

0/07	NJ VCO customer called to complain that when she makes calls lately, the outbound party cannot hear her well, although the agents say they can hear her just fine. This last occurred at approximately 6:45 p.m. EST 4/20/07.	04/20/07	Apologized for inconvenience. Follow-up requested. Trouble Ticket closed, as technician was unable to reproduce problem. On-time occurrence. Follow up to consumer resulted in 3 calls, left messages and no replies. Consumer did not call back to make any further complaints.
7/07	VCO customer received Sprint charges from time to time when Trouble Ticket was entered in her database profile. Customer has experienced same problem in past and wants problem fixed permanently.	04/05/07	Apologized, and confirmed Trouble Ticket was in database; customer requested follow up ASAP. Called customer service, they resolved the issue, credited money to consumer's account. Account Manager has also tried to contact consumer, no connection made.
2/07	Account Login Failure	03/22/07	Unit's account activated. Unit now operational.
1/07	Customer found agent listening while Privacy Feature was requested.	03/19/07	Supervisor sent a letter informing the customer that she has coached the CA on the privacy feature. Also met with the tech and training dept to make sure the feature was working correctly.
3/07	Customer stated he requested privacy feature but the agent did not use that feature. He stated he was relaying confidential information.	03/19/07	Supervisor apologized for inconvenience and assured this would be forwarded to appropriate supervisor. No follow up requested. Supervisor met with the CA and reviewed privacy feature procedure. Supervisor also met with tech and training dept to make sure the feature was working right.
5/07	Echo Sounds - CapTel user hears	03/15/07	Discussed tips to reduce the occurrence of echo such as how to properly hold handset for echo reduction.
9/07	Accuracy of captions	03/12/07	Apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time and CA number and examples of inaccurate captions for more specific follow up.
3/07	Disconnect/Reconnect during calls	03/05/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence. Also discussed the option of turning off and then turning on the captions in 2 Line mode to reconnect.
5/07	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.
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2/07	NJ voice customer called to complain that her branding has fallen off three times this month. Each time she calls to get it rebranded it falls off again within a couple of weeks. The last time this occurred was 3/2/07 at 6:30 p.m.	03/02/07	Customer has reported this problem several times. Apologized for inconvenience. Opened Trouble Ticket; follow up requested. Contacted customer and got the VCO branding checked. VCO branding for mother's line is now removed.
5/07	TTY user was concerned that operator did not follow instructions in customer notes. Operator typed out entire answering machine message when customer notes requested not to do so. Customer wanted to leave message on first dial out. When customer asked for supervisor, operator did not get supervisor.	02/22/07	Supervisor coached CA to be more patient and follow customer requests. CA understood.
1/07	NJ VCO customer gave instructions to not type automated message out. Customer said the opr reached an automated system and proceeded to type out the automated message. Customer typed several times to the opr "hang up hang up hang up" and operator finally hung up. The customer then gave the operator instructions, operator redialed and again started typing the automated system but then asked the customer if they wanted the message typed out. Customer said the operator did a good job, but should follow instructions.	02/21/07	Apologized to the customer and assured them this would be forwarded to the supervisor. No follow up needed. Agent is aware to follow customer's requests/notes.
6/07	Approximately 10:30am (central), Voice caller had an "unacceptable experience" from agent, who was both rude and curt in his responses and when asked to repeat his agent number, gave it so quick the caller was not sure what he had said. After the agent dialed out, the caller heard a busy signal "of sorts" but nothing from the agent. The agent never did come back on the line and the caller had to hang up and redial into relay to place the call.	02/15/07	Apologized to the caller and informed them that a supervisor would look into this and meet with the agent. The caller does not want a call back. At this time agent numbers are not assigned.
6/07	Customer reported receiving threatening calls via Sprint IP. Customer would like to block relay calls; she knows no deaf.	02/15/07	Apologized. Provided number to FCC. No follow up. Educated customer on the value of Relay. Explained procedure.

4/07	When NJ voice customer called into NJ Relay, s/he received a recording that said "All operators are busy please hold for the next available operator" then customer received TTY tones. Customer believes voice branding has fallen off.	02/14/07	Apologized to the customer and assured customer that a Trouble Ticket would be turned in. Also advised customer that I would suggest to the N center that the recording warn hearing callers that TTY tones are coming. Customer does not need a follow up. Issue resolved with another ticket opened by same consumer.
7/07	Caller reported that on a relay call at about 12:40 CST, the CA took control of her call. Caller gave number to dial and instructions, the CA dialed, encountered some problem, then redialed a second time (without asking), and redialed a third time (again without asking). She "did not appreciate CA taking the control of the call away from her."	02/07/07	Employee recalled this incident and immediately tried to correct error but customer did not want to continue with call. Operator was reminded to wait on customer directions before dialing out and waiting for the "GA".
5/07	Customer complained about agent, saying third time reporting on this agent. He kept hanging up when she requested a female operator. This last time, he asked customer to hold, then hung up. Customer said CA has been doing this for months.	02/06/07	Apologized to the customer and informed that a discussion would be held with the operator. Coached the agent on the importance of responding in a timely manner. Also advised the agent of the consequence of disconnecting calls.
1/07	Disconnect/Reconnect during calls	02/01/07	Advised customer to contact her phone company to ensure the line can support data transmissions. Also recommended trying the phone on a different jack in the house. Customer has not contacted customer service for further assistance.
9/07	Agent refused to spell a name and when asked for a supervisor, the agent refused.	01/29/07	Assured the Customer the information would be forwarded to supervisor. No agent with this number. No action taken.
9/07	Dialing Issue - Unable to dial regional 800 number	01/29/07	Technical Support made adjustment so CapTel user could successfully make captioned call to regional 800 number.
1/07	NJ voice customer called to complain that when he calls his VCO mother in NJ, he reaches TTY tones when dialing the voice NH number or 711. Customer was branded voice.	01/12/07	Apologized for inconvenience. Opened Trouble Ticket; follow up requested. Technician checked user's branding, he was branded TTY, not voice. Technician changed branding to voice and notified customer that branding had been repaired.

9/07	Customer stated the operator was "very rude, nasty and angry." Was using a cell phone and told the operator to use "override" because it's a cell phone. Customer stated that this is what a supervisor once said to do when calling relay. Operator sounded very angry and said "I know how to do it!" Customer uses relay all the time and never had a problem like this before.	01/09/07	Apologized to the customer and informed that the complaint would be forwarded to the agent's call center for immediate follow up. Follow up requested. Supervisor met with agent who stated she didn't remember the incident and demonstrated knowledge of the importance of speaking to customers in a professional manner. Attempted to contact customer and received a recording stating this number has been disconnected.
1/07	Customer was unable to communicate verbally while receiving an agent's holding message during VCO calls. Customer is responding to Supervisor's recommendation advising Sprint that it is failing in its service obligations.	01/01/07	Technical complaints followed up and addressed. No additional complaints were made.
1/06	VCO customer wanted the privacy feature used when calling a number. Customer said at the beginning of the call, he asked the operator a question to test if privacy was turned on and there was not a response, showing that privacy was on. However the customer found out after the outbound hung up that the privacy feature stopped working during the call, but was not informed of it right away.	12/31/06	Apologized to the customer. Agent was met regarding this incident, and stated that she initially adhered to the privacy feature guideline until one point in the call, voice person made comments that VCO has been receiving garbled text. Upon that comment the agent then chose to turn off privacy feature and from that point on there were no further comment on garbling until the agent has an agent switch. Agent acknowledged that the VCO should have been informed that privacy feature has been turned off due to garbling.
1/06	VCO customer wanted the privacy feature used when calling a number. And did not find out until after the outbound hung up that the privacy feature stopped working during the call. Apologized to the customer.	12/31/06	CA stated she was only on the call for less than one minute. She took over the call from previous CA. Previous CA told her Privacy feature was not working so this CA asked for supervisor assistance. She informed customer she was asking for supervisor assistance. Customer was upset that was not told earlier that Privacy feature was not working. It is the opinion of this supervisor that customer contact should be based on first CA as this is when the malfunction occurred. This CA did inform customer that Privacy Feature was not working when she took over the call.
1/06	VCO customer wanted the privacy feature used when calling a number. Customer said that they asked the operator a question to make sure that the privacy feature was being used and that the operator answered the question, showing that privacy was not on.	12/31/06	Apologized to the customer. Met with CA and reviewed procedure for privacy feature. Coached Ca on proper method of informing customer immediately when privacy feature is not engaged.
1/06	Caller instructed to hang up if answering picked up, but agent typed the whole message.	12/29/06	Agent was spoken to by TL Chris D. on following customer instructions and asking for help if needed. Apologized for not following customer instructions. Agent has since terminated.

1/06	NJ VCO user complained his frequently dialed numbers are not available again when his calls go through the MN center. Customer appreciates service very much but would like the problem fixed.	12/21/06	Apologized, explained I will inform the account manager. Customer does wish to be contacted about the issue. Technician was called to resolve problem. Account Manager called 3x, left message, no reply back.
0/06	TTY customer wanted to find out if this agent was a supervisor. He needed assistance and said that this agent or supervisor was not very helpful at all and would not listen to him.	12/20/06	Explained that I did not know if this agent ID was a supervisor or supervisor in charge or an agent but that I would pass on this information to the proper center for review. Supervisor no longer employed
9/06	Customer database did not show on relay calls with agent.	12/19/06	Apologized for problem and opened Trouble Ticket. No follow up with customer requested.
5/06	NJ VCO customer stated she gave each of these agents instructions to follow and received no response. Customer stated she also has notes for agents to follow and none were followed.	12/15/06	Apologized for the problems. No follow up requested. Spoke to agent who did not recall particular call but shows knowledge that when given instructions, to follow customer's request. Agent also stated VCO calls coming in unbranded- agents are not able to hear customer's instructions as they are not noted to be VCO callers. No customer notes show.
4/06	NJ Voice customer stated when they received a business call from a patient, this agent was not clear on explaining relay causing customer to be confused on how to take a relay call. Customer also stated this agent was very rude and when customer spoke before a "ga" customer stated agent said "its not your turn to speak" with a very rude tone and raised voice. Along with that customer stated agent was very, very impatient with them.	12/14/06	Apologized; no follow up requested. Operator did not remember this call but demonstrated the knowledge of appropriate phrasing when responding to customers under similar circumstances. Operator was also coached on the importance of demonstrating a warm and friendly demeanor when speaking with customers. Appropriate action will be taken.
1/06	Accuracy of captions	12/11/06	Customer shared feedback regarding accuracy of captions. Apologized for the incidence and thanked customer for the feedback and informed them that the information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and CA number for more specific follow up.

3/06	Customer could not get through to her sister or friend when using NJ relay service. She got a recorded message that her call is blocked. Caller ID send is on and working. Also garbling on the line so bad she could not read text.	12/10/06	Apologized and entered Trouble Ticket; Tech attempted to contact this customer three times but, no luck.
3/06	Voice caller has been unable to reach his VCO mother on weekends and after 5 PM for 6 months. No one can call her, a recording interrupts saying call is out of area.	12/10/06	Apologized and entered Trouble Ticket. Follow up requested. This is a problem with Verizon LD. I attempted to contact them to discuss the problem and was directed to the local telephone division. LTD told me they couldn't discuss the problem with me because I was not the account holder. The customer has tried contacting Verizon and has not been helped. They are going to contact the FCC to report the problem. The customer is aware that this is a problem with Verizon LD and must be fixed on their end.
5/06	Customer cannot make local call. She gets a recorded message saying her call is being intercepted. Call goes through fine from her regular phone. Problem only happens with relay.	12/10/06	RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. Trouble Ticket 2365036 No call back requested Trouble Ticket Status: The customer's caller ID is not being blocked here. Test calls are going right through. If these problems continue agent IDs would tell us where the problem was occurring.
9/06	NJ VCO customer reported Caller ID problems	12/10/06	Apologized and opened Trouble Ticket; follow up requested. Left several messages for caller; ACCs were reboot so there should not be a problem anymore.
3/06	VCO customer was concerned that agent was not following customer instructions. Customer gave number to dial and call was dialed out. Instructions were to hang up if an answering machine was reached. Customer said that after call was dialed out, all he received was a (ga) . Customer said he did not know if answering machine was reached or person was reached or what.	12/08/06	I informed customer I would forward this information to appropriate supervisor. Instructed agent to keep customer informed (customer did not know the OB line was disconnected because of answering machine). Agent understood.
3/06	VCO customer was concerned that agent did not keep customer informed when reaching answering machine. Instructions were to hang up if an answering machine was reached. Agent dialed out the correct number and then all agent received was a (ga) go ahead. Customer did not know if line disconnected, if answering machine was reached, or what happened. Customer repeated the same instructions and had the same results.	12/08/06	Team Leader met with agent. Discussed proper call procedures and the importance of following customer instructions and keeping the customer informed. Agent understood.

7/06	Agent did not process VCO correctly. Call came in branded and agent continuously asked for nbr calling to when customer kept giving it each time. After becoming frustrated, customer asked for a supervisor and agent hung on on caller.	12/07/06	Complaint was forwarded to agent's team leader for coaching. Team Leader met with this agent. Agent said she was having difficulty hearing person because there was a problem with the headset. When customer asked for supervisor, agent sent (ONE MOMENT PLS) and then customer hung up. Agent did not purposely hang up on customer. Agent now has a new headset. Team Leader will write a letter to customer explaining situation.
7/06	TTY caller wanted to leave a message on answering machine without having to redial. Wanted a credit issued for the call, however caller hung up while the supervisor was talking with the Sprint operator issuing the credit.	12/07/06	Complaint was forwarded on to Team Leader for follow-up on processing answering machine information with message the first time. Team Leader spoke with this agent, who remembered the call and said that the answering machine message had already been typed out before the customer said he wanted to leave a message. Didn't even start to type message until recording was typed. Agent did nothing wrong and followed procedure.
7/06	Agent did not send "voice now." Just kept sending "nbr calling to?" for 5 minutes.	12/07/06	Team Leader coached this agent on the proper handling of VCO calls whether they are branded or non-branded.
5/06	Customer stated the supervisor 6248F hung up on him when he wasn't finished talking to her.	12/05/06	Apologized to the customer and told him this would be forwarded to appropriate supervisor. Follow up requested. The supervisor with this ID number has not worked for company for over 6 months. No other agent has ID number. Unknown if customer spoke to team leader or AIC. No action taken.
4/06	VCO customer reported agent mangled her VCO call; customer provided number to doctor's office after holding for awhile the agent typed "hello GA" when VCO spoke her response the agent typed back no response and disconnected. Customer wants agent to be coached.	12/04/06	Apologized and advised complaint would be forwarded to management. Customer did not request contact In talking with the agent, the agent did not remember any problems with VCO calls that day. Also did not remember any unresponsive VCO calls. Questioned agent about unresponsive TTY calls and the agent said yes, he did remember having few unresponsive TTY calls. Went over correct unresponsive disconnect procedure and pointed out ways and signs to look for to know and determine if a TTY caller is actually a VCO caller. Agent now knows what other things to check for to see if unresponsive caller is actually using VCO.
1/06	NJ VCO customer called to complain that one of the numbers on her FD list was not showing up to agents.	12/01/06	Apologized. Tried to re-enter the number and the system did not register. Opened Trouble Ticket. Follow-up requested. Contacted consumer to inform that issue has been worked on.

1/06	Disconnect/Reconnect during calls	12/01/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
0/06	Trouble Ticket user complained that agent had not turned off Turbo Code (agent had). The problem was with Trouble Ticket users Trouble Ticket. It was throwing random ga and sk's. It appeared that inbound Trouble Ticket lost connection and disconnected.	11/30/06	Team Leader was present during this situation. Agent did not disconnect inbound caller and agent followed proper procedure. Non-agent error.
0/06	Another agent took call (Voice-VCO); VCO asked for supervisor. Agent asked permission and inbound voice person gave permission for outbound to speak to supervisor. Outbound complained in regards to agent. While taking complaint the inbound hung up. Supervisor informed VCO that line would disconnect and that agent would be spoken to. Line then timed out and outbound was disconnected.	11/30/06	Supervisor spoke to this agent. No action taken. Non-agent error for disconnection. Call timed out.
0/06	Customer complained that operator did not follow instructions. Customer's TTY was garbling. He insisted it was our fault. When Supervisor offered to transfer him to customer service he hung up.	11/30/06	Non-agent error. TTY user having problems with his TTY. No action taken. Non-agent error.
0/06	Customer very upset that he has not been able to call his VCO mother for past six months through NJ Relay. Gets a recording saying call is out of area.	11/30/06	Apologized for the problem and opened Trouble Ticket. Follow up is necessary for problem resolution. - Verizon called and said they feel the issue is resolved now. Informed customer that Verizon contacted me again. Consumer to contact the LEC Verizon to get this resolved as it appears to be a LEC issue.
0/06	NJ Voice customer stated when attempting to contact mother, the line is ringing very quietly (hard to hear) and is only ringing 5 times then there is silence/no answer. Customer attempted this without relay and their mother answered the phone on the first ring without incident. Customer dialed 711 and dedicated voice number and had the same problem with both numbers.	11/30/06	RCS apologized and turned in TIF #3051901. Customer requests immediate follow up by account manager and technician.  Tech's comments: This problem is on the receiving end. The call is being completed but there is dead air once the phone is answered. The result is the same when dialed from my desk phone on a Verizon circuit.

5/06	VCO caller reported that his complaints are not being taken seriously regarding the Privacy feature for VCO customers. He has requested Privacy during several relay calls when personal ID information was to be provided. After each request, he begins to give info then stops and asks, "Operator can you hear me?" upon which the CA replies by typing, "yes, I can hear you." So the feature is not working. Also the continuous problem with Turbocode feature not working is a big problem. He will contact the FCC soon with these experiences with Sprint Relay.	11/15/06	Thanked him for calling and told him report would be sent to Account Manager for follow up and also file with FCC. Left messages for the customer at a machine three times and have not heard from him.
4/06	NJ VCO customer called to complain that she receives very garbled calls when she receives MN or NJ agents, but never has a problem with garbling through OH, SC or SD agents. She says this has been ongoing since February 2006.	11/14/06	Apologized for inconvenience. Opened Trouble Ticket. Follow-up Customer has not returned the calls after the technicians attempted to follow up three times.
0/06	VCO Customer stated he gave the phone number to agent to make a call but the agent kept saying "Nbr you calling to please" 4 times. Customer stated he asked for a supervisor and the agent hung up on him.	11/10/06	Apologized for the inconvenience and stated this would be forwarded to appropriate supervisor. Customer wants follow up to phone number provided. There is no operator with that number to coach. Sent customer letter.
1/06	Customer reached agent two times this evening and that the agent did not respond to her requests to dial a number. The customer tried voicing the number to dial and typing three times each, but agent still responded by requesting a number to dial.	10/31/06	Apologized to the customer for the difficulty she had placing the call. Confirmed to the customer that she is branded for VCO and that Turbo Code should be turned off.  Agent said they remembered the caller because it was the same call that came in twice with similar problems. First time the call came in, the agent did not hear the VCO and the agent went through the normal call set up and ASCII search but got nothing from the caller. The second time the call came in, the agent could hear the VCO speaking but was unable to get the dialing window to come up. Went over options with the agent to try to get the dialing window to come up; agent described all appropriate sets to put up the dial out window.
4/06	Customer stated that agent did not know how to place a long distance call using a calling card and needs more training.	10/26/06	Apologized for the problem and assured that the complaint would be seen in as stated. No call back requested. Coached CA on proper calling card procedures.

0/06	Customer complained agent was not relaying all info properly. Agent had turned off Turbo Code and slowed typing speed but customer felt agent was deliberately not relaying info. Asked to be transferred to cust serv to make a complaint.	10/20/06	Non-agent error - technical issues
0/06	Customer said agent had not turned off Turbo Code as per instructions.	10/20/06	Agent had turned off Turbo Code and garbling was on TTY's end Non-agent error.
7/06	NJ VCO customer said she has been having a lot of problems contacting her mother, a VCO user in MA. During their calls, the line disconnects, and the agents tell her they don't know what happened. The last agent was from SD (customer does not remember ID). This has been happening for the past couple of months. Her mother has a new phone but she doesn't know the brand.	10/17/06	Apologized for inconvenience. Opened Trouble Ticket. Follow up requested. Tried to reach customer for more info several times; spoke to customer 10-26 11:30 AM, who said the problem started 2 months ago when her mom purchased a new VCO phone. I suggest she get it replaced and see if a new one works better. She was ok with this resolution.
6/06	Consumer called to complain difficulty with placing LD calls with TTY.	10/11/06	Spoke to the customer's wife (hearing) who explained that her husband (TTY user) is having trouble placing TTY long distance calls thru Sprint relay using Verizon as his LD carrier of choice. Whenever a call is placed a recording comes on that says, "The number dialed cannot be accessed from your calling area." Tested the customer dial NJ's 1-800 relay number instead of 711 and see if the call would go thru. Asked technician to look into it, resolved issue.
0/06	TTY customer felt that the agent did not follow her instructions on a call to the doctor. She gave information and it was not relayed to the person called.	10/10/06	Apologized. No follow-up requested. Agent was coached by team leader on following customer instructions. Agent apologized.
3/06	Disconnect/Reconnect during calls	10/09/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.

7/06	Customer reported agent dropped call. Requested Customer Service to investigate any records to find the agent's ID responsible for dropped call.	10/07/06	Apologized for agent's actions and informed customer of call confidentiality and the absence of any records of any Customers call. Encouraged Customer to call back with agent identification number in the future. No agent number. Complaint closed and no action taken by Sioux Falls center.
1/06	VCO user was confused because her profile said that she was a VCO user but agents still asked if she would like to voice or type now. She responds to them by saying "voice" and then the number, but the agent still asks for the number. She said one agent in particular is very rude to her and is discourteous.	10/01/06	Told her to report when this happens, and that that particular agent will be refreshed on relay policy by their supervisor. Forwarding to correct center. Duplicate complaint on same agent by same VCO user. Complaint taken care of on other complaint. No action taken with this complaint.
1/06	VCO user was confused that it took a long time for an agent to dial a number. She said the agent was discourteous and rude to her and that the agent was not helpful.	10/01/06	Complaint sent to agent's Team Leader for coaching on helping the customer, being courteous, and asking for help if they could not understand number on VCO calls.
9/06	Customer upset that his VCO outbound calls came in on wrong line and that he wasn't prompted to voice.	09/29/06	Explained branding and branded his number. Explained it would take about three days to take effect. Non-agent error. No further action taken.
9/06	Customer said that agent was not putting call through correctly because the recording said the number could not be reached.	09/29/06	Agent did everything correctly. There seemed to be a problem with the phone company. Suggested that the customer contact his local phone company. Non-agent error. No further action taken.
9/06	Agent originally dialed wrong number so VCO user asked her to repeat number before dialing again. Agent would not repeat number so VCO hung up. VCO called back and got the same agent and the agent hung up on her. Agent was very stubborn and impatient.	09/29/06	Apologized to customer and told her the complaint would be forwarded to agent's supervisor. This agent was not working this day. No further follow up needed.
9/06	Disconnect/Reconnect during calls	09/29/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent letter with tips to reduce occurrence.

5/06	NJ VCO user calling through NJ relay and received a recording that said "We are sorry we can not complete this call as dialed, please check the number and try your call again." Customer asked the CA to dial relay customer service and the received the same recording; had to transfer the customer to customer service.	09/25/06	Apologized to the customer and opened Trouble Ticket. Customer would like follow up if it is needed. Root cause was the UUI config on one of the SP230 bearer cards. It is now resolved.
4/06	Customer reported garbling and occasional problems making long distance calls through relay. Identified technical problem with long distance.	09/24/06	Opened Trouble Ticket;Tech investigated, no further difficulty established.No follow up.
2/06	NJ VCO user complained that calls to her niece and daughter in CA are being interrupted by varied recordings, preventing her from calling them via relay.	09/22/06	Apologized, explained I would be sure to inform the technicians to research the problem. Customer did not request contact. This is an ongoing Verizon problem. Unable to contact this customer. This customer will have to contact Verizon LD to have this issue resolved. This is not a problem with Sprint Relay.
2/06	VCO customer reported making call 9-6-06 requesting Privacy on VCO call. Customer spoke with supervisor to confirm how Privacy feature worked, and was transferred back to operator and requested Privacy. After giving sensitive information to credit card company, customer told credit card rep to hold on so that he could speak to the operator; the operator immediately responded via VCO. How was the operator able to hear if the privacy feature was on? Customer does not want to get operator in trouble but wants to make sure it was not deliberate to obtain credit info.	09/16/06	Customer requested contact ASAP. CA was coached on proper procedures for Privacy Manager. CA was knowledgeable of the proper procedures to be followed when requested by Customers. Called on 9-16-2006 left message. Called on Saturday 9-16-2006, spoke with customer on concerns. Assured him the CA had knowledge of the procedures to be followed when Privacy Manager was requested.
1/06	NJ Trouble Ticket customer called to complain that the agent did a "terrible" job on her call. Customer used a calling card and the agent didn't know how to process this type of call. Customer asked for a supervisor and the agent refused to get one.	09/14/06	Apologized for inconvenience. Follow-up requested. Agent was coached on the importance of following customer's instructions when processing calling card calls. Though the operator demonstrated knowledge of the correct procedures to process this type of call, the agent did remember this call and informed the caller of the recorded message when entering the calling card number. Agent stated supervisor was called over and the customer disconnected the call as the supervisor began to assist the caller. Supervisor was then questioned on this incident and knew the details and remembered the call disconnecting as she was to begin assisting them. The customer was contacted on 9/21/2006.

9/06	VCO customer stated she cannot recognize her calls on her CID because they are not coming in properly.	09/09/06	Apologized; Trouble Ticket opened. Follow-up requested.
8/06	NJ Trouble Ticket customer stated she always gets the same agents and they are terrible. Customer asked supervisor questions like "can I have an old agent occasionally? Why am I stuck with all new ones it's terrible. They are all trained, but that does not make them good" Customer also said the supervisor was nasty and would not give their name.	09/08/06	Apologized to the customer. Customer would like a follow up from the account manager. Supervisor did recall this incident and stated they verified the customer note requests were followed and the agent demonstrated knowledge of the correct procedures to process customer notes. Customer disconnected before the Supervisor could finish typing message.
8/06	Caller reported that the CA did not send the holding macro to keep her informed of the long wait time.	09/08/06	Apologized for the inconvenience and told her the report would be sent to the call center supervisor. No follow up requested. Team Leader met with agent, who remembered this call. Agent was holding for a live representative, and was coached on proper call procedures and the importance of keeping caller informed.
8/06	Agent did not use the privacy feature when requested by customer.	09/08/06	Agent was coached by Team Leader on the proper procedure for handling "privacy requests" by the customer and instructed agent to call for help if was needed to process the call. Agent did remember call and apologized.
7/06	NJ VCO customer called to complain that she is having problems with her caller ID showing when she dials out, forcing her to repeat her name and number to the agent over and over in order for her calls to be accepted by outbound parties. This has happened before and was resolved but the issue returned.	08/27/06	Apologized for inconvenience. Opened Trouble Ticket; follow up requested. Tech said the customer is using frequently dialed numbers and they have been entered wrong on the list. The number 804-447-3022 was supposed to be 877-447-3022. Dialing the 804 number leads to a recording saying the number is not valid. (This number has been updated in the records.) Caller ID is transmitting from this number. The dial strings are fine leaving the position.
7/06	NJ VCO user called to complain that when he asked the agent to let him leave a message on answering machine the first time, the agent told him that he needed to read the message and then asked if he wanted to place another call.	08/26/06	Apologized for the problem. Customer did not request follow up. Team leader went over the VCO leaving own message procedure with this agent and coached the agent on following customer instructions or ask help if didn't know how to process call.

08/25/06	Customer stated that this agent didn't read her notes and turn off Turbo Code.	08/25/06	It was explained to the customer that if Turbo Code is turned off on her TTY, it will not work from the relay side. Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No callback requested. Non agent error. No action taken.
08/25/06	NJ VCO customer was not able to get through to her granddaughter, her caller ID is not transmitting to the granddaughter's caller ID.	08/25/06	We have yes in the GUI to transfer the VCO customer's number. Apologized to the customer and turned in Trouble Ticket. Customer would like account manager to follow up with a resolution. Tech dropped call in test PC and dialed out CID works fine. The customer confirmed that everything is working fine now.
08/20/06	Customer reported garbling. Apologized. Service Center ticket 2320841 was opened.	08/20/06	Tech said the problem is occurring across multiple centers. It has to be in the customer's line/equipment. Customer requested follow up.
08/18/06	NJ VCO user complained agents do not respond when she makes calls or the response transmits very slow.	08/18/06	Apologized, verified wpm is 60, branding is in place and let her know I would inform the relay technician to check the system. Suggested she contact the equipment program. No follow up requested. This was an isolated incident. It happened on one call.
08/17/06	Customer called in and CA did not open VCO bridge per customer notes. Also did not respond when customer typed VCO caller. Eventually CA responded and asked for number to dial. Customer asked for supervisor and CA hung up.	08/17/06	Team Leader went over proper VCO procedure. CA did not remember call but stated he would do better in the future.
08/17/06	Customer called in as VCO. CA did not follow instructions in notes to open VCO bridge. CA did not respond to customer.	08/17/06	CA does not recall having any VCO calls or technical problems like this. CA demonstrated correct handling of VCO calls.
08/17/06	Caller is being blocked when calling through Relay NJ. Caller has a COC selected.	08/17/06	Apologized for the problem and opened Trouble Ticket. Follow up is necessary for problem resolution. Tro Tech said he doesn't know which call center this came out of but it is not happening here in NJ. In order to solve this issue is to get more information such as CA's number, and <u>time/date of the call.</u>
08/16/06	NJ VCO complained agents do not pay attention when he asks to hang up on answer machines; they type the entire messages to him.	08/16/06	Spoke with CA who did not recall incident. Coached CA on importance of following customer requests.

1/06	Caller reported that transmission is garbled and having difficulty with their calls.	08/11/06	Taken by relief agent at 5:50 a.m. and told caller that Turbo Code feature would be turned off by adding note to database No follow up requested.
1/06	NJ VCO complained agents do not pay attention when he asks to hang up on answer machines; they type the entire messages to him.	08/11/06	Apologized and explained if he can make note of the ID numbers we can let the supervisor know to address it with each agent. Customer does not want contact.
1/06	VCO caller reported that he has spoken with supervisors and account manager in the past and still is upset with continued garbled typing and the CA this time did not follow his request to retrieve the messages from his answering machine. There was a very long pause with no response from operator so he had to disconnect and call back to relay again.	08/09/06	Told customer I understood his concern and would include his comments in the report to the supervisor. No follow up requested.Coached the operator on the importance of following the VCO user's instructions. Also coached to make sure the VCO bridge is open when processing this type of call. While the operator did not recall call, was reminded to contact supervisor for assistance if needed.
1/06	NJ VCO customer called to complain that when someone leaves a message on her VCO machine through relay, the answering machine disconnects when the operator hangs up.	08/08/06	Apologized. Suggested calling the manufacturer for help. She said she had done this and they told her it was a relay problem. Opened Trouble Ticket. Follow-up requested. The customer was having this problem with their old phone. When they got the new one the problem continued. I found out that when she switched phones she did not change the cables over that came with the new phone. I suggested she at least use the power adapter that came with the new phone; she will try.
1/06	Customer not receiving CID.	07/31/06	Apologized, Trouble Ticket was opened. Follow-up requested. Attempted contact with this customer on 7/31/2006 and 8/1/2006. Tested this phone number for Caller ID transmission and it appears to be working. The customer probably has a faulty caller ID box or perhaps it is in need of a battery.
1/06	NJ VCO customer stated the operator dialed the wrong number when customer wanted to call relay customer service. This customer stated she has had problems with her phone in the past. Customer was also not wanting the operator to get in trouble but said she constantly has trouble with the relay operators.	07/28/06	Apologized to the customer, and advised her that the only way for us to help the situation is if the customer gives us the operators number. Customer does not want a follow up. Trainer spoke with agent about following proper procedure and if there were problems to contact supervisor.
1/06	NJ VCO customer complained that agent did not know how to do AMR and could not get a message from his answering machine.	07/28/06	Apologized and gave account manager information. Customer will follow up with account manager.The agent did not remember an event of this nature, agent was coached on the procedures to be followed when handling this type of call, and was knowledgeable of the procedure prior.

8/06	NJ VCO user complained that agent hung up on him after requesting an AMR.	07/28/06	Apologized and gave account manager information. Customer will follow up with account manager. The agent did not remember an event of this nature, agent was coached on the procedures to be followed when handling this type of call, and was knowledgeable of the procedure prior.
5/06	Trouble Ticket customer reported agent did not follow instructions when calling answering machine; agent typed "playing message" and customer asked agent to stop immediately. Customer expects all agents to follow instructions	07/26/06	Apologized; Customer Database instructs agent to type (ans mach) when reaching answering machine. Customer did not request follow up. Agent was coached by Team Leader on following customer instructions and inbound notes.
4/06	NJ VCO customer called to complain that his caller ID was not showing up when he called his friend, calling the calls to be blocked.	07/24/06	Apologized for inconvenience. Opened Trouble Ticket. Follow-up requested. There was a problem with the ani.dat file not updating customer profile information; shows that Caller ID is now being sent. ani shows caller id pass and is being sent with caller id from the relay service. Issue resolved and relayed to consumer.
4/06	NJ VCO customer cannot make a long distance call through NJ relay. Customer gets a recording that says "your call can not be completed from your calling area." The customers hearing wife can make the call with no problem. COC in database is Verizon. Operator said that the call will only go thru if she chooses "all others."	07/24/06	Apologized for the inconvenience. Opened Trouble Ticket; customer requested follow up. Verizon has informed us that the customer must contact Verizon at 1-866-781-1297 in order to get this issue resolved. The customer was instructed to contact Verizon in order to resolve the problem herself.
3/06	A customer called to report he has been unable to reach his VCO mother through relay the past six months after hours and on weekends when traffic is sent to SD and TX agents. Customer is very frustrated that technicians are not available on weekends.	07/16/06	Apologized for inconvenience. Opened Trouble Ticket. Follow-up requested. Tech Spoke with customer. Customer will work with the technicians in SD/MO in order to test the equipment.
4/06	Customer said she is having a lot of trouble with garbling on calls placed through the relay service. She said this just started happening recently, but she usually has to call into relay four or five times before she is able to get a call through without garbling.	07/04/06	Will forward to technicians for further investigation; follow up requested. Entered Trouble Ticket on customer's garbling and forwarded contact information to technician. Technician will contact customer on garbling issues.
3/06	NJ VCO customer stated random problems with caller ID not showing, thus blocking his calls to individuals with a privacy manager type of device on their line. Customer stated he has never had caller ID blocked and is frustrated as this has been occurring the last 6 months.	07/03/06	Apologized and opened Trouble Ticket. Follow up requested for resolution. Unavailable unable to find issue with customer database information; waiting for customer callback at this time.

0/06	CA hung up after customer requested 2 line VCO	06/30/06	Coached operator on the procedures to be followed when handling this type of call. However the agent was knowledgeable of the procedure prior. While the agent did not recall circumstances of this nature, the agent was reminded to report any technical difficulty that may result in disconnects and reminded of the consequences of disconnecting a call.
0/06	Customer said he is having a problem with his number being blocked. He said he does not have caller ID block on his line and does not know why this is happening. He has Verizon for phone service and also called them and informed them of this problem.	06/20/06	Trouble ticket submitted to technician.
9/06	VCO caller reported that his caller ID is not transmitting to his friend's number who is on his frequently dialed list. This causes the call not to go through because the friend has privacy manager feature. Similar problem occurred in April and trouble ticket was entered.	06/19/06	Apologized for the inconvenience and thanked caller for providing the agent ID number so a new trouble ticket could be entered. No follow up requested. Tech double checked the customer's profile and everything is setup for Caller ID. The customer needs to contact his local telephone company and have them check to see if they are setup for Caller ID. The privacy bit for this number may need to be changed by the LEC.
6/06	Caller reported that when she forgot to tell the relay operator not to send her caller ID on a relay call to her sister, she quickly disconnected so the number would not transmit. She then called back to relay and got the same operator, at which time the operator asked her if she just placed a call a moment before. She replied that yes she did, and the operator told her the person she called was very upset that she hung up on her. She thought this was very unprofessional.	06/16/06	Apologized for the occurrence and told her the report would be sent to the call center supervisor. No follow up required. Coached the agent on procedures to be followed when handling this type of call, however the agent was knowledgeable of the proper procedures prior.
5/06	Customer stated operator dialed out the call and then said a "person hung up." Customer wanted to know if male or female answered the phone or if the line just disconnected; the operator typed sksk and disconnected his call. Customer was trying to reach family member and wanted to know if they had problems with answering machine not picking up.	06/15/06	Assured customer this would be forwarded to supervisor. Team Leader met with agent, who did not remember call. Agent was coached on proper call procedures.

3/06	VCO customer stated the operator dialed the wrong Long Distance number and then did not give him credit on the wrong number dialed. He also stated most operators type too fast.	06/13/06	Assured Customer this information would be forwarded to operators immediate supervisor. Also informed the customer operators would lower the speed at his request. Customer did not want a call back. Forwarded complaint on to agent supervisor to coach on how to do immediate credit for the customer if asked to do so. Especially if the agent dialed the wrong number.
3/06	Customer reported many disconnects when dialing NJ Relay @ 800-852-7899.	06/13/06	CS apologized for the problem and opened Trouble Ticket. Follow up required for problem resolution. The only call not completed on 6/13 was placed through the Missouri system. The other 11 calls the customer made were completed. This is more than most likely operator error as we have not gotten any other complaints on this matter and it only happened 1 time in 12 calls.
5/06	A voice customer, calling her VCO mother, stated the operator had poor spelling throughout the call and then the messages were garbling and at the end of the call, the operator said "caller hung up." The voice customer said that her mother would not have hung up. The customer also stated her mother is very sick and she will continue to complain about operators since it is very important she be able to communicate with her mother.	06/05/06	Apologized for problem and said would forward her concern to the operator's supervisor. Operator did not recall this call, however was coached on the importance of not disconnecting calls. Also advised the operator of the consequences of doing so and to contact supervisor if a technical difficulty that may result in a disconnect.
5/06	Caller experiencing garbling problems.	06/05/06	Apologized for problem and opened TT ID 1824598. Caller does want follow up from Account Manager via e-mail. Tech was unable to resolve the customer's garbling issue, and added the customer's number to the list of numbers that are not routed to the Minnesota center. AM made three attempts to contact the customer last week without success.
3/06	NJ hearing customer stated the operator had very poor spelling, and is also upset about the overall service of relay. Customer said she calls her mother who is hearing impaired and the mother's part of the conversation is so garbled she can not understand what is being said and hangs up.	06/03/06	Apologized; requested follow up. Although the operator did not remember the event of this nature, the agent was reminded to report any technical difficulty that may result in disconnects.

DOCKET NO.

03-123

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