

Complaint Tracking for Texas (6/1/06 to 5/31/07) Total Customer Contacts: 86

| Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
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| 05/31/07 | Customer stated that agent did not keep her informed of what was going on. The customer had asked for a specific person and some things were typed to her but there was quite a bit of time when she didn't know what was happening. It was a very confusing call. Customer thought this agent may need further coaching. | 05/31/07 | Thanked the customer for letting us know and assured that the complaint would be sent in. No call back requested. Spoke with agent and reminded her that she needed to keep the customer informed of everything that is going on; Agent understood and will remember to follow through. |
| 05/30/07 | Customer stated her voice cannot be heard on VCO calls. This has been happening for 4 5 months. | 05/31/07 | Apologized for inconvenience and issued trouble ticket. Follow up via e-mail requested. |
| 05/24/07 | TTY customer reported garbling problems when requesting transfer to Spanish Relay operators; garbling problem only occurs when the transfer is made. | 05/30/07 | Apologized for problems; customer requested follow up via e-mail. Staff e- mailed customer and apologized for her frustration. Explained that we needed date, time and agent ID number in order to track down the root of the cause of the problem. Closed due to lack of information needed to follow up. |
| 05/10/07 | TTY customer reported agent and supervisor lied about her garbled messages when customer asked if message garbled and agent responded. How could agent understand what was typed when the messages had supposedly been all garbled. Customer was angry at supervisor and how the issue was handled: customer called into RCS 4 times , and garbled messages were received each time could not place the call through. | 05/10/07 | Rep called customer TTY to TTY to communicate that complaint would be forwarded to management; customer requested follow up. Team Leader met with agent and discussed the importance of following customer instructions and keeping the customer informed. Agent understood. Team Leader contacted customer to follow up and apologize. |
| 05/09/07 | VCO customer reported that outbound caller has trouble hearing her. | 05/09/07 | Apologized for the technical problem and opened Trouble Ticket. No follow up. |
| 05/03/07 | S2S customer said he is stressed out with problems since yesterday with a CA. Does not want to hear from her again! Doesn't like the way she asks and feels she is not fit for the job! | 05/03/07 | Team Leader spoke with CA and called customer back, saying we would try to train this CA to better understand him. |
| 05/01/07 | Customer contacted trainer from SD center via e-mail and stated that she entered a phone number and a statement to ask for a specific person. Agent sat there and did not respond, then hung up on customer. This occurred on 4/28/07 at 5:53 pm. Customer did not request a follow up. | 05/01/07 | Lack of information to warrant a follow up resolution. |
| 04/28/07 | Person unhappy with CA and says he was told by a team leader that he could not have another CA. Person had to repeat too much with CA, who did not wait for the end of the sentence. Said the CA was intolerable. | 05/01/07 | Apologized, and customer requested follow up. Team Leader spoke to CA and Team Leader on duty that night. Team Leader also explained that sometimes there isn't another operator available. Customer stated that he would try to be a Team Leader more patient and would try to call with more complex problems during the day. A follow up e-mail also sent to customer by the IT staff. |
| 04/23/07 | CapTel user hears echos. | 04/23/07 | Advised customer of proper handset placement and suggested using Volume Boost button to reduce echo. |
| 04/17/07 | Customer reported having a difficult time with agents when connecting to recordings. Did not have agent ID numbers, but needed to make multiple calls to accomplish business tasks. Admits she became frustrated and called some agents names. | 04/20/07 | Contacted customer, and apologized again. Discussed options for instructions when connecting to recordings. Determined that it may be best for agents to type complete message so that the customer can decide which option to select. Customer understood that |

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| 04/04/07 | Customer complained that her branding keeps dropping off. | 04/04/07 | Explained about branding problem regarding a storm. Apologized and issued a Trouble Ticket, and got the branding issue resolved. |
| 04/01/07 | Agent did not do anything the customer asked, and transferred customer to customer service when the customer asked to speak with the supervisor. | 04/01/07 | Lack of information needed for coaching agent. |
| 03/23/07 | TX VCO customer stated she had difficulties on and off connecting to a relay agent. When a connection is made, agent does not hear her requesting to dial number and she hears a loud shrilling sound before the line disconnects. | 03/23/07 | Apologized for this problem, documented info and turned in trouble ticket. Follow up was requested. IT conducted an internal update. |
| 03/20/07 | Disconnect/Reconnect during calls | 03/20/07 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur, and sent letter with tips. |
| 03/20/07 | Caller stated that a second operator had taken it upon herself to disconnect, this time "in the middle" of the call. | 03/20/07 | Apologized for inconvenience. Caller declined follow-up. |
| 03/20/07 | Caller stated that the operator typed SK and disconnected instead of redialing, as she was asked to do. | 03/20/07 | Caller declined follow-up. |
| 03/16/07 | At 10:11 CST, customer called in with dialing instructions. Agent ignored the customer's requests to dial out and her instructions. After one minute, the agent still had not responded and then disconnected. Customer said this was frustrating and time-consuming as this is her business line. | 03/16/07 | Lack of information to track the issue. |
| 03/15/07 | A TX TTY customer complained that he was continually billed by Sprint at high rates periodically, even though Verizon was his long distance carrier. The last calls were Feb. 5th at 9:14 and 9:16 p.m. | 03/15/07 | Apologized for inconvenience. Offered to credit Sprint charges; credit was refunded to customer and customer database notes were updated. |
| 03/12/07 | S2S customer reported dissatisfaction with poor service from an agent. | 03/26/07 | Supervisor met with the CA, who followed procedures and tried his best to understand the S2S customer. Customer was upset because CA didn't understand one word. CA asked many times to repeat. CA ended up getting assistance from the supervisor on duty. |
| 03/05/07 | Customer stated that a call he had for a job was handled poorly. There were inexcusable delays after he typed GA, when the customer asked R U THERE only, "(one moment pls)" would appear. After the call ended, the customer attempted to speak to the agent, but received no response. | 03/05/07 | Apologized for inconvenience. Team Leader met with this agent, who did not remember this call. Went over proper call procedures and emphasized the importance of paying attention to calls. Agent understood. |
| 02/28/07 | VCO caller complained that in the last two weeks, he has seen more garbling problems when trying to call to wife. Connection to relay seems to be fine, no garbling, but once the agent dials out and connects, garbling issue appears. | 02/28/07 | Reassigned to state AM. |
| 02/20/07 | VCO customer said she is not being heard by the people she calls. | 02/20/07 | Apologized, and entered Trouble Ticket. Follow-up requested. |
| 02/20/07 | Customer yelled at agent when agent followed customer notes. Customer did not request that this information be placed in the customer notes. Follow-up is requested by customer. | 02/26/07 | Customer gave approval for entry when agent offered to enter notes as resolution for concern expressed by customer that relay had stopped typing recorded messages when customer wanted to know what the recordings said. Contacted customer and explained options for customer control and giving instructions at the beginning of call or after hold for live person recording. Customer was pleased to have a better understanding of her freedom to choose. Notes have been removed, and customer will provide call-specific instructions. |
| 02/16/07 | Customer stated that agent was given a number to dial and when the phone rang with no answer, the agent called him a "honky" and disconnected the line. Customer says he considers this a racial slur and this has happened with the same agent before. | 02/22/07 | Apologized and assured customer the matter would be investigated and addressed. Agent identified by the customer was not on duty at the time of reported call. However, a supervisor discussed the customer's comments without identifying the time the call took place. The agent was baffled, and does not recall such an incident nor difficulty during any call. Left messages on customer's answering machine on 2/16. And 2/19: on 2/22, person answering said no one by that name lived here. |

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| 02/16/07 | Customer complained that the agent was rude and ignored her. Also stated that the agent did not dial any numbers and would not complete her call. | 02/16/07 | Apologized for inconvenience and forwarded to appropriate call center. No follow up needed. Team Leader met with agent, who did not remember this call. Went over call procedures and processing. Stressed the importance of customer service. Agent understand |
| 02/15/07 | Customer complained that the agent was rude and typed many Xs. The customer stated that the agent dialed the outbound number and remained holding on the line but did not type or speak for 10 minutes and then typed "HUNG UP." | 02/15/07 | Repeatedly apologized for inconvenience and frustrations. Explained that her complaint would be documented and forwarded to the appropriate relay center. No follow up needed. Agent was coached on proper procedure. |
| 02/12/07 | Disconnect/Reconnect during calls | 02/12/07 | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent e-mail with tips. |
| 02/12/07 | Caller reported that on Friday 2/9/07 at noon and again today 2/12/07 at noon he was not able to connect to TX S2S at 877-826-6607. Heard very loud continuous bells, then recording played saying, "all operators are busy, please hold for the next available | 02/12/07 | Apologized for the inconvenience and told the caller a report would be sent to the account manager. During this call, the caller placed another call to S2S on the other line and was able to connect. No follow up requested. |
| 01/29/07 | Customer said agent would not spell address when asked to and wondered if this was proper procedure. | 01/30/07 | Supervisor responded that the agent should provide spelling when asked, and that agents cannot go back in the conversation to retrieve spelling or portions of conversation. Apologized and assured customer that agent would be reminded of proper procedure. |
| 01/26/07 | TX voice caller complained she was billed by ATT when she used MCI. Customer does not want to pay the long distance charges. | 01/26/07 | Apologized, verified carrier per customer's request, and referred customer to ATT LD Customer Service. Updated customers profile to MCI. Customer does not want contact TX center supervisor assisted on the call. |
| 01/19/07 | TX VCO user complained that the typing was extremely slow with her Turbo Code device. Customer wanted contact from account manager. | 01/19/07 | Apologized and said technician would be informed; entered Trouble Ticket. Customer refused to give agent number in order for us to follow up with coaching. IT staff followed up with customer but had no luck with identifying agent in order to test the call for resolution. |
| 01/16/07 | Disconnect/Reconnect during calls | 01/16/07 | Explained to customer why disconnection/ reconnection might occur and offered tips to reduce occurrence. Also advised customer to contact telephone company to ensure functional line. |
| 1/14/2003 | Disconnect/Reconnect during calls | 01/16/07 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. |
| 01/12/07 | Service - General | 01/12/07 | Inbound call technical problem reported at 8:15 am CT on 1/12/07, with increased queue times. The problem was resolved at 10:28 am CT by CapTel Technical Support. |
| 01/12/07 | Service - General | 01/12/07 | Inbound call technical problem reported at 8:15 am CT on 1/12/07, with increased queue times. The problem was resolved at 10:28 am CT by CapTel Technical Support. |
| 01/07/07 | Agent did not dial the number provided by the customer, who then repeated the number many times. But the agent did not respond. | 01/07/07 | Status closed due to lack of information for resolution. |
| 01/02/07 | Disconnect/Reconnect during calls | 01/02/07 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained why disconnection/reconnection might occur, and sent e-mail with tips. |
| 01/02/07 | VCO customer wasn't showing up as branded to +B2 relay agents, showed as branded to relay customer service. | 01/02/07 | Apologized, and entered a Trouble Ticket. Follow-up requested. Tech Support updated the call controller and fixed the problem. Left message with customer. |
| 12/31/06 | VCO customer stated that when she calls into relay center and the number is dialed. the outbound party is unable to hear her, but operator is able to hear her. | 12/31/06 | Lack of detailed information needed to follow up with correction to the connection. Needed the number calling from and to outbound party in order to follow up with solution. |
| 12/31/06 | VCO user stated that sometimes branding does not work and the operators do not realize that it is a VCO call. She states that she had her number branded so she would not have to type that she is a VCO user and the problem is continuous. | 12/31/06 | Customer Service staff re branded customer s VCO branding in her database. Test the call and it was successfully updated. |
| 12/27/06 | Customer stated that during the call, when the outbound caller was asked to hold, the line was disconnected. Customer was concerned about the personal information she had given during the call. | 12/27/06 | Supervisor was able to determine the agent action did not cause disconnect. Supervisor assured customer that agents are bound to confidentiality concerning information in calls. Customer was satisfied. |

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| 12/14/06 | TX Voice caller complained an agent typed his profanity directed at a careless driver, when he was calling his mother via VCO. Customer was not aware she was connected. Customer felt this was unnecessary, agents should have better sense, and this brought his elderly mother to tears. | 12/14/06 | Explained the agent is trained to type everything heard, and relay is bound by FCC guidelines. Apologized that his mother got upset and was going to offer account manager contact, but caller hung up first. Agent did right thing. No follow up possible. |
| 12/05/06 | VCO customer has made 5 calls this morning and 4 of them did not come in branded but the 5th one did. | 12/05/06 | Apologized and opened Trouble Ticket; follow up requested. |
| 12/01/06 | Disconnect/Reconnect during calls | 12/01/06 | Advised customer to contact telephone company to check and possibly upgrade phone line quality. |
| 11/27/06 | TX voice customer called to complain that she has been unable to reach her TTY friend via relay for over a week now. Relay reaches a recording that says the party doesn't accept anonymous calls, or the line is busy, but when she calls direct Team Leader, the call goes through without problem. | 11/27/06 | Apologized. Reset CID to send but it did not correct the problem. Made a couple of test calls with similar results. Opened Trouble Ticket; follow up requested. Called Customer and got voice mail and left a detailed message and advised her to call again if she is still experiencing problems. |
| 11/25/06 | VCO customer said agent was very rude to her, purposely keeps her waiting on the line, types garbling on purpose to her and when people call her and reach this operator the operator will not leave messages on her answering machine. When she does get a message left by this operator it is all garbled. She said she was afraid to give out her personal information, because she was afraid this operator will retaliate against her. | 11/25/06 | Lack of detailed information needed to follow up with the "coaching the agent to be more friendly to our customer." |
| 11/21/06 | Customer cannot complete TTY calls through TX Relay. Agent gets loud tones and then fast busy signal on two different numbers. | 11/21/06 | Apologized; no follow up requested. Tech support checked into it and could not find any problems with the out dial on this position. It seems from the ticket that the fast busy signal may have been an indication of network congestion. However, the position is functioning correct Team Leader and this customer should be able to dial through. |
| 11/08/06 | Caller complained that a Relay Texas shift manager called, but a Team Leader interrupted his STS call, assuming that he was engaging in personal conversation with Agent, and asked if he wanted to place another call. In fact, he normally hangs up on agents and redials until he gets a STS agent with whom he's familiar. On this occasion, he was instructing agent on his regular calling methods and providing information relevant to a call to one of his employees. He insisted that this is inappropriate for supervisor to interfere use of STS service while he was providing instructions. | 11/09/06 | The caller requested contact via e-mail when the problem had been addressed, and said he wanted the proper Relay Texas personnel to be alerted to the incident. Took his e-mail address and said he would be contacted. E-mail response required. Supervisor followed S2S guidelines. Caller was contacted and reminded that it is not his responsibility to train agents and that he must dial out when calling into S2S and cannot hold conversations with the agent. |
| 11/06/06 | TX TTY customer stated occasionally calls did not go through. A recording is heard stating they need to unblock their number in order for their call to go through and the person they are calling does not accept calls from blocked numbers. Customer stated they confirmed with Verizon that their number has never been blocked. | 11/06/06 | Apologized and turned in a Trouble Ticket; customer requested follow up, Tech support rebooted the system and its working fine now. Tried to contact Customer a number of times with no luck. |
| 11/03/06 | TX TTY customer was transferred to customer service by the supervisor. Customer was upset with the transfer when he told the supervisor customer service could not help him with what he needed. Customer wanted the male agent to put his voice greeting on his voice greeting on his voice mail. | 11/03/06 | Customer service apologized to the customer, who requested a follow up from the manager. Tried to contact the customer unsuccessfully on TTY number of times. |
| 10/30/06 | TTY user was unable call long distance using Verizon. They hit a privacy manager that would not allow their call to go through. Customer is branded correct Team Leader in database. | 11/02/06 | Apologized for the problem and assured that a trouble ticket would be sent in on the problem. Tech support e-mailed with a work around solution to fix the problem. |
| 10/25/06 | Customer said the agent did not follow customer note instructions and commented this has been happening for years with a number of agents. | 10/25/06 | Supervisor apologized, and noticed that that the instruction text was somewhat confusing, but the customer disconnected before the supervisor was able to offer a possible solution. Coached agent to read and follow all instructions in notes. |
| 10/24/06 | Accuracy of captions | 10/25/06 | Explained how the CapTel works and how the quality of the phone line or network affects the quality of the captions. Explained how to contact the phone company to have them check the quality of the line. Suggested customer document the date, time, and CA number for more specific follow up. |
| 10/19/06 | Account Login Failure | 10/20/06 | Unit's account activated. Unit now operational. |

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| 10/17/06 | Woman from Safe Place calling to TTY user that was in distress. The male operator was very hard to understand, and when the voice user asked them to repeat, the operator refused to and stated he could not get involved in the conversation. The woman said all she wanted was the operator to repeat. Apologized to the customer. No follow up requested. | 10/17/06 | Addressed with rep and resolved. |
| 10/08/06 | The customers wanted to use their frequent Team Leader dialed list and the operator told the customer that there was no FD List available. The customer asked for a supervisor and the supervisor told the customer that there was no FD List available. The customer hung up and called back into the relay and the operator was able to use the FD list available. | 10/08/06 | Team Leader met with agent. Went over proper call procedures and stressed the importance of following customer instructions. Discussed with the agent that they should call a supervisor over if they are having difficulties accessing customer notes, etc. or are having trouble complying with a customer requests. Agent understands. |
| 10/02/06 | Disconnect/Reconnect during calls | 10/02/06 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. |
| 09/20/06 | This was the relay call received by the customer and he felt confused throughout the call. This customer stated that the agent was very unhelpful throughout the call and would not answer his questions and at the end he was disconnected without feeling he understood the service or who had called. Supervisor apologized and explained relay service and agent role and transparency. Customer now has a better understanding of the service. | 09/21/06 | There is no CA at call center relay with the number. Unable to follow up. |
| 09/10/06 | Disconnect/Reconnect during calls | 09/11/06 | Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. |
| 09/08/06 | Agent disconnected caller. Thanked caller for notifying us of the situation. | 09/08/06 | 9/11/06 Team Leader met with agent. Agent has had several complaints of this same nature. Agent was placed on a level of CAP and has been informed of the severity of this offense. Agent is aware that future complaints of this nature can lead to termination. |
| 09/05/06 | VCO Caller cannot be heard by relay operator when placing a call. Apologized for the problem and opened TT ID 2429630. Follow-up required for problem resolution. | 09/05/06 | IT performed an internal update on the platform and called the customer number and it was successful placing the call through. |
| 09/05/06 | VCO Caller cannot be heard by relay operator when placing a call. Apologized for the problem and opened TT ID 2429630. Follow-up required for problem resolution. | 09/05/06 | IT performed an internal update on the platform and called the customer number and it was successful placing the call through. |
| 08/30/06 | Customer overheard agent say to coworker "this lady keeps hollering into the phone". When the voice person asked the agent to please not break transparency the agent became rude and uncooperative. Agent would not provide their ID number when asked. | 08/31/06 | 9/8/06 Team Leader met with agent. Agent does not remember this call. Agent was coached on proper call procedures. Agent understands. |
| 08/28/06 | TX VCO user complains agent misdial the # and requested credit from customer service. No agent ID provided. Apologized, explained agent should have offered to credit at time of call and asked customer to call back when the bill comes and credit request | 08/28/06 | Customer does not want call back to claim credit. |
| 08/26/06 | Voice customer stated the operator made excuses and was not able to process calls correct Team Leader and hung up on customer. No follow up requested. | 09/08/06 | 9/2/06 Team Leader met with agent and reviewed proper call procedures. Agent understands. |
| 08/21/06 | Customer is getting a recorded message stating that her calls are being blocked when she tried to call Long Distance through SBC. RCS response: Thanked the customer for letting us know and assured that a trouble ticket would be sent in on the problem. Trouble ticket would be sent in on the problem. TT # 2331905. | 12/11/06 | The party at phone number is not accepting blocked calls. Tech support made test calls and verified she calls will complete. We advised her that she will need to ensure that privacy manager or *67 is not used before she calls into Relay. There is not a problem with the Relay Equipment. |
| 08/21/06 | Caller at Community College reported that the CA left a message from a TTY user for a student at the college. The message was read so fast that the college could not make out what was said when a detailed email or t-mail address was given. The student will not get the message because it was not clearly given. She also requested that better instruction be given regarding training on leaving messages as this is common problem. | 08/21/06 | Apologized for the inconvenience and informed caller that the report would be sent to the call center supervisor. No follow up requested. |

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| 08/18/06 | Caller asked CA not to announce relay. CA forgot instructions and announced the call. | 08/18/06 | Forwarded on to team leader for coaching on following customer instructions. |
| 08/14/06 | Disconnect/Reconnect during calls | 08/14/06 | Explained to customer why she might be experiencing disconnections and provided tips on how to resolve them. |
| 08/4/06 | Echo Sounds - CapTel user hears | 08/04/06 | Discussed tips and things to try to reduce the occurrence of echo. |
| 07/25/06 | TX TTY customer called to complain that her caller ID unit does not show the caller's number when someone calls through relay, but it works fine if they call direct Team Leader. Apologized for inconvenience. Opened TT 2152483. Follow-up requested. | 07/25/06 | Contacted customer to gather more information but was told she already spoke to someone about it and hung up on us. |
| 07/21/06 | Accuracy of captions | 07/21/06 | Customer shared feedback regarding accuracy of captions and captioning speed. CSR apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested |
| 07/20/06 | Captions stopped in middle of a call. | 07/20/06 | Advised customer to document date and time and other details in order to have Tech support investigate further. Also advised customer to hang up on problematic calls and reinitiate call. Customer has not reported further incidence. |
| 07/20/06 | TX TTY user emailed customer service complaining that they requested a Spanish speaking operator, but the translation was almost impossible to read. | 07/20/06 | Customer Service emailed the customer and apologized for the garbling and unreadable translation. Customer provided their contact information on the email but did not request a follow up. Team Leader met with agent and coached agent on importance of spell |
| 07/18/06 | Technical – General | 07/18/06 | Apologized for incidence of inability for a few callers to reach CapTel users. Call Center isolated incidence and resolved cause immediately. |
| 07/17/06 | Customer reported incidence of premature disconnect during a call. | 07/18/06 | Apologized to customer and reported incidence to call center for follow up. |
| 07/13/06 | TTY customer making calls thru TX Relay TTY number reported Turbo Code was not on for the past week. customer has AZ number living in TX using TX Relay; Ultratec advised customer was not sending correct signal for Turbo Code | 12/11/06 | Advised customer that a trouble ticket would be issued. Customer uses Vonage which is a VOIP and Turbo Code won't work through VOIP. Left message with customer explaining the problem. |
| 07/09/06 | A TX TTY customer reported that he made several calls today where he connected to a relay agent and typed the number to call, but never received a response after that. | 07/09/06 | Apologized for inconvenience; follow up requested. Tech support looked into it and tried to duplicate the problem and found no problems. Observed stations reported to see if any problems occurred and none did. Unresolved. Tried to contact customer 3x but no answer. |
| 06/29/06 | AL TTY user complained agents are not typing entire greeting, or recording messages verbatim. | 06/29/06 | Apologized, explained agents are trained to type everything heard, and said supervisor would be contacted. Customer did not want contact, but will send in TTY tape for reference. Team Leader met with agent, who does not remember call. Agent was coached on importance of spelling especially during translation. Agent understood. |
| 06/27/06 | Disconnect/Reconnect during calls | 06/27/06 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips. |
| 06/27/06 | VCO customer reported agent lied when telling a caller s/he had reached answering machine; VCO customer stated they do not have answering machine and that s/he has had problems with this agent before and is afraid of this agent. | 06/29/06 | Advised customer that complaint would be forwarded to supervisor; no follow up requested. |
| 06/24/06 | TTY customer stated she originated a call to her grandmother, and her mother was there and told relay they should have to control calls and after that relay did not allow the TTY customer to talk to her mother. She feels relay allowed mom to take control of the call. | 06/24/06 | Apologized. No follow up requested, Team Leader spoke with agent, who remembered the call. After review, the agent did follow proper call procedures and remained transparent through the process. Team Leader e-mailed customer with a letter explaining that our policies require that an agent remain transparent through the relaying process. |
| 06/19/06 | TX TTY customer stated that when s/he gave this agent the number to dial, the call was disconnected. | 06/19/06 | Apologized for the inconvenience; no follow up requested. Team Leader met with agent, who did not remember the call. Coached agent on proper call procedures. |

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| 06/14/06 | TTY customer was very upset with agent; outbound caller had not received relay call before and didn't understand. Customer instructed agent to explain, but the person hung up. Customer asked agent if an explanation had been given, and agent said no. Customer said agent cost him business and wanted something done about agent immediately. | 06/22/06 | Apologized to customer, but a lot of customer's typing was garbled, making it difficult to obtain information. Customer was not aware of any garbling issues, and relay agent did not advise him of any garbling. Customer requested immediate follow up. Team Leader spoke with agent, who said a specific person was requested but outbound caller hung up on agent. Agent was told that if problems like this happen, to call a supervisor. Left message for customer. |
| 06/13/06 | VCO caller reported that her frequent Team Leader dialed number list was not displaying all last night and again this morning. She provided two agent ID numbers, which identified the call centers involved. | 06/13/06 | Apologized for the inconvenience and told her a Trouble Ticket would be entered to resolve the problem. No follow up requested. |
| 6/11/2002 | Disconnect/Reconnect during calls | 06/12/06 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to. |
| 06/12/06 | Customer reported that on the evening of 6-11-06, he was hung up on when connected to his mother. | 06/12/06 | Apologized and reassured customer complaint would be sent in. Team Leader met with agent, who didn't think he hung up on this person, but was coached on call procedures, anyway. Agent was aware that hanging up on calls is a terminable offense. |