's concern.
10/08/05	SRO customer states that when they connected to the relay operator, there was no further response after the relay announcement and believes there is a problem with our system. Apologized. No follow-up requested.	10/08/05	Acknowledged the customer's concern and passed info to business development.
10/08/05	Person is getting frequent disconnects at sprint relay on line and he is also at the site with the old red bar for connect to relay operator and wants to get to the new site with yellow bar for call now. Apologized. Follow up requested.	10/28/05	Send email to customer. Received response from customer and brought other issues about security icon problem. Instructed customer via email to get photo-screen on computer screen to get better understanding what customer faced problem. Have not received response and contact is closed due to no further action from customer.
10/10/05	An SRO customer states the operator had typed "answering machine full", however the customer did not see this The operator then typed "Did you read what the agent typed to you?" The customer was in the process of typing out a message to leave when they saw this and then needed to scroll down to read what was previously typed about the answering machine being full. Before they could respond the operator hung up. RCS apologized to this customer. No follow up requested.	10/10/05	Met with agent, she did not remember the call. Coached agent on not disconnecting calls and that doing so may lead to disciplinary action.
10/10/05	Customer Service Complaint: Flora from the Miami Call Center contacted CS to report that the center is receiving numerous calls from Federal Relay Online that are being sent to regular Sprint Relay Online. Customer Service Response: Thanked caller for letting us know and told her this would be reported to FORCE, which it was. Entered TTat 2:20 p.m. Follow up requested to Miami Call center.	10/10/05	The network traffic glitches and was rerouted to appropriate center. Followed up with customer and thanked customer for alerting us about network rerouting.
10/11/05	A woman called to complain that she is receiving increasing numbers of SRO calls where the callers are trying to place orders overseas using stolen credit card numbers. Apologized. Explained FCC rules and gave FCC's number. Explained difference between Internet and state relay calls. Suggested filing a report with local police department. No follow-up requested.	10/11/05	Acknowledged customer's concern.
10/11/05	An OH Voice caller called to complain that she had received a fraudulent call through SRO the caller stated that she had sold this person a puppy online and had received a money order for 2500 dollars more than what she was selling the puppy for. The caller insisted she cash the fraudulent money order and send them the balance. Apologized and explained the service. Gave the FCC number to report the fraud. Customer did not request follow up.	10/11/05	Acknowledged the customer's concern.
10/11/05	A WA Customer called to say that they are getting SRO calls that want large quantities merchandise sent out of the country using stolen credit cards and wants these calls blocked RCS: Explained that we can not longer block calls per FCC No Contact requested	10/11/05	Acknowledged the customer's concern.
10/11/05	An OR Customer called to say that they were getting SRO calls wanting large quantities of merchandise sent to West Africa with stolen credit cards and wanted their number blocked. RCS: Apologized and explained that we could no longer block relay calls by FCC rules. No Contact required	10/11/05	Acknowledged the customer's concern.
10/12/05	Customer states SRO is being used for prank calls during sleeping hours. He is adamant that he wants his number blocked from Relay Apologized. Explained purpose of Relay and provided customer with number to FCC. No follow up.	10/12/05	Acknowledged the customer's concern.
10/12/05	Colorado business receives SRO scam calls, had filled large order and shipping service contacted them that there was a known problem. Apologized for the problem, explaining FCC guidelines requires relay to process all calls through the service. Customer does not want contact.	10/12/05	Acknowledged+the+customer%27s+concern.
10/12/05	An IL voice caller called to complain that he got 11 calls through SRO and was being harassed by this person. Apologized and explained the relay service Customer did not request a follow-up	10/12/05	Acknowledged customer's concern.

10/12/05	Customer received disturbing SRO call during sleeping hours. The customer explained that the SRO caller threatened to harm her and her daughter. She knows no deaf and wants to block Relay calls. Apologized. Explained purpose of Relay. Provided number to FCC. No follow up.	10/12/05	Acknowledged the customer's concern.
10/12/05	An OH College Bookstore owner called to complain that he got fraudulent calls through SRO. The caller stated that the person was using stolen credit cards. Apologized and offered tip sheet for businesses. Caller did not request follow-up.	10/12/05	Acknowledged the customer's concern.
10/12/05	A CA voice caller called to complain that he was receiving SRO fraud calls. The caller stated that the person was trying to buy a large amount of tires over the phone and use a fraudulent credit card. Apologized and explained the relay service. Offered tip sheet for businesses. Caller did not request follow-up.	10/12/05	Acknowledged the customer's concern.
10/13/05	SRO customer called in to say someone is using the service to fraud them. Customer also said that the agent should tell the outbound customer that this is a fraud call if the agent is aware that the call is a fraud call. Customer service apologized to the customer and gave her the FCC number. I also gave her the AM phone number but I told her that he will be calling using Relay. Customer then told me to forget it she wasn't falling for that and that she wasn't even sure that she was talking to Relay now. I assured her this was Sprint and that she was talking to Customer Service. Customer said using relay to fraud businesses ends today they called the wrong company.	10/17/05	Acknowledged the customer's concern.
10/13/05	SRO customer reported agent kept typing in parenthesis advising the SRO customer if they did not stop typing before the person they called stopped talking the agent would terminate the call (apologized for problem encountered advised complaint would be forwarded to management) Customer requests contact via email	10/17/05	Spoke to the agent regarding this complaint. Agent informed supervisor that the info she was typing in the parenthesis was coming from the background. Agent understands the consequences of "talking back" to a customer and let them know that the person who calls in to Relay has control of the call. E-mailed resolution to the customer on 10-15-05.
10/13/05	SRO caller states the agent disconnected their call right after he gave her the message. Operator just said hello hello, hello and did not relay message. Apologized. Follow-up requested.	10/13/05	Met with agent, agent did not remember the call and stated some SRO callers don't respond therefore she has to get a hang up by a TM. Coached agent on the severity of disconnecting calls on customers.
10/14/05	Clothing store receiving SRO calls requesting 100 pieces of clothing amounting to $4,000.00 to be charged to a credit card and shipped to Nigeria. Apologized, sent information. No follow-up required.	10/14/05	Acknowledged the customer's concern.
10/14/05	Individual with puppies for sale has received 3 SRO calls in the last 15 minutes. When the party informs the caller that they do not have email, they quit responding or hang up immediately. Person states this has been going on for months. Sometimes they want pictures emailed to them or to meet them. Apologized, sent information. No follow-up required.	10/14/05	Acknowledged the customer's concern.
10/14/05	A MS voice caller called to complain that her business was receiving fraudulent SRO calls. The caller was trying to use stolen credit cards and then got personal at the end of the call. Apologized for the problem. Gave FCC number and explained the true usage of the relay service. Customer did not request follow-up	10/14/05	Acknowledged with customer's concern.
10/14/05	A NY customer called to say he was getting SRO calls from out of the country that were illegal and he wanted to have his number blocked. RCS: Explained that due to FCC rule we could no longer blocked relay calls. No contact requested	10/14/05	Acknowledged the customer's concern.
10/14/05	Customer states that when making his SRO call with this agent the line got disconnected. RCS response: Thanked the customer for letting us know and assured that a complaint would be sent in about the problem. No call back requested.	10/17/05	Acknowledged the customer's concern.
10/14/05	A NY Customer called and very upset that they were getting SRO calls from a pervert who was making crude and improper comments to her daughter and wanted her number blocked from relay calls. RCS: Apologized that they were using our services and explained that due to FCC rules we were no longer able to place blocks on relay calls. No contact requested	10/14/05	Acknowledged the customer's concern.
10/15/05	A ME voice caller called to complain that he had received a call through SRO. He said that in the middle of the call a supervisor came online and said that he was receiving a fraudulent call and then disconnected the call. The caller was selling dogs online. Apologized for the call and explained the true nature of a relay call. Gave FCC phone number. Caller did not request follow-up.	10/15/05	Acknowledged the customer's concern.

10/15/05	A CA voice caller called to complain that she was receiving fraudulent calls through SRO. She was selling computer on-line and caller wanted the computer shipped to Nigeria. Apologized and explained the relay service. Gave FCC number. Customer did not request follow up.	10/15/05	Acknowledged the customer's concern.
10/16/05	Customer explained she sold a puppy through SRO. After she received the money order, she wired $2K to the shipping company they were using. The SRO caller said they were from the UK. Two weeks later customer *discovered she was a victim of fraud. Customer explained that some calls of the internet calls were made through* MCI, and MCI gave the caller's IP address to her. Customer is a breeder and still gets SRO calls. Apologized. Explained purpose of Relay. Provided FCC number. No follow up.	10/16/05	Acknowledged the customer's concern.
10/16/05	An SRO customer who located our site is reporting that they have received continuous annoying calls through SRO. They requested to have a "do not call list" to prevent these calls from coming to their home. RCS apologized and referred them to the FCC # for any complaints as well as informing them that we no longer block these types of calls due to the FCC's ruling. No follow up was requested.	10/16/05	Acknowledged the customer's concern.
10/16/05	An SRO customer who found our site is reporting that they have received several threatening SRO calls late at night. This customers mother had also received these calls the same night. They requested information on how to track these calls. Customer plans to contact the police department as well. RCS apologized for this problem and gave contact information for the FCC. No follow up requested.	10/16/05	Acknowledged the customer's concern.
10/16/05	An SRO customer states this agent did not follow the instructions given. Customer requested the agent ask for live person if recording was reached. Agent typed the recording out and requested the account number from the customer causing the line to eventually disconnect. Customer states this happened repeatedly until the agent hung up on them. RCS apologized for this problem. No follow up requested.	10/16/05	Discussed proper call processing procedures for when a live person is requested. Opr thinks this may have been a call where a live person could not be reached. Recording kept asking for account information to be entered and when none is entered the line disconnects. Opr did not hang up on customer.
10/16/05	An SRO customer states that during their call this agent typed "the recording (hung up) sksk" and then disconnected without letting the customer say if they wanted to place another call. RCS apologized to this customer. No follow up requested.	10/16/05	OPR will be coached.
10/17/05	A NY voice caller called to complain that his clothing store was receiving fraudulent calls through SRO. Apologized for the problem and sent a tip sheet and gave FCC website address. Customer did not request follow-up	10/17/05	Acknowledged the customer's concern.
10/17/05	A NY voice caller called to complain that he was receiving harassing calls through SRO with the caller using vulgar language. Apologized and explained the relay service. Customer did not request follow-up.	10/17/05	Acknowledged the customer's concern.
10/17/05	A OK customer called to say that she was getting harassing phone calls thru the SRO and wanted help in getting these stopped. RCS: Apologized that people were using our service for this purpose. No Contact requested	10/17/05	Acknowledged the customer's concern.
10/17/05	A FL customer called to say that she is receiving rude and foul language calls thru the SRO service and wanted her phone number blocked.]RCS: Apologized that they were using our service and explained that we can not block phone numbers per the FCC rule. No Contact requested	10/17/05	Acknowledged the customer's concern.
10/17/05	HCO caller uses SRO for some calls, complains that agent hung up on him after he gave a wrong number and went to check to give the correct number, agent hung up after 20 seconds. Apologized explaining I would be sure to inform the agent supervisor for follow up with the agent. Customer does want contact about this issue.	10/30/05	Agent states he would never hang up on customer. Apologize for any inconvenience or misunderstanding. Email sent to customer for follow up. Customer responded and thanked for the information.
10/17/05	HCO user also uses SRO complains agent disconnected his call. Apologized, explaining I would let the supervisor know for follow up with the agent. Contact requested from account manager.	10/17/05	Met with agent, she did not remember the call. The agent was coached on the severity of disconnecting calls on a customer.
10/18/05	An SRO customer called to complain that she has been getting disconnected frequently from the SRO system. She said it is especially prevalent during the morning hours. Apologized for inconvenience. Follow-up requested.	10/18/05	Send email to customer and requested for more detailed information about disconnection. Had received several emails from customer to get some detailed information. It was one time occurrence that morning situation. Gathered information and passed info to business development to investigate further. Customer was satisfied with resolution
10/18/05	A KY Pharmacy owner called to complain that they were getting SRO fraud calls to order Centrum Vitamins and Diabetic test strips to be sent overseas. Apologized and explained the relay service. Offered the FCC fraud number. Gave tips on dealing with Internet relay calls. Customer did not request follow-up	10/18/05	Acknowledged the customer concern.

10/18/05	A FL customer called to say that she was receiving harassing phone calls thru the SRO service and wanted her phone number blocked. RCS: Apologized and explained that we can no longer block relay calls per the FCC ruling. NO contact requested	10/18/05	Acknowledged the customer's concern.
10/18/05	A IN customer called to say that she is receiving SRO calls for a puppy that she has for sale wanting to use fraudulent cashier checks to pay for this. RCS: Apologized that they were using our service for this purpose. No contact requested	10/18/05	Acknowledged the customer's concern.
10/19/05	Customer would like to know why the CA typed the prompt "GA" but kept typing while the customer was also typing. The problem occurred on the call made at about 4 PM EST on October 19, 2005. Apologized. Follow up requested.	10/23/05	Operator remembers a call where the voice would speak then give GA and then speak again before the TTY responded. Reminded operator of proper procedures of educating the voice customer when necessary.
10/19/05	SRO caller complains they have been harassed on their cell phone 6 times this morning, requesting block on relay calls. Apologized, explaining we are unable to block against relay calls due to FCC guidelines, requiring relay to process all calls. No contact wanted.	10/19/05	Acknowledged the customer's concern.
10/19/05	CA retailer sells leather motorcycle apparel lost 10,000.00 due to scam conducted via SRO. Customer very upset, will not accept any relay calls, intending to block all international calls and refuse relay calls. Apologized for the problem, explained relay is required to process all calls due to FCC guidelines. No contact wanted	10/19/05	Acknowledged the customer's concern.
10/19/05	Customer states he asked the operator to dial a number - the operator typed part of a recording and then said the recording skipped. The customer asked the operator to redial and the agent dialed and typed (recording). The customer then asked the operator to call back and type the recording and the agent typed part of the recording and then said the recording skipped again and then typed sksk. The customer typed "are you still there ga" and the operator typed sksk again the the customers screen displayed "call successfully disconnected".	10/25/05	Reviewed call and proper procedures with agent. Reviewed disconnect procedures.
10/20/05	A FL customer called very angry and upset that they were receiving calls thru the SRO service to her young children asking very perverted statements and she wanted her number blocked from relay calls. RCS: Apologized that they were using our service and explained that we can no longer block phone numbers per the FCC ruling. No Contact requested	10/20/05	Acknowledged the customer's concern.
10/20/05	A SRO customer called to say that when they gave another number to dial the agent disconnected the call. RCS: Apologized for the handling of the call. No Contact requested.	10/20/05	Reminded agent the disconnect procedures that are set forth by Sprint. Also reminded the agent that the customer has control of the call. The agent understands the consequences of purposely disconnecting customers.
10/20/05	Law enforcement called on behalf of voice customer receiving fraud call via SRO from Nigeria who purchased fishing net being sold on line SRO caller sent counterfeit cashier's check for $2400 more than purchase price requesting difference be sent to shipper in U K (law enforcement to contact corporate security & FCC) Customer did not request contact	10/24/05	Acknowledged the customer's concern.
10/21/05	MI restaurant owner receiving harassing and abusive calls via SRO. Apologized for the problem, educated caller about relay service guidelines. No contact requested.	10/21/05	Acknowledged the customer's concern.
10/21/05	FL Voice caller received scam calls using stolen credit cards via SRO. Apologized, explained the guidelines relay must adhere to. No contact required.	10/21/05	Acknowledged the customer's concern.
10/21/05	A CO voice caller called to complain that she was receiving phone calls through SRO wanting to ship product to Guam. Apologized and explained the relay service. Offered tips on dealing with relay calls. Customer did not request follow up.	10/21/05	Acknowledged the customer's concern.
10/21/05	Person wants their IP address deleted from our website. They said they found a hacker on their computer using this site. Apologized. Follow up requested.	10/21/05	Send email to customer and requested for Internet Protocol address and residence address. Email address was undeliverable and I could not contact customer further.
10/21/05	SRO customer states that they made a normal relay call, was not abusive or anything, and after the outbound disconnected from the call, the agent then said she was disconnecting before the caller had a chance to ask to make another call. Apologized. No Follow-up requested.	10/21/05	There is no agent assigned to this number. No F/U requested therefore further investigation could not be done.
10/21/05	SRO customer reports agent was rude agent disconnected after the typing "person hung up" customer wanted to redial to the number but agent hung up on them and ignored their request (apologized for problem encountered advised complaint would be forwarded to management) Customer did not request contact	11/14/05	Met with agent, inbound customer had disconnected the call, so the agent did not have an opportunity to let the outbound know that the line would disconnected.

10/21/05	SRO user complains supervisor said no 800, 866 or 877 calls can be made via SRO. Customer requested apology from supervisor. Apologized for problem, explained I will be sure to let the Account Manager know. Customer requested contact.	10/21/05	Followed up with customer and investigated toll issue and resolved with program software release. Informed customer about this incident.
10/23/05	A pharmacist at Walgreen's called to report that someone called via SRO and placed $5000 fraudulent order to be shipped to Nigeria. Apologized. Provided FCC number. Explained purpose of relay. No follow-up requested.	10/23/05	Acknowledged the customer's concern.
10/23/05	An SRO customer called in stating that after they reached *a recording on their call, the agent typed out "waiting for* next available agent". The customer then requested the agent to redial the number. Customer states at that point the agent disconnected the line. RCS apologized for this problem. No follow up requested.	10/23/05	OPR coached on proper procedure.
10/24/05	Customer stated an SRO caller is asking to buy 4,000 T-shirts and have them shipped to Nigeria. The credit card was invalid. Apologized. Explained purpose of Relay. No follow up.	10/24/05	Educated customer on the purpose of Relay.
10/24/05	SRO user complained agent made a billion spelling errors and hung up on them. Apologized explaining I would let the agent supervisor know. Customer does want contact from account manager.	11/05/05	Send email to customer to request more detailed information about her concern. Opr was pulled for discussion. Opr does not remember this call. Reviewed call procedures with Opr. No response from customer
10/24/05	In a call on 10/20/05 at 1:18 pm the outbound said they "weren't interested" and hung up. Caller asked the CA to redial but the CA hung up on the caller. Thanked caller. No F/U needed.	11/01/05	Coached agent on proper procedures. Agent states he would not hang up on any caller.
10/25/05	A SRO customer called to say that the agent was not paying attention to his call and taking up to 3 min relaying my message to my party and after given "ga" agent did not keep me informed as to what was going on. RCS: Apologized for the handling of the call. No contact requested	10/25/05	Met with agent and he did not remember the call. Coached agent on the importance of remaining focus and keeping the customer informed at all times.
10/26/05	A voice caller called to complain that he was receiving fraudulent relay calls. The caller was using fraudulent credit cards to purchase large amounts of machinery. Apologized and explained the purpose of the relay service and gave the FCC number. Customer did not request follow-up.	10/26/05	Acknowledged the customer's concern.
10/26/05	A voice caller called to complain that he received fraudulent calls through SRO. The caller wanted 200-300 ink and toner cartridges and was using fraudulent credit cards. Apologized and gave the FCC number. Caller did not request follow-up.	10/26/05	Acknowledged the customer's concern.
10/26/05	NC voice caller at salon day spa receiving requests to go shopping for someone using stolen credit cards, ship to Africa. Apologized, explaining purpose of relay service. No contact required	10/26/05	Acknowledged the customer's concern.
10/26/05	Customer reports harassing calls are being made to his home through SRO. He wants them stopped. Apologized. Explained purpose of Relay. No follow up.	10/26/05	Educated customer on the value of the internet Relay services.
10/26/05	OH retailer concerned about scam calls they are receiving via SRO, from people using stolen credit cards. Apologized, explaining the purpose of relay. Customer does not want contact.	10/26/05	Acknowledged the customer's concern.
10/26/05	NY voice caller receiving many calls ordering products using stolen credit cards via SRO. Apologized, explaining purpose of relay. No contact required.	10/26/05	Acknowledged the customer's concern.
10/27/05	A voice customer called to report frequent fraudulent calls through SRO. The business has processed several fraudulent transactions for film involving stolen credit cards. Apologized to customer. Offered FCC number; was declined because she is already working with her local police department. No follow-up requested.	10/27/05	Acknowledged the customer's concern.
10/28/05	Customer Complaint: Caller receiving obscene phone calls through SRO to her private number claim to be her son. She contacted her son and verified it was not him calling. Customer Service Response: Apologized and explained the purpose of SRO and informed her that a police report could be made so that they could subpoena call records to trace the caller. No follow up requested.	10/28/05	Educated customer on SRO and explained how to report to law enforcement to prosecute.
10/28/05	SRO user complains agent intervened in personal issue. Apologized, explaining I would inform the supervisor for follow up with the agent. No contact wanted	10/28/05	Spoke to the agent about the call. The agent did not remember this call. However, they were reminded of the importance of transparency when relaying calls. The agent understands the consequences of not following those guidelines set forth by Sprint.
10/30/05	An SRO customer called to complain that his Internet call disconnected just after the number was out-dialed. This occurred approximately 8 p.m. on 10/30. Apologized for inconvenience. No follow-up requested.	10/30/05	Acknowledged the customer's concern.

10/30/05	A voice customer called to report numerous harassing phone calls through SRO. He demanded his name be "taken off the list." Apologized. Explained rules per FCC. Suggested he file police report and talk to cell phone provider about blocking. No follow-up requested.	10/30/05	Acknowledged the customer's concern.
10/31/05	An SRO customer called in to complain that their call was disconnected. The caller was placing a call to their cell phone company and told the agent "agent, please hold" so they could find their account number, and less than a minute later they got the message that their call had been *disconnected. Apologized. Explained that technicians are* working on a more stable system. No follow-up requested.	10/31/05	Need to get time and date about the disconnection. Received info date and time Oct 31 at appropriate noon
10/31/05	Customer states that at 5:20 PM CST on 10/31/05, he was disconnected from SRO. The customer explained that he typed in the message he wanted sent, clicked the button and a window popped up. He asked if the message went through. He apparently got disconnected. Apologized for the problem. No follow up.	10/31/05	Acknowledged the customer's concern and passed info to business development.
11/01/05	Business customer reports SRO is being misused to perpetrate fraud. The SRO caller provided information from a stolen credit card and wanted merchandise shipped. Apologized. No follow up.	11/01/05	Educated customer on the purpose of Relay.
11/01/05	Business customer reports SRO fraud. The recent SRO caller asked him to ship 1500 spark plugs to Nigeria. He wants to block internet Relay calls. Apologized. Explained the benefit of the State and Internet Relay. No follow up.	11/01/05	Educated customer on the purpose of Relay services.
11/01/05	Business customer reports SRO fraud. The recent caller provided information from a stolen credit card and wants parts shipped out of the country. Apologized for misuse. No follow up.	11/01/05	Educated customer on purpose of Relay. Provided number to FCC.
11/01/05	Voice customer receiving SRO fraud calls attempting to purchase vehicle listed in local paper want ads caller from Nigeria sending cashier's check caller aware this is scam wants all calls stopped (apologized to customer for problem customer to contact FCC regarding this issue) Customer did not request contact	11/01/05	Educated customer about purpose of Relay
11/01/05	A SRO customer called to say that they were getting harassing phone calls thru the SRO. RCS: Apologized they were using our service No Contact requested	11/01/05	Acknowledged the customer's concern
11/01/05	A HI voice caller called to complain that he was receiving fraudulent relay calls through SRO. Caller states that he is an auto parts dealer and that he is getting several phone calls per day with callers using fraudulent credit cards and wanting product to be shipped to Africa. Apologized and gave the FCC number. Customer did not request follow-up	11/01/05	Acknowledged the customer's concern
11/02/05	Business customer reports SRO fraud. Customer keeps getting internet relay calls. The SRO user has starting cursing and threatening death. Customer wants to block his number from Relay. Apologized. Explained value of Relay. No follow up.	11/02/05	Educated customer on purpose of Relay. Provided number to the FCC.
11/02/05	Law enforcement officer reports 3 pharmacies in Bandon, OR were victims of SRO fraud. The SRO callers were asking for large quantities of diabetic supplies. Apologized. Explained purpose of Relay. No follow up.	11/02/05	Explained purpose of the internet Relay. Provided phone number to FCC.
11/02/05	Caller said they made a call and reached number and was put on hold to speak to a person -- held for 20 minutes then the line disconnected at approximately 12:50 11/2/05. Apologized for the problem and let caller know a complaint would be issued. Follow up with customer not required.	11/02/05	Acknowledged the customer's concern and pass info to business development.
11/02/05	An SRO customer called to complain that he was disconnected twice while trying to place a call through SRO around 12:55pm 11/02/05. Apologized for the problem and instructed caller to get agent ID if the problem persisted. Customer did not request follow-up.	11/02/05	Acknowledged the customer's concern and passed info to business development.
11/02/05	An SRO caller stated that they were disconnected at 3:30pm. Caller stated that thy were disconnected as soon as they reached the relay operator. Apologized for the problem. Customer did not request follow-up	11/02/05	Acknowledged the customer's concern and passed info to business development.
11/04/05	An IL voice caller called to complain that she got a call through SRO with the caller using a stolen credit card. Apologized and explained the relay service. Caller did not request follow-up.	11/04/05	Acknowledged the customer's concern
11/05/05	An SRO caller complained that they received a call through SRO. The caller claims the caller was using counterfeit checks. Apologized for the problem and gave the caller the FCC number. Customer did not request follow up.	11/05/05	Acknowledged the customer's concern
11/05/05	A NY voice caller called to complain that she received a fraudulent call through SRO. Caller sells vitamins and the person wanted the vitamins shipped to South Africa. Apologized and explained the relay service. Gave caller FCC number. Caller did not request follow up.	11/05/05	Acknowledged the customer's concern.

11/06/05	A voice customer called to complain that he received an "obviously fraud" SRO call where the caller requested he send one of his Boxer pups for sale to England, cash the extra money sent, and send it back to buyer. Apologized. Explained relay regulations. Provided FCC number. No follow-up requested.	11/06/05	Acknowledged the customer's concern
11/07/05	An AR voice customer states they received a fraudulent call through our SRO. They had placed an ad selling kittens in their paper and received a call from a person stating they were deaf and ended up communicating through email. The "deaf" person requested a money order be sent for overages paid by certified check in purchasing the kittens. RCS apologized and referred customer to the FCC and their local FBI and Police Departments. No follow up requested.	11/07/05	Acknowledged the customer's concern
11/07/05	SRO user complains they were disconnected 10 times and unable to make their calls. Apologized, explained I will inform the account manager. Customer does want contact regarding this issue.	11/07/05	Acknowledged the customer's concern.
11/07/05	SRO caller got disconnected at 4:26 PM approximately. Apologized. No follow-up requested.	11/07/05	Acknowledged the customer's concern and passed info to business development.
11/07/05	SRO user complains they have been disconnected for the umpteenth time. Apologized, explaining I will be sure to let the account manager know. Contact requested.	11/07/05	Send customer email with detailed information. Received detailed message and passed info to business development for further information. Replied customer that we are working to resolve some technical problem. Advised customer to keep sending me with detailed information. Customer replied that she understood and will continue to send me info till she did not get any further disconnection.
11/07/05	Person having trouble with the internet site not scrolling the conversation. She has to scroll it manually. It just started. Apologized. Follow-up requested.	11/07/05	passed info to Business development. Received email from customer but not enough detailed information and re-send email to customer. Received email from customer and passed info to business development and thanked customer for her time to share her concern.
11/07/05	SRO customer keeps getting disconnected. The time was approximately 5:20PM. Customer thinks it is the agents disconnecting on them as the majority of the complaints are within the same center. Apologized. Follow-up requested.	11/07/05	Send email to customer for more detailed information. Received email from customer and explained customer that we had upgrade platform and we hope it will improve some for connection. Customer thanked AM for time to resolve.
11/08/05	An IN voice caller called to complain that she was receiving fraudulent calls through relay. The caller wanted blood pressure equipment sent to Nigeria. Customer spoke with supervisor and was given FCC phone number. Customer did not request follow up.	11/08/05	Acknowledged the customer's concern
11/08/05	A NY Voice caller called to complain that he received a fraudulent call through SRO. The caller wanted to purchase computer parts to be sent to Nigeria. Explained the relay service and gave tips on how to deal with the calls. Caller did not request follow up.	11/08/05	Acknowledged the customer's concern
11/08/05	A CA caller called to complain that he was receiving fraudulent calls through SRO. The caller was requesting 1000 auto parts and wanting them shipped overnight. Apologized and explained the relay service. Gave FCC number. Customer did not request follow up.	11/08/05	Acknowledged the customer concern.
11/08/05	Customer was typing some instructions to the agent but they kept interrupting me. Customer also gave the instruction to press 5 but they did not follow that. The agent just kept typing and typing the recording. Customer noted that they had used this paging system before but the agent was just not following his instructions. Informed the customer that we would forward this to the appropriate supervisor. No follow-up requested.	11/08/05	Met with agent, but did not remember this specific call. Coached agent on the importance of always following customer's instructions. As well as maintaining a professional phone image by never interrupting a customer while they are typing.
11/09/05	A WI voice caller called to complain that they were receiving fraudulent calls through SRO. Caller has a salvage company and the caller was ordering parts to be illegally shipped overseas. Apologized and gave tips on relay calls. Gave the FCC number. Caller did not request follow up	11/09/05	Acknowledged the customer's concern
11/09/05	An AZ voice caller called to complain that he was receiving fraudulent calls through SIR. The caller wanted golf equipment shipped to Nigeria. Apologized and gave the caller FCC number. Customer did not request follow up.	11/09/05	Acknowledged the customer's concern
11/09/05	A CA voice caller called to complain that he was receiving fraudulent calls through SIR. The caller wanted gold chains and to use fraudulent credit cards. Apologized and explained the relay service. Gave caller the FCC phone number. Caller did not request follow up.	11/09/05	Acknowledged the customer's concern
11/09/05	A UT voice caller called to complain that he received several fraudulent calls through SIR. The caller wanted to order 600 spark plugs to be sent to Nigeria. Apologized and explained the relay service. Gave the FCC phone number. Caller did not request follow up/	11/09/05	Acknowledged the customer's concern

11/09/05	A MT customer called to complain that she was getting harassing calls through SIR. The caller was selling a car on-line and the caller was sending a money order for over the amount of purchase. Caller has continued to call after being told car was sold. Caller is contacting local authorities. Apologized for the problem and gave FCC phone number. Caller did not request follow up.	11/09/05	Acknowledged the customer's concern
11/09/05	Customer said that the agent disconnected the caller after the caller gave the number to dial. Informed the customer that we would forward this to the appropriate supervisor. No follow-up requested.	11/09/05	Met with agent, she does not remember this call. Stated that she would not hang up on a customer. Coached agent on the importance and severity of hanging up on a customer, which can lead up to and including termination.
11/10/05	Customer states that when trying to make a call through SRO the line disconnected. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back required.	11/10/05	Acknowledged the customer's concern and passed info to business development.
11/10/05	A voice customer called to complain that her eye doctor's office has been receiving orders using fraudulent credit cards via Sprint IP. She says other optical stores have been targets of this scam as well. Apologized. Explained relay rules as regulated by FCC. Suggested she file a police report and provided FCC number. No follow-up requested.	11/10/05	Acknowledged the customer's concern
11/10/05	A voice customer called to report attempts to commit fraudulent purchases of tennis rackets. Apologized. Explained FCC regulations of relay. Suggested she file police report and gave FCC number. No follow-up requested.	11/10/05	Acknowledged the customer's concern
11/10/05	SRO customer reports continual disconnects customer has reported this problem in past and does not accept the excuses he has been given regarding SRO (apologized for problem provided newer SRO website www.sprintip.com suggest customer use that site) Customer request contact	11/28/05	Send customer for more detailed information. Have not received response from customer and will re-send email to customer. Received email from customer and he noticed some improvement on new URL address SprintIP.
11/10/05	SRO user complains of continual poor service, agent refused to redial after call disconnected. Apologized, explaining I will inform the agent supervisor for follow up. Contact wanted.	11/10/05	Met with agent, but she did not remember this call. Stated that she always redials when a customer requests to do so. Coached agent on the importance of always following customers' request.
11/11/05	An IN Voice caller called to complain that he was getting prank phone calls through SIR and wanted to block further incoming calls Apologized and explained the relay service. Caller did not request follow up.	11/11/05	Acknowledged the customer's concern
11/11/05	An SRO caller called to complain they did not like the way the agent handled their call. Caller claims they were getting garbling however they were not typing at the same time agent was. Caller did not wish to stay on line while agent called supervisor. Apologized for the problem. Customer did not request follow up	11/11/05	Met with agent, but she did not remember the call. Coached agent on remaining focus on a call, if a customer complaints about garbling, they need to make sure to stay with the customer until the problem is solved.
11/12/05	Individual receiving SRO calls where they say nothing. They have received many of them and would like them to stop. Apologized. No follow-up requested.	11/12/05	Gave caller more information regarding relay calls.
11/12/05	An OH voice caller called to complain that her daughter received a harassing call through SIR. Caller states that the language was nasty and abusive. Apologized and explained the relay service. Customer did not request follow up.	11/12/05	Acknowledged the customer's concern
11/12/05	An AK voice caller called to complain that she was receiving fraudulent calls through SIR. The caller wanted to order 600 frames to be shipped overseas. Apologized and explained the relay service. Gave the FCC number. Caller did not request follow up.	11/12/05	Acknowledged the customer's concern
11/12/05	An SRO caller complained that they were cut off by the operator and that the call gets disconnected every time they try to connect to SRO. Caller was very upset with the problem and says that it has happened for the past 6 months. Apologized for the problem. Customer hung up and did not request follow up.	11/12/05	Acknowledged the customer's concern and passed info to business development.
11/13/05	Customer explained that she's a breeder. The SRO caller sent more than the asking price in the form of a money order. The customer states our service is being used to perpetrate fraud. Apologized. Provided number to FCC. No follow up.	11/13/05	Educated customer on purpose of Relay. Provided contact information for FCC to further express her concerns.
11/13/05	Customer reports a threatening SRO call. It contained inappropriate language and frightened the family. Law enforcement was contacted. Customer wants to block Relay calls. Apologized for the misuse. No follow up.	11/13/05	Educated customer on the purpose of the internet Relay. Provided phone number for FCC.
11/13/05	Agent 6149 disconnected on this customer twice. Customer asked CA to hold and CA disconnected customer then called back in and asked CA to hold and CA disconnected. Thanked caller and said would coach agent on importance of not disconnecting. Customer would like email contact with resolution.	11/13/05	Coached agent on importance of following customer instructions as well as disconnect procedures. Sent the customer an email on 11/8/05.

11/13/05	An SRO customer called to complain that the agent "cannot type very well," saying "she typed baby which meant maybe, and it was not relating to this conversation as I expected." Apologized. Tried to more concrete understand but customer could not further elaborate. Follow-up requested.	11/30/05	Coached the agent on importance of typing accuracy. Agent states the word "baby" was clearly used in the conversation. Followed up with customer via email.
11/14/05	Optical business reports SRO fraud. They would like to block internet calls. The business has notified the FTC and local police of the fraud calls. Apologized. Provided number to FCC. No follow up.	11/14/05	Educated customer on the value of the internet Relay. Provided FCC contact information.
11/14/05	*Automotive business reports SRO fraud. Customer wants* to block internet calls. Apologized for misuse. No follow up.	*11/14/05*	*Educated customer on purpose of Relay. Provided number* to FCC.
11/14/05	Medical supply company reports SRO fraud. The caller keeps asking that stethoscopes be shipping to Nigeria. Requests block on internet calls. Apologized for misuse. Explained value of Relay. No follow up.	11/14/05	Educated customer on the state and internet Relay. Provided number to FCC.
11/14/05	A voice customer called to complain that he is receiving threatening calls through the Sprint Relay Online service. Apologized. Explained FCC regulations. Suggested he file a police report and also provided FCC number. No follow-up requested.	11/14/05	Acknowledged the customer's concern
11/14/05	Internet customer states that this agent hung up on him. Apologized. Follow up requested.	11/14/05	Contacted customer and it was not issue with disconnection but just wanted to know why it was slow delayed connection. Discussed with customer and advised for cell coverage which it could contribute some slow connection with weak coverage?
11/15/05	Business customer keeps receiving SRO fraud calls. The recent SRO caller was asking that expensive tennis rackets be billed to a stolen credit card and shipped to Nigeria. The SRO calls consume a lot of time. Customer would like to block internet calls. Apologized. Explained value of Relay. Provided number to FCC. No follow up.	11/15/05	Educated customer on purpose of Relay. Provided number to FCC.
11/15/05	A voice customer with an auto parts store called to complain of numerous SRO calls from Nigeria trying to do fraudulent business. He said one of his stores has lost $1000 from this type of call. Apologized. Explained FCC regulations. Offered FCC number. No follow-up requested.	11/15/05	Acknowledged the customer's concern
11/15/05	A manager from an auto parts store received a suspicious call asking for merchandise to be shipped to an unknown address using a credit card transaction. He says the card went through but he had a feeling it wasn't a legitimate deal. Apologized. Advised him to contact his local police department and FCC. Provided FCC number. No follow-up requested.	11/15/05	Acknowledged the customer's concern
11/15/05	Customer reports SRO fraud. She has puppies for sale. The SRO caller offered more than the asking price; money order was bogus. Apologized. Explained purpose of Relay. No follow up.	11/15/05	Provided number to FCC. Educated customer on Relay.
11/15/05	A voice customer called to report fraudulent attempts to purchase John Deere parts from his business using stolen credit cards and delivery to zip codes that did not match billing records. The parts were to be shipped to Nigeria. Apologized. Suggested reporting the attempts to local police department (he said he already had). Gave him FCC number to report fraud attempt. No follow-up requested.	11/15/05	Acknowledged the customer concern.
11/16/05	A TX voice caller called to complain that he was receiving fraudulent phone calls through SIR. The caller was ordering thousands of diabetic test strips to be sent to Nigeria using stolen credit cards. Apologized for the problem and gave FCC number. Customer did not request follow up.	11/16/05	Acknowledged the customer's concern
11/16/05	A CA voice caller called to say that he was receiving fraudulent calls to his University Book Store through SIR. Caller states that this is typing up his lines and those large quantities are ordered to be shipped overseas. Apologized and explained the relay service. Gave FCC number. Customer did not request follow up.	11/16/05	Acknowledged the customer's concern.
11/18/05	Customer stated that at 1140am h/she placed the call into relay and got agent 2648F. As soon she typed "Do not hang up or disconnect" s/he was immediately disconnected. Apologized for the inconvenience this may have caused and assured the customer that this report will be forwarded to an appropriate supervisor for a follow up with an agent. No follow up necessary.	11/18/05	Acknowledged the customer's concern
11/20/05	Customer received a vulgar, harassing call through SRO. Wants it traced. Recommended customer make a police report. Apologized for the misuse of our service. No follow up.	11/20/05	Educated customer on purpose of Relay.

11/20/05	A voice customer called to report that she is receiving obscene SRO calls regarding her children. Apologized. Suggested filing police report. Explained FCC regulations regarding relay calls. Offered FCC number. No follow-up requested.	11/20/05	Acknowledged the customer's concern
11/21/05	A WA voice caller called to complain that she received a fraudulent call through Sprint IP. Caller stated that the customer wanted to order a large quantity of switches and spark plugs from the auto parts store. Apologized and explained the relay service. Gave the FCC number. *Customer did not request follow up.*	11/21/05	Acknowledged the customer's concern
11/21/05	A CA caller called to complain that she was receiving calls through Sprint IP. Caller stated that the caller wanted product shipped to Africa. Apologized and gave FCC phone number and also ADA phone number. Caller did not request follow up.	11/21/05	Acknowledged the customer's concern
11/21/05	A voice customer from a pet store called to report fraudulent attempts via Sprint IP to contact illegitimate business. Wanted a block set up against Sprint IP relay calls. Apologized. Explained FCC rules. Provided FCC number. No follow-up requested.	11/21/05	Acknowledged the customer's concern
11/22/05	A NJ voice caller called to complain that she received a fraudulent call through Sprint IP. Caller stated that the supervisor did break in to the call and told her that it was a fraudulent call. The caller was buying body lotion to be sent to Nigeria. Explained the relay service and apologized for the call. Gave the FCC number. Customer did not request follow up.	11/22/05	Acknowledged the customer's concern
11/22/05	Customer was not able to save or print conversation. This is the first time he was using the new Sprint IP. The system seemed to freeze up for a long time and then a pop up box said something about a flash script causing his computer to run slow. The customer states he could not screen print because he also needs the text that he's scrolled past. Customer explained that he cannot get cursor in the window; it's gray now. He uses Road Runner for his cable internet connection. Customer has an important conversation that he cannot save or print. Apologized. Spoke with account manager and assured customer it was only problem with first login. No follow up.	11/22/05	Acknowledged the customer's concern and passed info to business development.
11/22/05	Customer reports he and others in the deaf community cannot save or print on SprintIP relay. Apologized. Explained that the Account Manager was taking steps the correct the problem. No follow up.	11/22/05	Acknowledged the customer's concern and passed info to business development.
11/23/05	A Florida voice customer called to complain that he received a fraudulent call through Sprint IP. Caller was selling furniture through a local newspaper and the caller wanted to send more money than he was selling furniture for. Apologized and explained relay protocol. Customer did not request follow up.	11/23/05	Acknowledged the customer's concern
11/23/05	A MN voice caller called to complain that he received a fraudulent relay call through Sprint IP. Caller stated that person was using fraudulent credit cards. Apologized and explained relay protocol gave caller the FTC number and the FBI website addresses. Caller did not request follow up.	11/23/05	Acknowledged the customer's concern
11/23/05	A PA voice caller called to complain that he received a call through Sprint IP that was fraudulent. Caller stated that the caller was trying to order diabetic test strips to be sent to Ohio. Apologized for the call and gave the FTC number and website and gave the FCC website. Caller did not request follow up.	11/23/05	Acknowledged the customer's concern
11/23/05	A PA voice caller called to complain that she received two fraudulent relay calls. During the first call the supervisor interrupted the call and stated that it was a fraud call. During the second call the caller asked for the supervisor and when the supervisor came on told her there was nothing she could do for her and to call customer service. Caller stated that the person was ordering diabetic test strips to be sent to Nigeria. Apologized and explained relay protocol. Customer did not request follow up.	11/23/05	Acknowledged the customer's concern
11/27/05	A customer called to complain that he is receiving Sprint IP calls in the middle of the night, every night, regarding an ad in the paper for automobile parts. He is certain the callers are scam artists. Apologized. Educated caller on purpose of relay and explained FCC rules. Provided FCC number. No follow-up requested.	11/27/05	Acknowledged the customer's concern
11/28/05	Customer wishes to complain about the smaller window on the internet relay. The customer states they can barely see it. Apologized. Asked customer to complete on-line survey. No follow up.	11/28/05	Acknowledged the customer's concern and passed info to business development.

11/28/05	SprintIP customer says the new window is too small, unable to read the text. Advised customer that under options, you can change the font size and make it bold so it is easier to read. Follow-up requested.	11/28/05	Send email to customer to see if customer is able to change her option to get bigger font size on the window. Received email from customer and got assistance from other AM to learn the instruction how to get font size. Customer got satisfaction with the resolution.
11/29/05	A Sprint IP customer called to complain about the new Sprint relay online service. He said he is not happy with the new version, which does not allow him to view his conversation before saving and printing it. He is also unhappy with the reduced screen size, and mentions *problems getting through to toll free numbers on the system. Apologized for inconvenience. Suggested taking* the on-line survey. Forwarded information to supervisor. No follow-up requested.	11/29/05	Acknowledged the customer's concern and passed info to business development.
11/29/05	Caller cannot resize the type font on the Sprint IP screen.	11/29/05	Acknowledged the customer's concern and passed info to business development.
11/29/05	Customer's complaint is with Sprint IP's reduced box size. The customer states it's horrible and wants management to change it back ASAP. Asked customer to fill out survey, but customer wanted me to tell management. Follow up requested.	11/29/05	Send email to customer and provide detailed info to contact AM back to discuss further. Received email from customer with detailed information. Send email to customer to provide some tips to resolve how to get font size. Wait for customer s confirmation. After three attempts to contact customer and no response received.
11/30/05	Customer reports SRO fraud. The Sprint IP caller asked for spark plugs and diesel engine equipment. The internet caller had a string of credit card numbers, and finally a credit card was approved. Apologized. Provided number to FCC. No follow up.	11/30/05	Educated customer on value of Relay services.
11/30/05	Customer reports internet fraud through our service. She breeds show dogs and the caller sent a phony money order for more than the asking price. The Sprint IP customer wanted her to wire money to the courier who was to pick the dog up. Apologized. Recommended she contact FCC. No follow up.	11/30/05	Educated customer on the purpose of Relay. Explained the value of the internet and state Relay.
11/30/05	SRO user complains as SprintIP takes them 2 hours and they can not make calls from work. Apologized, explaining they may need to check with their management about internet access from work. Explained I will let the account manager know. No contact	11/30/05	acknowledged the customer's concern and passed info to business development.
11/30/05	SRO user visually impaired has problems with new website, needs big letters. Customer wonders why the fonts were changed. Apologized, explaining the site had been upgraded to improve some features. Let customer know their comments will go to account manager. No contact wanted.	11/30/05	Acknowledged the customer's concern.
11/30/05	Sprint IP customer unable to connect with service last night 11-30-05 1A-2A also could not connect with Sprint RCS customer states no excuse for problems (apologized for problem encountered) Customer request contact ASAP	11/30/05	Investigate on network and share info to business development. Informed customer via email that we are investigating on the network and will let customer know ASAP. Could not identify any source and advised customer to provide us more detailed information when customer experience with disconnection.
11/30/05	Customer states they cannot get any response from relay agents. They have called for the past 10 minutes and have to disconnect and redial. Same thing is happening. Customer assumes the system is freezing up. They are not new user. Apologized. Explained that with agent id we could open a trouble ticket. There have been no other reports about this problem. No follow up.	11/30/05	Acknowledged the customer's concern and passed info to business development.
12/02/05	SRO customer called in to say they were really mad because they could not print their conversation. Customer also said "if there is a problem it should not be running on this system and should have the old one back up and have people use that, until the glitch is fixed. What's up with that concept?" Customer service apologize to the customer and tried to explain about the one time problem with printing conversations. Customer does not want a follow up but was really mad.	12/02/05	Acknowledged the customer's concern and passed info to business development.
12/02/05	Customer unable to connect with Sprint IP (apologized for problem encountered advised Trouble Ticket and complaint would be entered) T.T. 810447 Customer requests contact ASAP	12/9/05	Send email to explain about wireless handset inaccessible for SprintIP website this time. Received email from customer and appreciated for the information and customer understood.
12/02/05	Customer reports when printing conversation from Sprint IP the page printed with gray background not white like before previously the background was white and the font was black customer stated she did not change any settings the first page was white then the rest of the pages were gray with stripes customer states this is a problem with Sprint IP problem occurred at 8:50 AM CST today 12-2-05 (customer stated problem could not be with printer, etc advised complaint would be forwarded to Sprint IP Acct. Mgr.) Customer requests contact	12/06/05	Send email to customer for further information about printing problem. Identified the source and resolved the problem immediately. Informed customer about this matter.
12/04/05	Customer reports unwanted, prank calls through the internet Relay service. Wants to block Relay. Apologized for the misuse. Provided FCC number. No follow up.	12/04/05	Educated customer on the value of Relay.