



The Public Utilities Commission of Ohio

Monitoring marketplaces and enforcing rules to assure safe,
adequate and reliable utility services

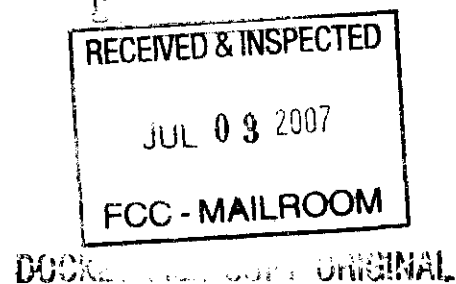
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July 2, 2007

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

As required by CG Docket No. 03-123, please find enclosed the original and four copies of the Annual Complaint Log and Summary Report for the State of Ohio's Telecommunications Relay Service from June 1, 2006 through May 31, 2007. Also enclosed is an electronic disk which contains the complaint log summaries.

The Service Monitoring and Enforcement Department of the Public Utilities Commission of Ohio (PUCO) did not receive any complaints concerning the quality of service of the Ohio Relay during that timeframe.

If you have any questions or need any further information, please contact me at (614) 466-4054 (Voice) or by e-mail at Beth.Blackmer@puc.state.oh.us.

Sincerely,

Elizabeth L. Blackmer
Public Utilities Administrator
Service Monitoring and Enforcement Department

Enclosures

cc: Arlene Alexander, FCC, Consumer & Governmental Affairs Bureau
PUCO Docketing Division

No. of copies read 0
List ABCDE

Complaint Tracking for OH (06/01/2006-05/31/2007). Total Customer Contacts: 109

Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7	Voice customer said when calling his dad (VCO) he asked the operator to turn down the typing speed and turn off Turbo Code because VCO user was getting nothing but garbling and operator refused and told the voice person that she didn't have to talk to him and she would relay it to the VCO customer. VCO customer said operator was very rude and then didn't confirm whether operator did this or not.	05/30/07	Contacted the Dayton Relay Center representative and clarified this complaint due to the fact there is no neither ticket number nor follow up contact information. RPM received confirmation from the Dayton Relay Center representative that the customer does not request follow up. Therefore, RPM will close this case.
8	VCO customer reports CA did not respond after the GA spoken during a VCO to voice call; caller did not receive any further response from CA and finally disconnected to redial number with a different CA. Caller said CAs do not type what is heard correctly & calls are very difficult to understand and complete; they need more training, and don't care about their work. They're slow typists, need to be monitored, are incompetent, not efficient and make a bad name for relay.	05/25/07	Apologized for problem and advised complaint would be forwarded to supervisor. Customer did not request contact. Team Leader met with this agent. Discussed proper call procedures and the importance of following customer instructions. Told agent that if experiencing any technical problems that a supervisor should be notified of any issues. Agent understood.
7	Disconnect/Reconnect during calls	05/22/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent tips to reduce their occurrence.
7	Customer stated that this CA got some very important information mixed up on her call. The CA typed the times wrong, getting them just reversed. This would have caused the customer much frustration had she showed up for the function at the wrong time.	05/17/07	Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested. Supervisor spoke with CA who stated she did not remember doing this, but would pay careful attention to make sure to get all of the information given is correct and accurate.
7	Voice person said CA talked to her in a rude impatient manner because she didn't respond right away after getting the GA.	05/16/07	Supervisor met with and coached CA to remain patient and polite if caller is unresponsive.

05/10/07	VCO was concerned that operator typed very slow and had to tell the voice person many, many times to slow down. VCO said there were many mistakes in typing.	05/10/07	Met with operator and relayed customer's concern. I did notice several typos on the screen.
1/12/06	VCO customer said CA did not type what was said correctly. name was misspelled, and many other words were incorrect. Caller said CAs do not type what is heard correctly & calls are very difficult to understand and complete; they need more training, and don't care about their work. They're slow typists, need to be monitored, are incompetent, not efficient and make a bad name for relay.	05/10/07	Apologized for problem and advised complaint would be forwarded to supervisor. Customer did not request contact. Team Leader met with agent. Went over proper call procedures and the importance of accurately relaying the conversation. Agent understood.
04/29/07	Customer placed long distance call to sister. Agent disconnected call during conversation and was very rude and hung up on the customer. Customer does not want to be billed for this call.	05/09/07	We do not currently have an operator assigned to this number.
04/19/07	Customer states the CA did not follow each word she said and we need to train people correctly.	05/07/07	Team Leader met with CA and sent out letter to customer on May 5th.
05/01/07	VCO user sometimes uses Speech to Speech. Agent would not process the VCO call using Speech to Speech. Just kept saying need to call regular relay.	05/02/07	Team Leader met with CA and coached him if in operator mode they need to ask customer if requesting both VCO and Speech to Speech services.
04/27/07	VCO customer states CA hung up on them. Customer typed "VCO" and then waited and the call hung up. Customer says his/her machine is working fine.	04/30/07	Team Leader spoke with CA and reminded her to make sure to use Alt V when they see VCO and also make sure to look for the TTY type in case the VCO user decides to type. CA stated she didn't hear anything so she disconnected the call but will remember to be more careful in the future.

Caller said he dialed relay and gave number to dial and no operator ever responded. Suspect technical issue with voice/data transmission.	04/26/07	Apologized for problem and opened Trouble Ticket. Customer did not want to be contacted on this. Case closed since customer does not want to be contacted.
OH VCO user called to complain that agent dialed the wrong number and kept redialing even after she asked him to hang up the phone.	04/25/07	Apologized for the problem. Customer did not want follow up. Team Leader met with this agent and discussed proper call procedures. Went over the importance of following customer instructions. Agent understood.
Caller not receiving typing from relay operator.	04/25/07	Apologized for problem and open Trouble Ticket. Follow-up required for problem resolution. There is a fix going in on the next release to make Turbo Connections more stable for customer. Solved/Cleared.
VCO customer said operator did a poor job in handling call procedure. Operator had typed (M) Hello- and there was no response, then the operator hung up.	04/18/07	Agent did not recall this incident. Agent is aware of the call processing procedure.
Customer reported that calls to her friend (TTY) in Florida have not been completing since January. The relay operator always gets an error message when dialing her friend's number, "this call is not authorized, call 800-645-0005...43T."	04/11/07	Apologized for the frustration and told her that a Trouble Ticket would be entered to investigate the problem further. Follow up requested. Transferred to the right SME in Florida. RPM called the customer and spoke to the customer's husband. RPM called again and spoke to the customer's husband. Customer is satisfied. Test calls completed fine with no issues. Tried it twice. No problems
TTY customer said agent didn't tell him anything after she dialed. She hung up on me with out letting me know what was going on.	04/06/07	Supervisor immediately met with the agent and she admitted she forgot when she heard TTY tones and just connected. Supervisor called customer and explained CA knew a mistake was made and apologized. Customer was happy with resolution.
Deaf blind customer states the CA was not patient. The customer intended to request another call, but the CA disconnected her at approximately 1130 on March 27th. Customer's notes are in place, and the CA should have expected a delayed reply.	04/02/07	Apologized. The supervisor will be notified. No follow up. Supervisor coached CA to expect longer delays with deaf/blind customers, and to call for supervisor assist if having difficulty.
Accuracy of captions	03/30/07	Customer shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback and informed them that 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.

7	OH Voice court office personnel complained when receiving a call, the agent never asked if they had used relay before and did not explain the service. Customer felt this very inappropriate causing much confusion in their call.	03/29/07	Apologized, explained relay protocol, and let her know I would be sure to inform trainers and account manager. Customer did not request call back.
7	VCO user stated this CA did not do her job properly. The CA disconnected her call and the customer wanted to make another call. The customer called back into relay and got the same CA and did not get a response from her.	03/28/07	Center manager met with the CA and put her on a level of corrective action. Team Leader tried to call customer multiple times but received a busy signal then on 3/27/2007, she received a recording that stated the number was no longer in service.
7	Customer reported agent did not wait for her to type agent very rude & disconnected customer, who is deaf blind.	03/27/07	At the present time we do not have an agent with that number. No follow up indicated.
7	Customer gave agent a Wal-Mart credit card number and told agent to get a supervisor after someone answers. The agent asked the caller if they wanted a live person. The caller got mad because it should have been obvious that the caller wanted a live person.	03/19/07	Supervisor spoke with the CA and told her if the person asks for a live person in the beginning, she does not need to send the macro. CA understood.
7	Disconnect/Reconnect during calls	03/19/07	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.
7	OH TTY user called to complain that agent first dialed a wrong number and then while she was typing to him that agent disconnected the line.	03/07/07	Apologized for the problem. Customer did not request follow up. Supervisor coached CA to have disconnects documented.
7	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.

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Caller said agent hung up on her.	03/01/07	Apologized for the problem. No follow-up required for this issue. Supervisor met with the CA who followed procedures and knows if there is no response, the CA will get a supervisor. CA was coached to not hang up on any customers.
OH TTY user complained agent hung up on her when she was still on the line at 10:45 AM, 2/23/2007.	03/01/07	Apologized; no follow up requested. Supervisor spoke with CA, who said she did not hang up on the caller but in fact, the outbound hung up and the TTY user was mad about the outbound hanging up and didn't seem to understand that the agent was still there.
OH TTY user complained agent typed to her before she could type, and then hung up on her 2 times.	02/26/07	Apologized, explained that I would be sure to inform the agent supervisor about the problem. Customer does not want contact. Supervisor met with CA who followed procedure. Call came in on the wrong line, CA switched over to TTY line and when it switched over, it sent the greeting while TTY customer was typing.
TTY customer reported CA did not follow request to slow typing; in the past, CAs honored her request but this CA did not when customer was calling the doctor.	02/26/07	Apologized for problem and suggested to enter Customer Database Note regarding Typing speed; customer's husband also uses relay and did not want to enter note sp will request on call by call basis because some days needs slower typing than others. Suggested customer request specific speed and advised complaint would be forwarded to supervisor. Follow up requested. CA coached on typing speed procedure.
Disconnect/Reconnect during calls	02/23/07	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 letter with tips to reduce their occurrence.

02/14/07	Caller reported that CA hung up on her twice.	02/19/07	No follow up requested. Supervisor met with the CA and coached her on procedures.
02/19/07	Caller reported that the VCO call received the greeting, "Voice (or Type) now GA," so she spoke giving the number and name of the person and to instructions to just leave a message. She waited and waited and nothing happened, then got the typing, "number calling to pls.". She repeated the information to leave message again, waited again, and once again received the typing, "number calling to pls."	02/19/07	Apologized for the inconvenience and told caller the report would be sent to the call center supervisor. The number was branded in CS as VCO and worked properly. No follow up requested. This was a technical issue with VCO calls that has been reported.
02/05/07	OH Blind TTY user complained agent hung up on her again. Customer felt this was rude.	02/19/07	Apologized. Customer does not want contact. Supervisor coached CA to never hang up on callers.
02/14/07	Captions - dropped characters/garbled text	02/14/07	Customer shared feedback regarding accuracy of captions. CS Rap apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date "time" CA # for more specific follow up.
02/05/07	Caller said they had to wait eight minutes to speak to Customer Service. Caller just wanted management to be aware of the wait time.	02/05/07	Apologized to the customer for the problem. Follow up not required on this issue. Call volumes were busy during this timeframe.
01/31/07	Disconnect/Reconnect during calls	01/31/07	Explained the difference between a CapTel phone and a traditional phone and why disconnections might be occurring. Offered tips to reduce their occurrence.
01/25/07	Customer was not able to reach a government toll free number through the Ohio Relay.	01/25/07	Apologized for the problem. Provided VCO number for Federal Relay. No follow up.

01/18/07	OH VCO customer called to complain that agent was very rude. The agent reached an answering machine and the customer left a message, but no confirmation was given. Customer asked if the message was left and agent typed, "Yes, your message was left! I already told you that!"	01/24/07	Apologized for rudeness. No follow-up requested. Coached CA to be more customer service friendly.
01/22/07	Disconnected/Reconnect during calls	01/22/07	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.
01/19/07	Caller reported that the CA did not respond to his voice. He kept repeating, "hello, hello" many times with no response.	01/19/07	Apologized and thanked the caller for letting us know and told him it is possibly a technical issue in the system, but I would forward the report to the call center. No follow up requested. Met with CA who was a trainee and was her first time on the floor taking live calls. Coached CA.
01/03/07	Customer stated that when his brother called through Sprint IP relay, that the CA told his brother that he was not deaf, but dumb. Customer also states that CA said he was not using relay the proper way.	01/18/07	Apologized for the inconvenience. Customer wants a follow up via e-mail. This agent ID number is unassigned. Attempted to contact customer, no reply. While individual coaching is not possible the center will watch for and attend to any concerns similar to those described.
11/13/06	Customer stated that this agent didn't follow her instructions and when she asked for customer service the call was disconnected.	01/18/07	Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested. Met with CA. This call occurred nine weeks ago and CA did not specifically remember it. CA did demonstrate knowledge of proper procedure for transferring customer to customer service.
01/12/07	TTY customer stated that the agent hung up on the caller.	01/17/07	Apologized. No follow-up requested. Met with the CA. CA terminated.
12/13/06	Caller said agent did not follow notes in database. There is a technical issue at present preventing database notes from appearing.	01/17/07	Apologized for the problem and let customer know problem would be reported. No follow-up required. Assigned Trouble Ticket for this issue. Tech is resolving.

01/15/07	Disconnect/Reconnect during calls	01/15/07	Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
01/02/07	Caller instructed the CA to contact cable customer service with SBC and get a live person. CA kept asking if wanted SBC Customer Service, and caller repeated. Caller does not want this CA to handle any more of her relay calls.	01/11/07	Thanked caller for letting us know and told her the report would be sent to the call center supervisor. No follow up requested. Supervisor met with CA who said she dialed the phone number, and the phone was answered Comcast Customer Service. The CA asked the customer for clarification. CA again asked, saying she was confused. "Did you want SBC or cable company?" Caller then hung up. CA was trying to be helpful making sure she was connecting caller to the right company. Team Leader informed CA that it is proper and helpful to ask for clarification to be certain the CA is processing the call as caller wanted and following CSI guidelines.
12/18/06	Agent did not read notes to not type answering machine message but to just type "Ans Mach)" Ga so they could leave a message first time. Agent also hung up on the customer when she asked to redial to get through the privacy manager.	01/11/07	Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested. Team Leader met with the CA and coached CA to always read customer notes and never hang up on customers.
01/05/07	Caller said CA dialed incorrect number twice and waited 5 minutes for a supervisor.	01/05/07	Apologized for confusion. CA did in fact dial the number provided by the caller twice. Did not take 5 minutes to get supervisor. AC processed call with supervisor overlooking with no further incident. No action taken. Non-agent error. This was observed by Team Leader.
12/08/06	Ohio VCO user called to complain that agent did not follow her instructions that are in her notes and that agent argued with her when she questioned agent about what happened during the call.	01/04/07	Apologized for the problem. Customer did not request follow up. Met with CA. Coached CA to always follow customer notes.
01/03/07	OH VCO user complained agent kept repeating same greeting with GA then nothing. Agent could hear her but caller was unable to use VCO. Customer felt agent needs training.	01/03/07	Apologized, and entered Trouble Ticket. No follow up requested. Verified info with Sprint contact person; technician was unable to duplicate issue. Agent was spoken with and it was determined that there was no problems on subsequent calls. PC was rebooted as a precaution. No additional reports of this nature have been received.

12/15/06	Captions Lag too far behind voice	12/18/06	Customer shared feedback regarding captioning speed. CS Rep apologized for incidence and thanked customer for the feedback and informed them that 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.
12/14/06	Caller said agent did not read database notes about not explaining relay on her call.	12/15/06	Apologized for the problem. Follow not required on this issue. We currently do not have an agent assigned to the ID number provided to us.
12/09/06	Customer complained that the operator did not following his instructions. He asked for a male operator and the answering operator continued the call. The customer also asked the operator to ask for a specific person and the operator did not ask for that person.	12/09/06	The complaint was noted into the system and an apology was given to the customer.
12/05/06	OH voice customer called to report she has been unable to call her TTY friend via relay for "quite some time." She says relay always tells her the line is busy, but her friend tells her the phone was not busy, and they can speak without trouble if her friend calls her back.	12/05/06	Apologized and opened Trouble Ticket. Customer called and left a message thanking us for taking care of her issue and she is happy now.
11/30/06	Customer stated that he called his eye doctor and he felt that the words that the CA typed back, including profanity, could not be the words that his doctor's receptionist would use. At the end of the call the CA typed "thank you for using Ohio Relay, retard."	11/30/06	The Agent's Team Leader and Center Manager both met with agent. She was coached and, due to the seriousness of the complaint, put on the final warning level of corrective action and it was made clear to her that another complaint like this could result in her termination. Customer had requested phone follow-up. Center Manager called customer immediately after meeting with CA and spoke with customer. Customer was satisfied with resolution.
12/01/06	Caller reported that on 11/30/06 on call to doctor office, CA dialed and rang 3-4 times then typed "line went dead." Redialed and CA typed "idiot stop saying GA" and hung up. Redialed and CA typed "oh is this you again retard?" and hung up. Redialed and CA typed "hey (foul name) F..you." Spoke to supervisor who said agent would be spoken to. Afterward caller visited doctor office to accuse receptionist of foul remarks. Those remarks were denied.	11/30/06	Apologized, wants follow-up ASAP. Due to the seriousness of the complaint, both the Team Leader and Center Manager met with the CA immediately. Because this was the second call in less than two months with a similar complaint, the CA was placed on final warning and it was made clear that any further instances could result in termination. Customer was followed up with customer at 5:00 PM, approximately one hour after the complaint was lodged, and he was satisfied with the follow-up. Followed up with customer and advised that there were no misdeeds during the timeframe in question. The center manager also contacted customer to advise of the status of the operator.

<p>Apologized for problem and advised complaint would be forwarded to supervisor. Customer did not request contact. CA remembered caller requesting to dial customer service number, gave number, and did not ask for transfer to customer service. Also stated that the call did not dial out (no dial tone) at that time. CA was questioned on options available to try when calls do not dial out immediately. CA showed correct knowledge of call processing in this area.</p>	<p>11/29/06</p>	<p>Relay Customer Service so customer needed to hang up and dial directly to reach Sprint Relay Customer Service.</p>	<p>VC0 customer reported CA did not know how to transfer to Relay Customer Service so customer needed to hang up and dial directly to reach Sprint Relay Customer Service.</p>	<p>VC0 customer reported CA did not know how to transfer to Relay Customer Service so customer needed to hang up and dial directly to reach Sprint Relay Customer Service.</p>	<p>OH voice caller received upsetting calls via Sprintp. Caller has worked in audiology, and is very much aware of relay services. She is amazed this abuse of such a necessary service can happen.</p>	<p>Caller said she used Sprint IP Relay to dial 800 432 0762, which connects to the Michigan Relay Supervisor Desk. The caller is deaf, and a manager at that center, and wanted to speak with an employee there. This was indicated at the beginning of the call. The agent said that she could not process a call to another relay service. When the caller pointed out that she was not trying to reach another operator directly, supervisor was contacted and kept the caller waiting for 15 minutes to verify the accuracy of the information. The caller found this an offensive implication that she was lying. She then placed the call with a different agent.</p>	<p>11/22/06</p>	<p>Did not mention this to the caller, but had received a call from an Ohio Relay supervisor named Penny earlier in the night. The purpose of that call was to get Michigan Relay's regular access number, which is indeed different from the number which the caller was trying to reach. I apologized for the delay which the caller had experienced. She replied that most Sprint IP agents do a fantastic job, but this supervisor was unduly suspicious and insensitive. There was also some confusion about why Juanita identified herself as an Ohio Internet Relay representative when the Internet relay service is not state-specific. E-mail follow up requested. Met with supervisor explained that while we don't process relay to relay with two different agents on the line, we do allow customers to call other relay centers where they are dialing to speak to a specific person at that center. Coached supervisor to prevent this from happening in the future. Contacted customer and apologized.</p>	<p>Apologized to the customer for any inconvenience this may have caused. Agent had discussion with Supervisor. Agent is aware of importance of being polite all times. Agent does not handle OH Relay calls however.</p>	<p>11/22/06</p>	<p>Voice customer felt that this CA did not handle the call very well. The customer felt uncomfortable with the CA because she was rude throughout the relay call.</p>
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<p>Supervisor was very rude when called over. For example, when asked for her number, said she did not have one. When cornered that all CAs have them, she grudgingly admitted that she had a supervisor number and provided it.</p>	<p>11/21/06</p>	<p>Calmed the customer down and apologized for the inconvenience. I said that the person should be spoken with to prevent future problems. The customer does want follow up. Met with the supervisor in question on and coached her to always provide number immediately and to make sure she always maintains a pleasant tone of voice. Called customer back and apologized for the incident.</p>
<p>Accuracy of captions</p>	<p>11/17/06</p>	<p>Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that 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.</p>
<p>Customer asked for customer service and the agent didn't transfer but asked what number to dial.</p>	<p>11/16/06</p>	<p>Apologized to the customer and assured that the complaint would be sent in as stated. No call back requested. Agent did not recall specific call, or problems with other calls that night. Agent correctly described process in transferring calls to customer service, remembering to give CS phone number if problem in transfer. Agent also correctly explained when there would be a need to inform a caller that they reached the wrong number.</p>
<p>Caller said they placed call and it was a wrong number so caller asked agent what number was dialed. Caller thought s/he may have given wrong number and agent said s/he was not allowed to give that information. Caller then asked for Customer Service number, agent said s/he was not allowed to give that information. Caller then asked to speak to a supervisor and same thing, not allowed. Caller became upset and wanted to know about this.</p>	<p>11/15/06</p>	<p>Apologized for the problem and explained that agent is allowed to help the customer by giving these numbers to customer. Follow up with customer is not required on this issue. CA explained that it was an Internet call that dropped in. Not knowing that calls cannot be technically feasible to be transferred from the Internet, several unsuccessful attempts were made to transfer the call to customer service. CA thought both call-to and call-from numbers cannot be given to the customer upon request due to company policy. Coached CA to provide only the call-to number not the call-from number upon customer's request.</p>
<p>Caller reported that the operator was talking loud, yelling at her and being rude.</p>	<p>11/08/06</p>	<p>Rep was unable to enter CS Live so report was forwarded to CS in MO the next morning. Customer requests a follow up call at number provided. We currently do not have any of our CAs assigned to the ID number furnished by the customer. Therefore, we cannot locate and meet the CA in question for a coaching opportunity. I have reached the customer successfully, however the customer wouldn't allow the relay agent who was facilitating the call to explain Internet relay during the call set-up. The customer disconnected the call. I had the agent redial and have the agent relay my message in the hopes that the customer would stay on the line. Much to no avail, the customer disconnected the call a second time.</p>

<p>OH VCO customer called to say agent didn't seem to be paying attention to the call. Several times she spoke to her and the agent didn't answer until she typed. The customer asked the agent why she didn't answer and the agent said only, "I didn't hear what you said." The agent also misdialed the number given twice.</p>	<p>11/02/06</p>	<p>Apologized for inconvenience. Customer wants a call back. Please leave a number so she can return the call if she is out. Team Leader met with this agent and went over proper call procedures. Told agent that she should contact a supervisor if they are experiencing technical difficulties. Explained the importance of following customer instructions. Agent understood. Attempted to contact customer, left follow-up number but never heard from customer.</p>
<p>OH VCO customer stated he is not able to make a long distance call with his COC, which is in the database. Customer stated hearing people are able to make the long distance call from his home but he is not able to make a LD call through relay. This has been going on since Aug 16th 2006. Customer gets a recording that says "all circuits are busy."</p>	<p>11/01/06</p>	<p>Apologized to the customer, and turned in Trouble Ticket. Customer would like follow up. RPM called yesterday through Video Relay Services but no answering machine. RPM tried to use TTY to call the customer today at 1 p.m. and at 3 p.m. and left messages.</p>
<p>CA did not understand what caller said when she gave a number with SBC. She wanted to bill the call to SBC, but the CA dialed and got answer to ask for the name with SBC. Caller felt the CA was not experienced and did not do a professional job.</p>	<p>10/26/06</p>	<p>Apologized for the misunderstanding and told her the report would be sent to the supervisor. Follow up requested and caller said that she is never contacted by the supervisor when she asks for follow up. She will report to FCC if no contact is made this time. After I spoke with the CA and TTY customer at separate times, both seem to have misunderstood each other as to how the dial-out instructions should be carried out. CA wasn't deliberate in not following the customer's instructions; rather the instructions were what CA thought should be followed. Coached CA to ask for clarification first, before dialing out. During my follow up TTY conversation with the customer, apologized on CA's behalf, to the customer for the inconvenience we caused.</p>
<p>Caller said agent did not announce relay call and person she called hung up.</p>	<p>10/16/06</p>	<p>Apologized for the problem. No follow-up required on this issue. Spoke with CA about this particular complaint. CA explained that the TTY customer was upset because the outbound caller disconnected the call after the CA announced the call. The CA dialed back per customer's request and reached an answering machine. TTY customer blamed the CA for disconnecting the call the first time. The floor supervisor confirmed that the CA was telling the truth. Attached to the hard copy is a document detailing the incident supporting CA's statement.</p>

3	S2S customer wanted to make a formal complaint about agent who he felt that did a horrible job of handling his call. The customer was trying to end his call by saying, "I'm getting ready to sign off, kindly regards" and the agent could not understand. The customer wanted to know if there is a way to inform S2S operators of certain techniques this customer uses. He was also wondering if a cassette tape could be made of his voice to help train new S2S operators. He also mentioned having new operators sit with his "top" operators who can understand him.	10/14/06	Entered complaint into CS Live. Assured customer that a call back (through S2S relay) or an email would be sent so that he can discuss this further and get resolution of his complaint. The CA ID number provided is currently not assigned to any of our employees. Therefore we could not meet and coach the CA in question. Emailed a follow up letter.
3	Agent asked customer if they wanted the speed reduced.	10/06/06	Apologized. No follow-up requested. Team Leader coached CA not to ask to adjust the typing speed if a blind/deaf caller comes in with no notes posted. Coached CA that if the user wanted the speed to be lowered that it would already be in the notes. Otherwise, process the call at regular speed.
3	Accuracy of captions	10/06/06	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.
3	Asked agent to call bank and she hung up. Customer has had problems before with this particular CA. She placed the call and disconnected when there were no TTY tones.	10/04/06	Apologized to the customer for any inconvenience this may have caused. Will have the supervisor follow up with the customer by phone. Met with CA and coached on disconnection procedure. Also get a floor supervisor to disconnect or verify that CA followed instructions. Informed the customer that this CA was placed on corrective action to hopefully ensure that disconnects won't happen.
3	VCO caller was very upset. CA dialed the wrong number. Caller told the CA this. CA repeatedly asked the caller to repeat the number. Caller was held up about 5-10 minutes because of this.	10/04/06	Apologized to the customer for any inconvenience this may have caused. Met with CA immediately. Coached him to call for assistance if having trouble understanding or needs help with call processing.
3	TTY user placed a call. After the call was over, the TTY user saw: (Person hung up) ORS XXXF GA or SK. The CA did not give the customer a chance to respond before the CA typed, "thanks sksk" followed by an unpleasant remark, "slowpoke" before the CA disconnected the call. TTY user has cerebral palsy and is not a fast typist and was highly offended by this call.	10/04/06	Apologized to the customer and that this behavior wasn't acceptable. Customer requested follow up, however no contact information was furnished. CA did not remember this particular call and said s/he is not rude to any caller especially one that's disabled. Coached CA to make sure to have the floor supervisor document the call before disconnecting the call because there were no response received from the caller.
3	Caller has been getting numerous fraud calls at his business. He was wondering if a block could be put on his line.	10/04/06	Informed caller we cannot put a block on his line. Suggested he contact his local phone company to see if they can assist with that. Also gave the number for the FCC to report fraud. No follow up required.

06	OH VCO user complained agent did not let her know gender, or names of business they called, just typed "Ring 1,2,3 hello," which is confusing.	10/02/06	Apologized. Customer does not want contact. CA recalled this particular call. The customer's notes specifically ask that no relay announcement be made and type "GA" after the phone was answered. The CA had some difficulty understanding how the outbound caller answered the phone which explained why it wasn't immediately typed to the VCO customer. CA was under the impression based on what the notes said not to gender the outbound caller, only type how the phone was answered. Coached CA to gender the outbound caller and type in parentheses letting the VCO user know that CA experienced difficulty understanding the announcement.
06	OH VCO caller called to complain that agent did not read her notes and typed answering machine message causing her to have to redial to leave a message.	09/22/06	Apologized for the problem. Customer did not request follow up. Coached CA to be conscientious of customer notes.
06	Accuracy of captions	09/15/06	Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up.
06	Customer stated that this agent answered her call and then with no further response disconnected the line.	09/13/06	Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested. Met with CA, made her aware of complaint. Mentioned she can make Team Leader aware of problem with calls in the future.
06	Disconnect/Reconnect during calls	09/11/06	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.
06	Voice caller receiving harassing calls in the middle of the night via Sprintip. Customer concerned what Sprint can do about this.	09/11/06	Apologized, explained nature of relay and referred to law enforcement to report issue. Customer does want contact. Tried to send email to customer but was undeliverable.

09/06/06	MI TTY caller using Ohio Relay complained agent changed her phrasing, causing confusion.	09/06/06	Apologized. Customer does not want contact. Forwarded on to Team Leader for investigation on how agent changed phrasing with new CSI program. Team Leader met with this agent who did remember the call and stated that she had Team Leader come over to look at her screen because she felt customer might complain. CA was following proper procedure and doing nothing wrong. CA was typing verbatim what voice person was saying and had no problems following the call. The TTY user was only mild ASL and CA had no problems translating into conversational English. Non-agent error and no action taken.
09/06/06	Caller reported that the operator did not express correctly what she was typing to the doctor's office to cancel one appointment and schedule another. Due to the confusion, the call took much longer than necessary and used up too many minutes on her prepaid calling card. Caller said she hung up out of frustration and will now have to make another call to clear up the confusion. Caller typed verbatim the entire conversation to CS.	09/06/06	Apologized for the inconvenience and told her report will be sent. Follow up requested from supervisor at number provided. ID number provided does not match any of our agents, therefore we cannot meet with the agent in question. However, contacted the customer and left a TTY message apologizing for the inconvenience we've caused and explained why we could not have the opportunity to meet with the agent.
08/22/06	Voice customer said the CA explained that an outbound voice person answered the phone and to call directly. The CA immediately hung up on the customer without letting the customer explain how to proceed with the call. The recording does go to TTY tones.	08/28/06	Apologized to the customer for any inconvenience this may have caused. Customer wanted a follow up by phone. CA doesn't recall this happening. CA knows not to hang up on caller, and that the caller should always hang up first. Coached CA to make sure to hear all instructions. Called and left a message informing the customer that the CA has already been coached and apologized again.
08/26/06	Disconnect/Reconnect during calls	08/28/06	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
08/26/06	OH TTY user called to complain that agent hung up on her during a call.	08/26/06	Apologized for the problem. Customer did not request follow up. Met with CA to discuss disconnect. Warned CA that this was the 2nd disconnect complaint in one month. Coached her to request supervisor assistance to document any problems.
08/13/06	MI VCO customer called to complain that the agent would not follow her instructions to announce her name when calling a number, even after asking for a redial. The operator said "you are not being very clear. CA asked for who you wanted...good day ma'am" and hung up.	08/23/06	Apologized for inconvenience. Follow-up requested. Met with CA who said that she did try to follow the VCO's instructions but the outbound voice person was rude, using foul language telling her it was a wrong number and hung up on her. I called customer to let her know this and that I had also coached the CA to ask for supervisor assistance if this happens in the future.

06	MI TTY user stated she gave the number to dial the CA and dialed local number; the CA typed (one moment please) then Ring 1 2 (click sounds) (line disconnected) GA The customer asked the CA why click? The CA typed (don't have that info). Customer said CA had that info and refused to give it to the customer. Apologized to the customer, and asked if she wanted a follow up from the Supervisor. Customer thought I told customer to apologize then she asked me if I was fake. I said I was a live person. Customer said she were going to contact the FCC. Customer would not answer if they wanted a follow up or not.	08/21/06	Reviewed the complaint with the CA who explained that the line simply disconnected. Since the CA had no idea why the line disconnected, the CA gave appropriate response, "don't have that info." Coached CA to explain why clicking sound was heard – phone simply disconnected with no one answering the phone. Hopefully the customer would be left under the impression that the phone was never picked by the caller the customer was trying to reach.
06	OH VCO customer said she got the GA from the operator, customer gave instructions on who to dial from FD list. Operator never came back to the line. Customer does not need follow up, but said the operators need more training and better supervision.	08/19/06	Apologized to the customer. Met with CA who said she didn't have any calls like this. CA demonstrated knowledge of correct handling of FD.
06	VCO customer cannot call his daughter's local number or cell or his son in laws cell when using OH relay service. He gets through fine on regular line but not when using relay service and gets the recorded message that all circuits are busy.	08/17/06	Apologized for the problem and assured that a trouble ticket would be turned in to fix the problem. Call back requested. Complaint was forwarded on to Sprint tech. This ticket has already been forwarded to OH Acct. Manager to handle.
06	OH VCO user complains agents are not paying attention to her customer note to leave a message the first time, and suggested that the notes be more prominent. Customer did not have ID #s.	08/10/06	Apologized and thanked her for letting us know. No contact wanted. AM made effort to update team about customer's need for a more prominent display of customer's relay experience needs.
06	Voice caller reported that she cannot connect to her sister through OH relay operator. Sister lives in MA. She reaches a fast busy signal and cannot connect. When dialing the number direct not through relay the phone rings successfully.	08/02/06	Apologized for the inconvenience and told caller a trouble ticket would be entered to research the problem. Suggested the caller try placing the call through MA relay and provided the number. Test call through MA relay was successful. No follow up requested. Customer now realizes that the normal busy signal could be attributed to her deaf sister-in-law being on the dial-up internet often. However AM encouraged customer to call CS back if it is determined that the other party does not have dial-up internet that ties up the phone line.
06	VCO caller was upset that the agent "did not do her job properly." When the caller gave the agent a number to dial with the instructions to let the caller leave a message on the answering machine if one was reached, rather than typed it out. The agent dialed the number and typed "(EXPLAINING RELAY) GA." The caller thinks a message was left but when then asked the agent if an answering machine was reached and message was left, there was no answer from the agent.	07/31/06	Apologized for the problem and let the caller know that a supervisor would be meeting with the agent to go over this. Spoke with the agent who said she did not remember this customer at all nor would she send explaining relay when the customer requests to leave a message on an answering machine. This agent said she knows the correct procedures when a customer asks to leave a message on the first attempt and she does not remember any customer asking for this today.

07/30/06	Customer cannot make long distance calls through Relay.	07/30/06	Apologized. Trouble Ticket was opened. Follow up requested. AM talked to customer. Customer now realizes that the normal busy signal could be attributed to her deaf sister-in-law being on the dial-up internet often. However AM encouraged customer to call CS back if it is determined that the other party does not have dial-up internet that ties up the phone line.
07/29/06	Voice customer is suddenly not able to place calls to her mother, the call is being blocked.	07/29/06	Apologized, opened Trouble Ticket. Forwarded to appropriate center. No follow up requested.
07/27/06	Caller cannot call daughter through relay — gets a constant busy signal.	07/27/06	Apologized for the problem and opened a Trouble Ticket. Follow up with Account Manager is required for problem resolution. AM saw that the issue lies with the customer's phone company, Cinn Bell. Cinn Bell had told our engineers that the issue now belongs to Cinn Bell.
07/25/06	Disconnect/Reconnect during calls	07/25/06	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 tips to reduce their occurrence.
07/19/06	Technical - General	07/19/06	Apologized for this incidence. Contacted Call Center personnel and they explained the problem was identified and remedied immediately.
06/05/06	Accuracy of captions	07/06/06	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.

07/03/06	Customer reported abrupt disconnects.	07/03/06	Apologized. Service ticket was opened. Follow up requested. AM talked to the mother of the customer. Mother reported that the customer is hearing and uses a TTY to chat with a deaf friend. I asked for a return call if the relay service issue persists.
07/31/06	Customer was a voice caller who asked for a specific person in his FD list, and the operator asked "you have a FD list?" Customer was not sure if she was new or what and wants to make sure she is aware to not to ask that.	07/02/06	Apologized to customer. No follow up required. CA was met with and confirmed she knows procedures for frequently dialed lists.
06/20/06	During the process of leaving and reading messages, CA kept typing to the customer. "If you're there, we can't hear you." The customer was there, but didn't answer because he wasn't sure why CA kept typing that. The customer was just curious why CA kept typing. "If you're there, we can't hear you." Will notify the supervisor regarding this complaint and he/she will provide coaching on this CA on proper etiquette.	06/21/06	Although CA doesn't remember this incident, CA was coached to use appropriate phrases to sound polite.
06/07/06	Sound Quality - Static	06/14/06	Provided customer with general troubleshooting suggestions to minimize static. Customer disengaged digital phone which resolved problem.
06/12/06	STS customer has been doing STS calls for quite sometime and recently he was told he cannot give the agent the message beforehand, that he has to dial out to be sure there is an answering machine picking up before giving the agent a message. Customer thinks by giving the message beforehand, it speeds everything up rather than slowing things down and disagrees with the supervisor on this issue.	06/12/06	Apologized. Follow-up requested. CA was following CA STS protocol.

Complaint Tracking for OH (06/01/2006-05/31/2007). Total Customer Contacts: 109

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/30/07	Voice customer said when calling his dad (VCO) he asked the operator to turn down the typing speed and turn off Turbo Code because VCO user was getting nothing but garbling and operator refused and told the voice person that she didn't have to talk to him and she would relay it to the VCO customer. VCO customer said operator was very rude and then didn't confirm whether operator did this or not.	05/30/07	Contacted the Dayton Relay Center representative and clarified this complaint due to the fact there is no neither ticket number nor follow up contact information. RPM received confirmation from the Dayton Relay Center representative that the customer does not request follow up. Therefore, RPM will close this case.
11/20/06	VCO customer reports CA did not respond after the GA spoken during a VCO to voice call; caller did not receive any further response from CA and finally disconnected to redial number with a different CA. Caller said CAs do not type what is heard correctly & calls are very difficult to understand and complete; they need more training, and don't care about their work. They're slow typists, need to be monitored, are incompetent, not efficient and make a bad name for relay.	05/25/07	Apologized for problem and advised complaint would be forwarded to supervisor. Customer did not request contact. Team Leader met with this agent. Discussed proper call procedures and the importance of following customer instructions. Told agent that if experiencing any technical problems that a supervisor should be notified of any issues. Agent understood.
05/22/07	Disconnect/Reconnect during calls	05/22/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent tips to reduce their occurrence.
05/10/07	Customer stated that this CA got some very important information mixed up on her call. The CA typed the times wrong, getting them just reversed. This would have caused the customer much frustration had she showed up for the function at the wrong time.	05/17/07	Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested. Supervisor spoke with CA who stated she did not remember doing this, but would pay careful attention to make sure to get all of the information given is correct and accurate.
05/03/07	Voice person said CA talked to her in a rude impatient manner because she didn't respond right away after getting the GA.	05/16/07	Supervisor met with and coached CA to remain patient and polite if caller is unresponsive.

0/07	VCO was concerned that operator typed very slow and had to tell the voice person many, many times to slow down. VCO said there were many mistakes in typing.	05/10/07	Met with operator and relayed customer's concern. I did notice several typos on the screen.
0/06	VCO customer said CA did not type what was said correctly; name was misspelled, and many other words were incorrect. Caller said CAs do not type what is heard correctly & calls are very difficult to understand and complete, they need more training, and don't care about their work. They're slow typists, need to be monitored, are incompetent, not efficient and make a bad name for relay.	05/10/07	Apologized for problem and advised complaint would be forwarded to supervisor. Customer did not request contact. Team Leader met with agent. Went over proper call procedures and the importance of accurately relaying the conversation. Agent understood.
9/07	Customer placed long distance call to sister. Agent disconnected call during conversation and was very rude and hung up on the customer. Customer does not want to be billed for this call.	05/08/07	We do not currently have an operator assigned to this number.
8/07	Customer states the CA did not follow each word she said and we need to train people correctly.	05/07/07	Team Leader met with CA and sent out letter to customer on May 5th.
1/07	VCO user sometimes uses Speech to Speech. Agent would not process the VCO call using Speech to Speech. Just kept saying need to call regular relay.	05/02/07	Team Leader met with CA and coached him if in operator mode they need to ask customer if requesting both VCO and Speech to Speech services.
7/07	VCO customer states CA hung up on them. Customer typed "VCO" and then waited and the call hung up. Customer says his/her machine is working fine.	04/30/07	Team Leader spoke with CA and reminded her to make sure to use All V when they see VCO and also make sure to look for the TTY type in case the VCO user decides to type. CA stated she didn't hear anything so she disconnected the call but will remember to be more careful in the future.

04/26/07	Caller said he dialed relay and gave number to dial and no operator ever responded. Suspect technical issue with voice/data transmission.	04/26/07	Apologized for problem and opened Trouble Ticket. Customer did not want to be contacted on this. Case closed since customer does not want to be contacted.
04/25/07	OH VCO user called to complain that agent dialed the wrong number and kept redialing even after she asked him to hang up the phone.	04/25/07	Apologized for the problem. Customer did not want follow up. Team Leader met with this agent and discussed proper call procedures. Went over the importance of following customer instructions. Agent understood.
04/25/07	Caller not receiving typing from relay operator.	04/25/07	Apologized for problem and open Trouble Ticket. Follow-up required for problem resolution. There is a fix going in on the next release to make Turbo Connections more stable for customer. Solved/Cleared.
04/18/07	VCO customer said operator did a poor job in handling call procedure. Operator had typed (M) Hello- and there was no response, then the operator hung up.	04/18/07	Agent did not recall this incident. Agent is aware of the call processing procedure.
04/11/07	Customer reported that calls to her friend (TTY) in Florida have not been completing since January. The relay operator always gets an error message when dialing her friend's number. "this call is not authorized, call 800-645-0005...43T."	04/11/07	Apologized for the frustration and told her that a Trouble Ticket would be entered to investigate the problem further. Follow up requested. Transferred to the right SME in Florida. RPM called the customer and spoke to the customer's husband. RPM called again and spoke to the customer's husband. Customer is satisfied. Test calls completed fine with no issues. Tried it twice. No problems. Supervisor immediately met with the agent and she admitted she forgot when she heard TTY tones and just connected. Supervisor called customer and explained CA knew a mistake was made and apologized. Customer was happy with resolution.
04/06/07	TTY customer said agent didn't tell him anything after she dialed. She hung up on me with out letting me know what was going on.	04/06/07	Supervisor immediately met with the agent and she admitted she forgot when she heard TTY tones and just connected. Supervisor called customer and explained CA knew a mistake was made and apologized. Customer was happy with resolution.
03/27/07	Deaf blind customer states the CA was not patient. The customer intended to request another call, but the CA disconnected her at approximately 1:130 on March 27th. Customer's notes are in place, and the CA should have expected a delayed reply.	04/02/07	Apologized. The supervisor will be notified. No follow up. Supervisor coached CA to expect longer delays with deaf/blind customers, and to call for supervisor assist if having difficulty.
03/30/07	Accuracy of captions	03/30/07	Customer shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback and informed them that 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.

07	OH Voice court office personnel complained when receiving a call, the agent never asked if they had used relay before and did not explain the service. Customer felt this very inappropriate causing much confusion in their call.	03/29/07	Apologized, explained relay protocol, and let her know I would be sure to inform trainers and account manager. Customer did not request call back.
07	VCO user stated this CA did not do her job properly. The CA disconnected her call and the customer wanted to make another call. The customer called back into relay and got the same CA and did not get a response from her.	03/28/07	Center manager met with the CA and put her on a level of corrective action. Team Leader tried to call customer multiple times but received a busy signal then on 3/27/2007, she received a recording that stated the number was no longer in service.
07	Customer reported agent did not wait for her to type agent very rude & disconnected customer, who is deaf blind	03/27/07	At the present time we do not have an agent with that number. No follow up indicated.
07	Customer gave agent a Wal-Mart credit card number and told agent to get a supervisor after someone answers. The agent asked the caller if they wanted a live person. The caller got mad because it should have been obvious that the caller wanted a live person.	03/19/07	Supervisor spoke with the CA and told her if the person asks for a live person in the beginning, she does not need to send the macro. CA understood.
07	Disconnect/Reconnect during calls	03/19/07	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.
07	OH TTY user called to complain that agent first dialed a wrong number and then while she was typing to him that agent disconnected the line.	03/07/07	Apologized for the problem. Customer did not request follow up. Supervisor coached CA to have disconnects documented.
07	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.

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03/05/07	Service - General	Technical problem identified. Resolution provided by network vendor.			Technical problem identified. Resolution provided by network vendor.
03/01/07					Apologized for the problem. No follow-up required for this issue. Supervisor met with the CA who followed procedures and knows if there is no response, the CA will get a supervisor. CA was coached to not hang up on any customers.
03/01/07					Apologized; no follow up requested. Supervisor spoke with CA, who said she did not hang up on the caller but in fact the outbound hung up and the TTY user was mad about the outbound hanging up and didn't seem to understand that the agent was still there.
02/26/07					Apologized, explained that I would be sure to inform the agent supervisor about the problem. Customer does not want contact. Supervisor met with CA who followed procedure. Call came in on the wrong line, CA switched over to TTY line and when it switched over, it sent the greeting while TTY customer was typing.
02/26/07					Apologized for problem and suggested to enter Customer Database Note regarding typing speed: customer's husband also uses relay and did not want to enter note sp will request typing than others. Suggested customer request specific speed and advised complaint would be forwarded to supervisor. Follow up requested. CA coached on typing speed procedure.
02/23/07					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 letter with tips to reduce their occurrence.
02/23/07					Disconnect/Reconnect during calls
02/23/07					TTY customer reported CA did not follow request to slow typing. In the past, CAs honored her request but this CA did not when customer was calling the doctor.
02/26/07					OH TTY user complained agent typed to her before she could type, and then hung up on her 2 times.
03/01/07					OH TTY user complained agent hung up on her when she was still on the line at 10:45 AM, 2/23/2007.
03/01/07					Caller said agent hung up on her

07	Caller reported that CA hung up on her twice.	02/19/07	No follow up requested. Supervisor met with the CA and coached her on procedures.
07	Caller reported that the VCO call received the greeting, "Voice (or Type) now GA", so she spoke giving the number and name of the person and to instructions to just leave a message. She waited and waited and nothing happened, then got the typing, "number calling to pls". She repeated the information to leave message again, waited again, and once again received the typing, "number calling to pls."	02/19/07	Apologized for the inconvenience and told caller the report would be sent to the call center supervisor. The number was branded in CS as VCO and worked properly. No follow up requested. This was a technical issue with VCO calls that has been reported.
07	OH Blind TTY user complained agent hung up on her again. Customer felt this was rude.	02/15/07	Apologized. Customer does not want contact. Supervisor coached CA to never hang up on callers.
07	Captions - dropped characters/garbled text	02/14/07	Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date* time* CA # for more specific follow up.
07	Caller said they had to wait eight minutes to speak to Customer Service. Caller just wanted management to be aware of the wait time.	02/05/07	Apologized to the customer for the problem. Follow up not required on this issue. Call volumes were busy during this timeframe
07	Disconnect/Reconnect during calls	01/31/07	Explained the difference between a CapTel phone and a traditional phone and why disconnections might be occurring. Offered tips to reduce their occurrence.
07	Customer was not able to reach a government toll free number through the Ohio Relay	01/25/07	Apologized for the problem. Provided VCO number for Federal Relay. No follow up.