

Complaint Tracking for New York

June 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3378B	05/16/01	29	Customer receiving statements w/OPR assist billing. CDB notes state not to use OPR assist and has ATT in COC. TT#03777408 entered.	05/16/01	Called customer & requested her address in order to send some calling cards to assist w/test calls. Techs will be calling her. Requested customer to pls. get OPR nbrs for tracking purposes.
11599	05/24/01	21	Customer received 2 calls this am that turned out to be Relay calls. She did not have any idea they were Relay calls until the end of the call when the OPR signed off. Both times I requested to OPR ID nbr and was hung up on.	06/10/01	OPR asked customer if she could verify that the calling party did not request that the "Relay not be announced". She verified that for both people, it was their first Relay call and Relay should have been announced during this VCO call. I apologized and told customer I would address this immediately. Obviously, w/o ID nbrs, we don't know where the call originated from. However, I told her I would bring this up w/the trainers.
3017C	06/01/01	5	Customer kept list of several agents who didn't do good work: one can't type & is very rude - sticks SK in to rush you off the phone even if the customer hasn't said so; another disconnected me while I was still talking and he can't type; CA doesn't pay attention; Ca doesn't listen & can't type; CA is totally awful - she types very badly and when I said to the person I was talking to that I was going to hang up and call her back, the agent started typing a long series of x's just to be a bitch (when I get this agent now, I just hang up on her) & CA doesn't know how to use the phone.	06/15/01	Coached OPR to always pay attention. Coached OPR to ensure that this doesn't happen again. OPR did not remember call and stated she never processes calls that way - OPR is reliable. OPR: Coached to ensure that this doesn't happen again. OPR is a good OPR- since no specifics were given about the call, OPR does not know about it and cannot elaborate on it.
3017C	06/01/01	6			
3017C	06/01/01	7			
3017C	06/01/01	17			
3021C	06/02/01	27	Customer just tried to check voice mail and CA said that his notes were not showing up. I don't know if this was true or if agent just didn't want to process my call. I don't use those instructions for my voicemail that often so don't remember what they are to go ahead and process the call w/o the notes.	06/04/01	CA said she did hit Control N and lost his notes. She is a new CA and was not aware that she could get them back. She will not let this happen again. CA was coached.
3020C	06/02/01	4	Customer said this is not a complaint so much as a concern as the agent handled the calls well. However, at the end of the call where the customer left a MSG, the agent sent the macro (ur MSG left) but stopped the macro before the agent ID printed. When customer questioned the agent about it, agent told customer the ID nbr is not a part of the MSG left macro, but went ahead and gave customer her ID nbr. I verified that the agent ID nbr is part of the MSG left macro. Thanked customer for alerting us to this issue.	06/11/01	Coached OPR on the importance of OPR ID in certain macros. Reviewed macros. OPR is not very familiar w/macros' contents and this won't happen in future.

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8296	06/04/01	4	This OPR needs to be taught basic rules of being Relay OPR. She did not give GA and left me hanging for 3 mins. She is not rude, but comes across as nasty and does not know call etiquette. She is out of her depth & clueless - needs more training.	06/11/01	Apologized to customer for inconvenience, would look into the matter and contact customer. GM spoke w/ OPR. She will be very careful to speak the GA every time and moderate the tone of her voice. AM: 11/20/01 left msg. 12/27/01 left MSG and 1/8/02 left another msg. No response, closed.
8296	06/04/01	8			
8294	06/04/01	17	OPR was really obnoxious. The way I was spoken to was not professional. She kept telling me to speak in the first person and kept raising her voice. I'm sorry that I don't sit and take these calls all day and that I inconvenienced her by speaking in 3rd person. Will not accept Relay calls anymore if OPR's are going to be so obnoxious... she needs to get a grip.	06/05/01	Customer wants call back. Discussion held w/OPR right after this call. Voice person didn't want OPR to type everything back to TTY caller. Voice was trying to have a conversation w/OPR. OPR announced Relay and asked if caller had ever received a Relay call before. Voice said yes he was familiar. Voice was speaking in 3rd person - OPR informed voice caller 1 time to direct conversation to caller and not the OPR. Voice hung up on both OPR and Supervisor.
3035C	06/14/01	26	Caller experienced garbling for approx. 1 wk then called RCS to see if we could help him. I apologized to customer that he was having a problem. TT#03852405 issued.	07/10/01	Tech resolved issue by communicating w/customer on phone and doing test calls.
8298	06/06/01	11	Customer complained that this OPR did not switch back and forth before the voice and the VCO user, making call hang up 3 times. She said she has been receiving very busy service lately and just wondering what is going on.	06/11/01	GM spoke w/OPR who stated that she did do the correct procedure for VCO but voice could not hear. Reviewed proper procedures and OPR understands.
8305	06/11/01	5	OPR hung up on me. Waited 5 mins w/no response.	06/11/01	Apologized to customer and promised that I would speak to OPR immediately. Coached OPR to ensure that this never happens again. OPR was not aware of any disconnection and would not have done so intentionally.
8307	06/13/01	3	Told OPR that the person answering the CB was the hearing impaired VCO user and requested that OPR begin typing immediately. Handed phone to husband, husband can hear OPR trying to tell VCO user that it was a relay call for the TTY user. Husband told OPR repeatedly -start typing now-OPR began yelling at husband - I am typing! VCO user is 82 yrs old and hung up phone. Requesting OPR be spoken to. Customer did not want to file official complaint. Just wants Supervisor to speak to OPR about VCO procedures. Does not want follow up.	06/28/01	Agent handled call properly. Customer did not place phone on TTY to see what agent typed. Agent was spoken to concerning voice tone.
8307	06/13/01	17			

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3070C	06/14/01	29	Customer complaint because unable to make LD calls through Relay billing to Global Crossings. When agent dials out they connect to recording stating GC network cannot complete call. Customer says he is calling from 716 xxx-xxxx however the IB ANI is showing 716 xxx-xxxx w/invalid NPA/NXX. Customer does not recognize this nbr - he says main nbr for the business is --. CS checked SOLR and found an area code split for 716 where 385 & 248 prefix are migrating to the new 585 area code. Apparently this change has not been made in the Relay system and GC is not recognizing the old combination. Referred customer to his in-house telecom rep to check on the unidentified nbr. Told customer would submit a TT#03891422 for our techs to check		Engineer w/T & I verified that the VNH file for NY needs to be updated w/these changes. The next CARSTX release is on 6/28. This will be remedied at that time. Customer can still make LD calls in the meantime.
3074C	06/15/01	29	Customer called to report that on a call last night, he asked agent to transfer him to CS. Agent told him the transfer button was not working. Customer had to hang up and dial CS himself.	08/01/01	Possibility that the allotted nbr of ports available to transfer calls were busy.
3081C	06/17/01	3	Customer gave agent 1st nbr to dial and it was busy. Instructed agent to redial a few times. Agent only redialed once and informed customer it was busy. Customer then gave agent a 2nd nbr to dial and instructed agent if busy to please redial few times. Agent responded to customer that their job is to keep customer informed and get back w/customer after each redial. Customer said agent was snippy	06/26/01	Spoke w/OPR. OPR understands procedure and will follow customer instructions using proper macros to keep the caller informed. AM emailed customer w/update.
3082C	06/17/01	21	Customer has been receiving crank calls via NY Relay. Did not have agent ID but said one of calls showed on his caller ID as coming from 800 855 000. He says the agent that was handling the latest call is the only one who knew I could block Relay calls. Customer is complaining that Relay agents are poorly trained - that all of them should know that he has the right and that Sprint has the ability to block calls. Caller stated that one of agents even told him he is discriminating against deaf by not taking calls. He has made a police report about calls. He wants formal apology from Sprint regarding poor handling of this issue. He wants AM to contact him at his work and gave work nbr.	06/18/01	AM contacted customer on 6/18 and discussed Global Block w/him. He also asked that Verizon be contacted to ensure that these calls were blocked if they came through another Relay service. I explained that any calls coming through Sprint Relay would be blocked, but we cannot block other relay providers. Customer indicated that a Relay OPR should have told him earlier that he could block these calls. I explained that the OPR has to remain transparent and once the caller hangs up the call is automatically disconnected within seconds. AM spoke w/ rep from Verizon and he will have someone call customer to discuss concerns

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8309	06/17/01	17	TTY user stated they were speaking to their parents and the OPR typed a MSG said to be from the parents " you are a bitch (laughing) and I hate you". TTY user very upset and called back to parents who stated they gave no MSG like this. TTY user is afraid to use Relay now.	06/17/01	ACU taking complaint explained that there are several OPRs and they provide better than satisfactory service. Also assured that immediate Supervisor will handle right away and asked them not to stop using our service based upon one OPR. Customer thanked me but still wishes for follow up. OPR does not remember call at all - thinks TTY user misread screen. Was reminded to type only what was heard.
3105D	06/22/01	21	Customer felt agent was not nice by responding to her wishes for a very good day/weekend and thanking agent for help with "bye bye SKSK". CS apologized to customer and said that I was sure the agent did not mean to insult her. I told her this info would be sent to the call ctr Supervisor and thanked her for taking time to let us know.	06/23/01	CS response: I apologized to customer and said that I was sure the agent did not mean to insult her. I told her this info would be sent to the call ctr Supervisor and thanked her for taking time to let us know. OPR thought she was breaking transparency by typing/saying more then she did. Was told it is ok to say thank you
3122D	06/26/01	21	I picked up the phone before the ans mach MSG came on. It was Relay calling me and this agent failed to identify himself but started typing to me the MSG that the person was giving w/o properly identifying himself first. CS apologized for inconvenience and thanked her for letting us know and assured her that we would send in this complaint so that it could be further investigated and that we would also forward it to the training dept	06/28/01	Spoke to OPR and coached him to always give OPR nbr whether it is an ans mach or live person. OPR will do this now. AM emailed customer w/update.
3123D	06/26/01	9	OPR messed up whole call. Did not type good English, told caller that her friend hung up and that she said SK and friend does not know what SK is. Also OPR relayed wrong time. Requested Supervisor & felt Supervisor was rude. Caller noticed word "slave" under "advantage TTY 8840" and felt OPR or Supervisor had something to do w/that showing up on her machine. CS apologized for inconvenience and any upset caused. Informed her that CS would do some research w/regards to possibilities of word "slave" appearing on her TTY. Let her know her concern would be forwarded regarding OPR & Supervisor. She is going to call back regarding resolution.	06/28/01	The OPR in question did nothing wrong on this call. The ACU who assisted w/the call reported that the call was handled appropriately. Held a discussion w/Supervisor and commented that she handled the call properly w/professionalism & courteousness to customer.
3123D	06/26/01	17			

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3138D	06/26/01	21	Complaints against agents: CA doesn't type what people are saying; CA - awful; CA- terrible; CA - can't understand how to use a phone/unable to understand relay; CA - can't use a phone/had to hang up and start again; CA & CA & CA - awful.	06/29/01	Per Team Leader: Held discussion w/CA to discuss & review call processing. This is an excellent OPR and was very apologetic. Will work on proper call processing so this doesn't happen in future. Per Supervisor: CA is new OPR. Need specifics in order to counsel. Per Supervisor: CA coached in proper call processing as all OPRs are trained. OPR will follow all proper procedures from now on. Per Supervisor: CA coached to always process calls according to training and proper procedures. OPR very apologetic and will be very precise
3130D	06/27/01	5	I gave the CA the nbr and name of person that I wanted to call and I waited and waited and waited up to about 60 secs before the call every went through. After the call was over, I asked agent why call took so long and agent never answered me. She hung up on me. CS thanked customer for letting us know about this and mentioned to her that recently the computers have been updated and since then have been taking longer for dial out time. About the agent hanging up when asked question, CS apologized for the seemingly rude behavior of agent and let her know we would certainly turn this in as a complaint so that it would be looked into further.	06/28/01	Spoke to OPR - computer keyboard froze up and OPR had no way to communicate this to VCO user. Supe had to disconnect to reboot computer. AM emailed customer w/update.
8322	06/28/01	6	I gave the correct spelling of the business, OPR kept typing it incorrectly throughout the call. I told her a few more times & she did not answer me.	06/28/01	Informed customer that matter would be investigated. Spoke w/OPR regarding same - VCO user was insulting and directing profanity at OPR. Abusive call ticket filed on same call.
8322	06/28/01	7			
3140D	06/29/01	3	VCO user called in to report that while placing very lengthy call to MCI he had asked agent to please give 800 Relay nbr to party he was talking to and agent refused saying they are not allowed to engage in the conversation. Customer requested Supervisor for confirmation and Supervisor agreed w/agent. Customer stated that in the past, agents have followed similar requests by providing such info. CS explained transparency. Customer would like follow up call. CS thanked customer for letting us know the problem and apologized for inconvenience.	07/13/01	During a relay call, the IB requests that the OPR give the relay nbr to the OB, then the OPR should provide it, since it is relay service info. However, if it's the OB that requests the nbr, that should be relayed to the IB caller. In any instance, when the IB and/or OB requests the OPR nbr, it must be told to them. OPR coached on procedure and now understands the procedure and is now fully aware of the call processing procedure.
8324	06/29/01	3	Voice person instructed Relay to type "Hi XXX, it's XXX" as a VCO answered. This was not done and voice person heard OPR keep saying hello, hello, then there was a click, voice could hear VCO user still talking but it seemed like the Relay hung up. Many times OPRs are not familiar w/VCO process and become defensive often when voice person intervenes.	07/05/01	Supr apologized for inconvenience and stated that all OPRs are trained in the same fashion for our calls. Since customer has experienced this difficulty in the past and has filed complaints, a follow up letter or call would be appreciated. GM coached this OPR in proper VCO call processing. This OPR now understands the process thoroughly and this will not happen in the future. Customer contacted.

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3145D	06/30/01	26	Customer complaint regarding garbling. Using Ultratec Uniphone 1140 and turbo code option is turned off.	08/01/01	Tech attempted to call several times. Unable to reach customer. AM also called. No answer.

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8326	07/04/01	21	OPR used his own thoughts and interjected them in our conversation. Person calling was TTY user and they were extending an invitation to Mme. was starting to say "oh thank you so much" because I was excited and the OPR said "oh pls." he interjected my conversation and I can't believe it. I've always had such wonderful OPRs and I just couldn't believe he did this. When asked OPR what he said he responded w/ "OPR must type everything heard".	07/04/01	Assured customer that a discussion would be held w/OPR and apologized for inconvenience. Also thanked her for gratitude towards OPRs. Supe spoke to OPR and he stated that he said hld pls. not oh pls. Seems that maybe he was misunderstood and I did explain to him that if that was the case fine...if not..I reiterated to him that all personal feelings must be set aside when handling calls.
1492	07/08/01	5	Customer reported they were attempting a VCO to VCO call and agent kept garbling text and then hung up on the OB. Customer complained there was a lack of communication. Apologized for her inconvenience and assured her issue would be evaluated.	07/12/01	Team leader reviewed VCO to VCO procedures w/OPR as well as garbling procedures & OPR understands correct procedures.
8330	07/08/01	9	OPR did not keep caller informed while holding and some info never relayed.	07/13/01	Customer pleased w/ACU who took complaint but would like follow up. Spoke w/OPR and OPR stated that she did inform caller that no one came back on line. Team leader instructed OPR to all Supervisor whenever there is a problem w/a call. OPR said she will comply.
3201D	07/11/01	4	Customer upset that agent did not answer his question w/regards to how person sounded before they hung up.	07/12/01	Spoke w/OPR and reviewed procedures. AM: Customer wants descriptive words- wants to know how people sound. He said he is getting a lawyer, and doesn't need our help. Customer disconnected politely. Note will add to customer database notes " use descriptive words"
3208D	07/12/01	22	VCO branding not showing. Thanked customer for calling & apologized. Explained there is tech problem that we are aware of and should be resolved soon. Gave NY VCO # and also explained she could use the "REL MSG" button on her phone which sends a typed MSG saying VCO pls. to agent.	07/15/01	NY tech closed out as ANI.DAT was running on CCI @ 0925 CT and CC2 @ 0929 CT. This activity disrupted the lines and caused the VCO branding to drop. MO tech closed out ticket saying the branding issue has been escalated to T & I. Engineer called our ctr and informed us that the techs replaced the new ani.dat file and it should be fixed. Brandings were now showing correctly.
3218D	07/12/01	22	VCO branding dropped off.		MO tech closed out ticket saying the branding issue has been escalated to T & I. Engineer called our ctr and informed us that the techs replaced the new ani.dat file and it should be fixed. Brandings were now showing correctly.

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8336	07/12/01	9	Customer was making important call to company and reached recording. OPR didn't type entire recording. It was choppy & hard to understand. Customer asked OPR are you sure you typed the whole recording and OPR responded yes I am very sure, why question me. Customer then said well thanks for lying to me, I'll call another OPR and get the whole recording from them.	07/12/01	Supervisor spoke to customer the OPR will be spoken to right away and customer was happy w/that but then told me she also hesitated in giving out her OPR #. Team leader spoke w/OPR regarding call. Reviewed write up w/OPR who stated that she typed the recording as she heard it and stated that caller said she would call back to see what another OPR would type for job title in recording. Advised OPR to be extremely careful w/typing recordings verbatim. OPR understands and will comply.

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3234D	7/16/01	21	Customer dialed call through NY Relay and OPR reached wrong nbr. OPR was put on hold and typed (on hld) to customer. Customer tried to tell OPR she had dialed wrong nbr, but OPR could not hear him. He thought OPR was not paying attention and not competent. He then said after the voice person did eventually answer and say "there's no one here by that name" that he did voice to OPR that it was wrong nbr. He never could get a response from OPR. He also went on to say that he could not get a dial tone after that. CS thanked customer for calling and apologized for problem. Explained that agent cannot hear his voice while they are on line or on hld w/voice party. Instructed him to use the keyboard and type something to OPR if that happens again. I also told him I would document his complaint and if it happens again, to let us know the agent nbr. He also wanted me to transfer him back to Relay and CS apologized for not being capable to do that. He said that was another suggestion he would like to make - capability to transfer back to Relay from CS. Informed that AM would be notified.	37154	AM attempted to contact customer three times - no answer & no answering machine.
3249D	07/17/01	2	Agent did not read my notes about voice mail. Asked customer for password & VM phone nbr and that info is in notes. CS thanked customer for letting us know and assured him that we would pass the info on to the Supervisor to see that this issue was investigated and corrected.	07/20/01	OPR took over call, and the other OPR - while changing agents communicated to her that he wanted to retrieve VM - then the OPR said "oh so you mean ans mach retrieval and OPR said yes". So OPR said no problem and continued w/call: try to attempt ans mach retrieval and the customer said no,no, no. Customer kept saying it was in the MSG but there was no CDB notes and OPR thought it was FD nbr so she brought that up. There was nothing in there to give OPR clue of what he was talking about. Then customer continued to say it's in the msg. Then finally OPR hit CTRL N and it brought up CDB notes. The 1st agent cleared out the CDB notes so when this OPR changed agents there were no notes available and just started processing call from communication given by the other OPR. Again this error was not on the OPR parts - notes were cleared out
8340	07/17/01	21	TTY user had typed "okay I will wait for your response then I will hang up" - he then wrote in parenthesis (she sounds okay happy to hear from me?) bye GA or SK During when this info was being typed by the TTY user, the OB caller had disconnected. So the OPR followed procedures and explained to the customer the person had hung up, no more info was available. The TTY user demanded the OPR tell him how she sounded after she hung up.	07/17/01	OPR was following procedure even though the customer said she was rude and not complying to his request and that he had a print out of the call and was going to contact CS. AM: cannot call customer to follow up. No name given.
8341	07/17/01	5	Caller upset - OPR kept typing SK. After voice caller had said "I can't stay on the phone" etc - OPR typed 5 times. Caller was upset told OPR to stop typing that - call finished. VCO asked for Supervisor and the line went dead. Caller called back for Supervisor.	07/17/01	Apologized to customer for hang up/inconvenience. Advised the caller that OPRs should type GA to SK after voice person says goodbye or something to that effect. Apologized to customer for rudeness of hang up.
8339	07/17/01	21	Caller felt agent had quite an attitude and was very arrogant.	07/26/01	AM called customer on 7/17 and discussed issue.

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8692	07/17/01		Voice caller stated OPR was very short, crass, rude & arrogant attitude towards him. Could not hear OPR very well & asked mic be turned up a couple of times. Would like copy of complaint sent to him at address given.	07/26/01	Agent coached. Called customer & sent letter of apology.
8345	07/18/01	7	OPR made a lot of mistakes typing.	07/31/01	Advised caller that Supervisor has assisted on call (OPR had requested assistance - voice caller was difficult & interrupting frequently & difficult to pace). Apologized to caller that they were not satisfied. Advised caller that OPR had tried hard to make call work. Caller seemed satisfied. Held discussion w/OPR & OPR was very apologetic and tried hard to type accurately but was frequently interrupted. Reviewed pacing the voice caller for completeness and accuracy. OPR will strive to do best in future.
3262D	07/19/01	2	Customer says for last 3 days he has been trying to call to his sister in Puerto Rico and has been getting a recording that says "due to fraud, your call cannot be completed". He could not provide agent ID nbrs. Customer says he has been in contact w/his LD carrier, Verizon. Tech Mike is working on the problem from their end. I called Mike at Verizon and he says there are no LD blocks on customer's line. Verizon is not sure if the problem is on the Verizon system but are still investigating. CS did test call w/customer ANI in the system through NY and agent as first said Verizon did not show up on the COC list then she corrected herself and completed the call. The call connected w/o a problem. 2nd test call when through agent and she confirmed CDB notes displayed and call went through.	11/08/01	Problem w/CIC code - Verizon. Fixed.
3266D	07/20/01	4	Customer received incoming call (voice to VCO) and agent did not identify themselves at all (announce Relay). Later into the call the agent hung up w/o informing the VCO customer (OB). When the customer talked to his brother (who placed the call to him) he was told that the agent said the OB person hung up and then the agent hung up on the IB customer as well. The OB didn't disconnect but was hung up on and the IB was also hung up on.	09/22/01	No agent nbr and no customer info for follow up.
3266D	07/20/01	5			
3272D	07/21/01	2	Customer says agent did a good job other than he assumed she would leave a MSG when they connected to an ans mach. Customer says agent did not read her CDB notes which state how to handle connection to ans mach. Agent did not type the ans mach msg. Customer questioned agent and he admitted that he assumed she would leave a MSG so just typed ans mach GA.	07/26/01	Database said that she wanted to leave MSG on first outdial, which wasn't possible if OPR typed full msg. OPR did nothing wrong.
8349	07/21/01	17	Voice caller got an ans mach MSG from her dear great aunt (VCO). Ans mach cut off so OPR redialed to leave rest of msg. OPR sound impatient and relay said "go @#!%#" Could hear relay saying this. Relay OPR was mocking her VCO party saying this. She recorded message. Voice customer will try to get OPR # and when we return call she will play the MSG for us when we do.	07/23/01	Called and left a message.

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3273D	07/23/01	21	Customer dialed DA through NY Relay agent. After DA OPR gave info and hung up, customer asked agent to dial the nbr. Agent told customer they did not have that info anymore and asked customer what nbr he wanted to call.. Customer then told agent to dial DA again and this time dial the nbr they gave. However, after the DA OPR hung up, the agent did not dial the nbr and kept asking the customer what nbr he was calling. Eventually, the 3rd time customer says agent did dial the nbr given by DA. CS thanked customer for calling and apologized. Explained that in most cases, such as in the middle of a relay conversation, the customer is responsible for getting the nbr and providing it to the agent. However, for DA calls, the agents are supposed to dial the nbr if requested by customer.	07/31/01	Coached OPR in proper procedures for DA. OPR now aware of proper processing so this will not happen in future.
8353	07/24/01	24	The customer is complaining that he is not able to reach relay using the VCO nbr - that he attempted for over 2 hrs and is also unable to reach CS from his phone line. The only time he is able to connect to relay is if his daughter calls him and sometimes the call will just disconnect for no reason. I spoke with the customer's daughter who informed me that she spoke with CS rep. CS rep never called the VCO user to confirm the problem and informed daughter that it must be her father's TTY machine. The VCO user is highly upset about the situation and informed customer's daughter to call CS and request to be connected to AM as both parties were not satisfied by the reps they had spoken to and also assured the VCO user that a TT would be entered as the TTY was fine during the day but was not able to connect to relay in the evening hours.	01/09/02	AM: 12/27/01 called , but no answer , 1/8/02: 20:05 PM called , but had difficult connecting as set up did not seem to be correct. 1/9/02 10:30 am No answer.
3299D	07/25/01	3	Customer asked agent for specific person and agent didn't respond in any way. He then added it was in FD and again got no response. Customer says he is not sure whether the agent disconnected or went to get a Supervisor and he waited a long time and finally just hung up the phone. CS apologized to customer for inconvenience and assured him that we would turn in the complaint so the issue could be better investigated. Also, thanked him for letting us know about the problem. Also added uses FD's to call notes.	08/01/01	Team leader reviewed VCO to VCO procedures w/OPR as well as garbling procedures & OPR understands correct procedures. Coached OPR on process for FD #. Explained it problems arise call for supervisor.
3286D	07/25/01	22	VCO branding did not show to NY agent, but appeared to CS. TT#04047279 entered. CS apologized to customer for problem encountered.	07/25/01	ANI.DAT file running. Branding repaired.
3298D	07/26/01	17	Customer upset that agent was rude. Customer confused when talking to boss and call hung up and he did not say hang up.	09/21/01	Had lengthy discussion w/OPR & reviewed proper call procedure. OPR recalls a call where person spoke quickly and then hung up and OPR typed words and sent macro (person hung up) GA or SK and that is proper procedure. OPR remained transparent & can't keep callers from hanging up. AM called customer and he requested descriptive words & wants to know how people sound. Will add note to CDB to "use descriptive words"
8354	07/27/01	8	OPR was rude & did not explain call process to customer.	07/27/01	Apologized for OPR's rudeness and said OPR would be spoken to. Team Leader spoke w/OPR who explained that caller did not let Relay know that she had never done a relay call. During redial, caller hung up. OPR knows and will follow proper procedures
8354	07/27/01	17			

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8356	07/29/01	3	Customer called in & verbally advised OPR to give "ans mach..beep GA" if no one answered and OPR typed ans mach playing GA. VCO user was confused and asked OPR a question, he then typed "I will redial and try again for you to leave MSG". VCO is very upset that the OPR took it upon himself to redial w/o permission. Also feels OPR should have responded to her question since it was only she and the OPR on the line. CDB notes also stated specific instructions as to what should be done and typed if ans mach is reached.	07/29/01	ACU advised customer that this info will be documented and forwarded on to mgmt that will handle matter. OPR was spoken to and OPR stated that he tried to follow customer requests but admitted he did not answer a question asked. OPR was reminded to follow instructions and to answer w/in reason customer questions.
9587	07/30/01	3	VCO user upset because when they typed VCO pls., the OPR typed nbr you are calling to pls. The VCO user could hear the agent speaking to her.	07/30/01	Apologized to caller for inconvenience. Agent coached on proper procedures.
9587	07/30/01	11			
8361	07/31/01	14	OPR was bit bossy. TTY started to type in response w/o receiving GA and OPR told them to wait.	08/10/01	Supervisor talked to customer and let them know that OPR would be spoken with and complaint would be documented. OPR handled call appropriately - said voice person wasn't giving GA after speaking (OPR was waiting for GA). OPR always reminds people to wait for the GA.

Complaint Tracking for New York

August 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6198	08/01/01	29	All hours of the day & night they receive calls & just hear tones. The nbr on the caller ID shows 711 - 218 - 0416. They have reported to Relay CS & to their phone co & to annoyance calls. No one can help them. They want it stopped. Please look into it and call customer w/results. I apologized & assured them they will be contacted by technical dept.	11/29/01	Called customer. Customer to call back if there is an issue.
8365	08/03/01	21	TTY user called in and asked to talk to specific OPR. Advised caller we were unable to do that. He said Relay hung up on him, TTY user left long MSG but did not know if MSG had been left. Apologized and offered to leave MSG again but he/she was upset and hung up. Also advised we do not keep records of calls.	08/03/01	Training Asst. gave necessary info pertaining to our policy & how we conduct our call processing. There is no verification that the OPR requested hung up on him.
8368	08/06/01	4	OPR made call difficult for me & my caller. OPR seemed to say and do things that we did not do. At end of call, I thought my friend hung upon me by slamming the phone - I know her so I typed SK and called back w/another OPR. I was right she didn't do this. She was told that I was hanging up and I wasn't doing that - really got to us - not nice to do these things. OPR xxxx did same thing a few wks ago and also responded rudely to us.	08/08/01	Apologized for negative experience and assured customer that the incident would be investigated. Customer wants a follow up call. OPR had no remembrance of a call like this - complaint was for something that happened a few wks ago and it was not specific. Advised OPR to never end a call w/o a person's request. Attempted to call customer 3x. Not able to reach. AM
8368	08/06/01	9			
1529	08/06/01	11	VCO called in and stated CA didn't know how to work SLMR and then hung up on her. I was present on that call half way though CA is new and tried to help guide him through. Heard one MSG typed it, VCO became upset stating there was 3 MSG's then VCO hung up on CA. I apologized to VCO and stated what I wrote. She said well sometimes my phone line comes disconnected. Also stated she wants CA to be trained on SLAM recording. I stated I would pass along to supervisor.	08/06/01	Talked with ACU and CA, there was only 1 MSG not 3 as VCO stated. CA had not done SLMR before and ACU walked CA through process. VCO upset that there wasn't 3 MSG's ACU and CA were about to repeat SLMR when VCO disconnected. CA coached on SLMR feels more confident but will still call for assist to verify proper procedure.
1529	08/06/02	17			
8367	08/08/01	3	OPR made 2 mistakes when outdialing - did not apologize to customer. Customer felt OPR had an attitude. However, customer also complained that the OPR would not get another OPR for him, explained it is policy not to switch OPRs. That if he wanted to change OPRs, he would have to redial into Relay.	08/08/01	Customer would like a call back regarding this issue, and the customer would also appreciate a call back on a previous complaint he requested about 6 mths ago on which he requested a call back. Talked to OPR and OPR apologized for errors. Attempted to contact customer 3x. Unable to reach.
3371D	08/10/01	19	Customer was connected to her party and after she finished speaking the Relay OPR typed something to her in Spanish. When she told the agent to stop talking to her in Spanish, the agent replied "oh, sorry, she wants you to repeat what you said." Customer was confused by this and wanted to know why the OPR was typing to her in Spanish. CS apologized for problem and explained that we do have the ability to send Spanish macros and that possibly the agent enabled it accidentally. Informed complaint would be documented and forwarded to etc.		Passed info to center. No agent number for follow up.

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3370D	08/10/01	29	Customer has been trying to place int'l calls and has been unable to do so. He gets recording that int'l calls cannot be completed from this nbr because this phone line does not have int'l calling. Problem just recently started because up to this time, he has been able to place calls and always makes sure to tell the OPRs to use Verizon for his LD. Customer stated he has been having trouble lately w/his phone and that he has a crossed line somewhere which has not been fixed at this time.	01/11/02	TT Result: received recording : unable to dial international and direct distance from this #, please call customer service when calling through Verizon. I was able to complete call with all others. Left MSG with CS, waiting for a call back from CS. 8/10/01. Email from Technician indicated it was a Verizon problem and was fixed by Verizon 1/9/02.
8371	08/10/01	21	OPR was trying to process call. Informing customer to wait for "GA" - that he could speak directly to the caller instead of 3rd person - tried to pace caller because he continued to talk too fast. Would not listen to any instructions from OPR to help process call smoothly - became irate w/OPR and asked for Supervisor. When Supervisor came over, could hear the customer screaming at OPR impatiently and then he hung up.	08/20/01	OPR seemingly did nothing wrong on call, processed call as trained.
3374D	08/11/01	11	Customer says she received an incoming call, she answered by typing hello GA she typed hello GA 3 times before agent finally typed response. Customer responded w/VCO request and received no response - typed it 5 times before agent finally acknowledged VCO was on. CS assured customer her complaint would be passed on to Supervisor.	08/17/01	Team leader reviewed proper call announcement procedures w/OPR. OPR understands & will follow proper procedures. Customer informed.
9729	08/13/01	4	Customer called to complain that agent was impatient and did not know how to process the call. Call involved using touch-tone system and agent did not keep VCO user informed and did not get assistance on call. Apologized to caller and stated agent would be made aware of complaint and appropriate measures would be taken.	08/31/01	Team Leader spoke w/OPR and thoroughly reviewed all VCO procedures and proper online etiquette. OPR now understands VCO and branded VCO. She states she is trying very hard and will seek assistance when she is unsure.
3393D	08/15/01	21	Customer said he dialed DA through NY Relay. After call ended customer typed "thank you, etc." instead of using VCO which caused some confusion. CS explained to him that his notes say he uses VCO except only when typing out the nbr to dial so this may have caused some confusion. He said a Supervisor told him he could not switch back & forth. CS told him he can switch but what his notes indicate and he should inform the agent before he switches to another mode to reduce confusion. He then went on to say after DA hung up he asked agent to dial nbr given, but both agent and Supervisor told him he had to provide them w/the nbr and that it is no longer on screen. I informed customer that the agent should be able to dial the nbr provided from DA unless there was some technical problem w/agent's computer that I was not aware of. Thanked him for calling & informed him I would send the	08/15/01	Coached OPR on proper DA procedures and dialing nbr given so that this will not happen again in future.
3396D	08/15/01	1	Customer states that when he called in to Relay the 1st time, he got no answer, no macro, nothing on screen so he hung up and redialed. 2nd time he got agent and gave nbr to call and got no response and hung up and dialed again 3rd time and call went through fine. CS thanked customer for letting us know about this and assured him that we would turn in complaint for investigation of matter further.	08/28/01	OPR remembered her keyboard locking - there was nothing that she could do to respond to the caller. AM notified customer.

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3400D	08/16/01	9	Customer made call to company and informed CA that they wanted to reach a CS rep when the company was reached. Agent took forever to respond and then finally said "I'll leave your MSG now". Customer typed back to agent that they never left any MSG? Customer didn't know what CA was doing but never asked for any MSG to be sent. Agent didn't seem like she knew what she was doing on call. Confusing. CS apologized to customer for confusion and assured her that we would send in a complaint so that issue could be investigated. Thanked customer for letting us know. Didn't require a call back.	08/21/01	Spoke to OPR & she said she hit the wrong macros. Coached OPR to always keep caller informed especially when OPR makes a mistake so there would be no confusion. OPR understands.
3404D	08/17/01	5	Customer stated that Relay answered & dialed and they waited for 3 mins and then was disconnected. CS thanked customer for calling in and apologized for inconvenience. Let customer know that this would be forwarded to proper ctr. No call back required.	08/22/01	OPR does not remember this specific call. It is possible from description that call was disconnected due to inactivity on IB part. Coached OPR on this.
3415D	08/19/01	5	Customer complained that agent outdialed requested nbr, typed to him it was busy and then hung up on him. CS said they would pass his complaint on to Supervisor. No call back required.	08/21/01	Spoke to agent and computer froze up and he didn't hang up on purpose. OPR could not unfreeze keyboard, therefore, couldn't respond back or anything to TTY.
3419D	08/20/01	29	A telephone admin called on behalf of customer who uses Relay as part of her job. When she makes LD calls through Relay, they are connecting to a recording that say ATT cannot bill to an 800 nbr. Customer is calling from 212 nbr and the IB ANI showing to CS is 646 nbr. The company's COC is ATT. Customer can call TTY to TTY LD w/o a problem and believes that Relay needs to fix the problem and get the call from ANI to show for ATT. Telephone admin wants tech to contact him. TT#04151971 entered, w/request for contact. Customer is able to speak and so CS explained possibility of using 2LVCO as a way around problem. Faxed preprinted info to telephone admin regarding CA called my mom and said it was fax tones.	08/20/01	Not a Sprint relay problem, per rep at Syracuse. AT & T issue. Rep communicated with customer.
6627	08/21/01	24	My mom does not have a fax. Different OPR called my mom for me and got through fine. Thanked customer and explained that this would go to CAs Supervisor.		Spoke w/OPR and she stated that she absolutely heard fax tones on call. Perhaps OPR misunderstood nbr to be dialed.
3435D	08/24/01	22	Customer's notes & branding not displayed. Wanted CS to rebrand nbr. CS apologized for inconvenience and informed customer that branding was displayed to CS. TT#04171361 entered for technical issue in NY call ctr.	11/14/01	Closed - test call verified branding and notes.
3435D	08/24/01	27			
3445D	08/24/01	27	Customer requested a nbr from his FD list and agent informed him that they were unable to place the call but did not say why. CS brought FD list and explained to customer that his call had been handled by an agent in OH ctr which was probably due to high call volume in NY. Also informed him this can result in database info not following or being very delayed or not showing at all to agent. CS also explained that we are aware of problem and Relay database containing so much info has some bearing on issue. Thanked customer for letting us know	08/24/01	FD database available now.

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3437D	08/24/01		Customer unable to contact Sprint OSD at 1 800 855 4000 - no answer. Said it was either busy or just keeps ringing w/no answer. CS apologized for inconvenience and assured customer that we would turn in TT to appropriate people. Thanked customer for her patience.	08/24/01	Forwarded to OSD.
3439D	08/24/01	3	Customer told agent that he wanted to type all of info that he had for DA before call was made so that she would have all of the necessary info to get nbr. Agent did not wait for him to type the info like he asked - went ahead and completed call. Apologized to customer for his inconvenience and let him know that the complaint would be sent to proper ctr.	08/24/01	OPR was coached at length regarding importance of always following customer's instructions. She was coached on importance of caller having total control of call and how it is processed. OPR apologetic and now realizes importance. Will not happen in future.
3442D	08/24/01	35	Customer states that when he calls into Relay NY when they are busy, he never gets a macro stating that they are busy and to hold for the next available agent. He would like this looked into further. CS apologized for inconvenience and assured him that we would turn in a complaint and thanked him for letting us know.	11/28/01	Called customer to request ID # for agents. Contacted NY tech to verify delay call announcer.
3454D	08/27/01	2	Customer had problem dialing FD. Waited for moment and after much difficulty, the call finally went through. Agent apologized and said she was sorry for confusion. CS thanked customer for letting us know and apologized for any inconvenience and informed him the report would be sent to call ctr.	08/31/01	Team Leader reviewed FD nbr procedures and stressed the need for keeping the caller informed of what's happening. OPR understands and will follow procedures.
3459D	08/27/01	21	Customer states that he typed to agent "call cable" and there was no response. Customer does have in his call notes that he uses FD. He also said "call cable" in VCO mode and waited still no response from agent. RCS thanked customer for letting us know and assured him that we would turn it in as a complaint and also suggested in the future that he might add "call cable in FD list" for further classification to agent.	08/30/01	CA is new & does not remember call. Will be coached on how to use FD nbrs.
8384	08/27/01	4	Customer placed call to mayor and OPR typed a long recording w/lots of options and then hung up.	08/27/01	Team leader explained recording procedure to caller. Customer satisfied. Spoke w/OPR and she followed procedure but will be more careful to process calls efficiently.
8384	08/27/01	5			
3461D	08/28/01	2	VCO reports that agent did not respond after he typed the phone nbr he was calling. He tried to speak to agent to find out what may be the problem but agent did not respond. Call was not processed. VCO CDB notes are "VCO User - will VCO but then will type out nbr to dial". VCO thought the call may have been disconnected - not sure what happened, but advised he shouldn't have had to type he was going to use VCO when the CDB notes are in place regarding typing out the nbr but uses VCO. CS apologized for problem encountered.	08/31/01	Team Leader reviewed VCO procedures w/OPR and stressed the necessity of reading CDB notes. OPR apologized and this will not happen again.
8387	08/29/01	7	Customer complained that OPR misspelled almost every other word.	08/29/01	Apologized to customer for this and assured OPR would be coached. Spoke w/ OPR and coached her to ensure that she works to improve her spelling. OPR was given dictionary to help her achieve success. (M. LaMontage)

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3473D	08/30/01	3	<p>TTT user types very slowly but continuously. He called in wanting to report CA outdialed call before he was finished telling her what he wanted her to do for call. CS apologized for this happening and explained that agents are trained to wait till they see GA. CS said sometimes callers may forget to say GA. Offered to note the database with "slow type, pls. wait for GA". CS explained about database and offered to send info and instructions to customer. Informed customer that CA's supervisor would be made aware of problem for coaching.</p>	08/30/01	Spoke to OPR & coached her to always wait for GA. She will now always do this.
3474D	08/30/01	3	<p>Customer transferred to CS due to incapability of agent to dial 800 nbr that had 11 digits and Supervisor transferred call. CS apologized for problem and explained complaint would be forwarded on in order to correct situation to make both Supervisor and agent aware that they simply need to dial the first 7 digits of nbrs/digits given. Suggested they call back and try again.</p>	09/02/01	CA apologized & said she would try to call w/o last digit.
3482D	08/31/01	18	<p>Agent did not type ans mach MSG, just beep. CS explained that possibly the machine was full and w/some machines - a beep would be all you would hear due to the machine not allowing any more MSG's to be left. CS apologized for problem and informed customer that info would be sent to agent's Supervisor for coaching. Customer also reported that a person he called using Relay was unable to hear him, and the agent reported she could hear him breathing but not his VCO communication. Customer feels he may have reached a wrong nbr as he has since seen the person he was calling who could not hear him and they knew nothing of call problem occurring. Customer previously called into CS and I could not hear him but I could hear what sounded like breathing in the phone. CS then suggested the customer contact his equipment co. This happened twice w/me but when he reached another CS rep that same night, she could hear him fine. We instructed him to contact his equipment company as this appears to not be a Relay issue. Customer still</p>	09/11/01	Coached OPR on proper procedure for leaving VCO MSG's on ans mach. To best of OPR's recollection, it was just a beep and the machine may have been full. She will inform callers w/more info regarding ans mach in future.
3482D	08/31/01	21			

Complaint Tracking for New York

September 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1559	09/01/01	24	Customer wonders why it takes so long for Relay to know she is TTY - not voice. Says happens sometimes when she dials Relay 800 # for TTY and also when she receives call from people through Relay when they use the 800 # for Voice. GM noted that occasionally type would stop in mid sentence & then start again & part of MSG would not appear	09/01/01	GM offered to have her # branded as TTY & customer accepted. GM also mentioned the info regarding missing type and suspended call in mid-relay & suggested it may be an issue w/her TTY.
3485D	09/01/01	9	Customer says agent did not type entire MSG from ans mach. CS thanked customer for letting us know of his concern.	10/04/01	Team leader reviewed proper answering machine procedures. Operator states she understands and will not make the same error again.
3486D	09/01/01	18	Agent did not record msg. Just typed "you have reached ans mach GA". CS thanked customer for calling in and told him that we will get this problem taken care of.	09/05/01	Spoke to agent & coached her to always type entire MSG unless otherwise instructed.
3487D	09/02/01	11	Customer requested VCO and waited and typed request again and after 3rd time, agent finally acknowledged request. CS apologized to customer for frustration and told her that her concern would be passed on to supervisor.	09/22/01	Coached OPR on proper VCO call processing. She is confident this will not happen again.
3494D	09/03/01	2	Agents failed to follow database instruction that say to type beep 1st time on ans mach w/o redialing. CS apologized for the problem and let customer know that the complaint would be forwarded to appropriate mgmt.	09/12/01	Team leader spoke w/OPR and stressed the necessity of always checking CDB notes every time. OPR understood and will be more careful in future.
8390	09/05/01	5	Quality of call was terrible. Lot of missing words and lots of xxx's and slow typing. Agent hung up on caller.	09/05/01	Apologized to customer for negative experience. OPR stated she did not hang up, VCO customer disconnected. Reminded OPR that hanging up on a caller is grounds for immediate termination and coached her to ensure more accurate typing in the future
8390	09/05/01	7			
8390	09/05/01	0			
3013E	09/06/01	18	CA did not type entire MSG from ans mach. CS thanked customer for letting us know and assured him that we would send complaint in for supervisor investigation.	09/12/01	Coached OPR to always type complete ans mach MSG unless given instructions by TTY user. OPR will now do this.
3014E	09/07/01	3	Customer gave area code and nbr when placing 1st call (different from his). On 2nd call, he only gave nbr w/o area code. Agent dialed using area code from 1st call and it was wrong nbr. Next time she used his area code. CS thanked customer for calling in and let him know complaint would be sent to proper ctr.	09/14/01	Spoke w/agent regarding complaint and agent stated that after she typed the ans mach MSG, sent ans mach macro & GA. The customer said she did not know if it was her turn to leave a MSG or if the ans mach still playing? The agent then typed "disconnected agent will redial to leave MSG", then proceeded to redial. Agent was informed that she followed procedure at the beginning, however, she took control of call when she told customer that she would redial to leave msg. Agent did not give customer a chance to say whether or not she wanted to leave a msg. Agent was coached on ans mach procedures and caller control. Agent understood and agreed to follow these procedures. Agent will be monitored to make sure she is

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4381	09/07/01	4	CA was very rude. Hung up on person when she asked for a supervisor. Gave wrong info to hearing. Gave no GA's. Did not keep customer informed.		Reviewed proper procedures to follow when a call needs to be disconnected with agent. Agent was encouraged to immediately alert a sup when a customer becomes rude. Coached agent on the importance of following the customer's request, demonstrating excellent professional phone image, and relaying verbatim. Agent will be monitored.
4381	09/07/01	5			
4381	09/07/01	17			
3038E	09/12/01	4	Customer placed call to sick parent w/cancer. She was talking, OPR was typing, then she stopped in mid sentence. Customer asked if anyone on line and no response. Then got MSG "person hung up". Customer has no way of knowing if parent became ill, fell down, etc. Felt she should be informed as to what was going on. Did not have agent nbr. CS apologized that customer was left hanging and stated complaint would be sent to AM and thanked customer for bringing this to our attention.	09/22/01	AM called customer & left msg.
3041E	09/13/01	18	Customer says agent did type the entire ans mach message then ANS MACH GA. Customer did not know if she should go ahead and voice the MSG or if the agent was going to have to redial for her to do so. Customer asked the agent if the ans mach was still on or if she was going to have to redial. Agent typed "redialing to leave your message GA" Customer says she does not like it at all when agents take control of her call. I thanked the customer for calling in the complaint.	09/14/01	Spoke with the agent regarding this complaint. The agent stated that after she typed the ans mach message and sent the ans mach macro GA The customer said she did not know if it was her turn to leave a MSG or if the ans mach still playing? The agent then type disconnected agent will redial to leave message then proceeded to redial. Agent was informed that she followed procedure at the beginning however she took control of the call when she told the customer that she would redial to leave msg. Agent did not give the customer a chance to say whether or not she wanted to leave a msg. Agent was coached on ans mach procedures and caller control. Agent understood and agreed to follow these procedures. Agent will be monitored to make sure she is
3042E	09/13/01	2	Customer placed a Relay call and agent did not respond to typing. CS apologized that call was unsuccessful and told him the report would be sent to the call ctr. supervisor.	09/14/01	Spoke w/agent regarding call and agent states that he thought there was technical difficulty because he did respond, but VCO user did not voice nbr and disconnected. Agent clearly did not pay attention to the CDB notes because notes state that customer may type their instructions. Agent coached on paying attention and following CDB notes.
3043E	09/13/01	21	Agent dialed and reached an ans mach the 1st time and did type gender, but when redialed the 2nd time to leave a MSG we reached a live person. Agent did not type gender of live person who answered. CS apologized that gender was not given and told him this would be sent to call ctr.	09/14/01	After researching ID for that OPR, it was discovered that no one is issued to this nbr nor did anyone use this nbr on the date given.

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1579	09/13/01	4	TTY user upset because CA would not tell her how old she thought the OB was after caller had hung up.	09/13/01	Apologized and empathized w/customer but informed that CA's are not allowed to guess ages of OB. CA followed policy by not offering their opinion on anyone's age.
3047E	09/14/01	4	Customer called in stating he gave agent nbr to dial, it was busy so he asked that she keep trying until she got through. Agent redialed and got busy again and then agent disconnected. CS thanked customer for calling in and let him know that this would be handled by the appropriate ctr.	09/28/01	OPR will always continue trying to get through - redial until TTY says stop. Coached OPR to always do what customer wants.
3047E	09/14/01	5			
8398	09/14/01	17	Customer said OPR was horrible and very nasty and broke transparency. Told the customer he has a brother over there that is missing. Told customer she was being very picky and that she was trying to make him lose his job. Customer explained that she had nothing to do with his loss but should not take out anger on the customer.	09/18/01	Spoke to OPR. Coached him to never get involved in a conversation no matter how personal it is to him. Reminded him of transparency and to be professional at all times no matter of personal life. He will comply.
3054E	09/16/01	2	Customer said agent was not paying attention. Agent did not dial correct nbr and customer typed to agent to hang up 3 times before agent acknowledged. When agent redialed, connected to ans mach and agent typed ans mach GA. Agent did not follow CDB notes regarding ans mach. CS apologized to customer for frustrating experience.	09/27/01	OPR did not remember call, did apologize for error. Was reminded to follow customer instructions in the future. Agent said she has never hung up on a customer. Computer may have locked up and agent was unable to continue the next call from same customer. Was reminded never to disconnect a call.
3054E	09/16/01	3			
3057E	09/17/01	33	Received fax from customer stating copy of bill CS requested enclosed and requesting removal of Sprint LD charges. CS had apologized for agent error in not selecting Verizon for LD calls and had requested copy of bill from Verizon so credit could be issued for difference of amount billed.	09/17/01	Called customer back to thank her for sending billing info. Informed her credit would be \$1.07 and offered 30 mins of free Sprint LD instead of credit, which was refused. Customer had already spoken to Verizon who agreed to remove Sprint charges in full amount including taxes. CS again apologized and told her to let us know if she had any problem in the future. Told her since Verizon had already removed charges, we would not need to issue \$1.07 credit for difference in charges by Sprint as opposed to Verizon charges.
9984	09/18/01	5	Customer was very upset because OPR hung up on him in the middle of his conversation with their party. The customer was highly upset and was not satisfied with the service. Apologized on behalf of the agent and assured the caller that his complaint would be filed and the problem would be handled in the appropriate manner.	11/18/01	Spoke with Operator and was assured that she would never disconnect a customer.
3072E	09/19/01	26	Complaint received from AIM on customer's behalf. TTY customer getting constant garbling whenever she uses her turbocode feature when using Relay service w/TTY. Has been reported many times. She is getting symbols replacing the text and missing letters when turbocode is on. She had no problem when using TTY to TTY. CS informed her that TT#04272874 would be opened.	09/28/01	Customer turned off Turbo Code. No garbling. Tech still working with Ultratec to resolve issues.

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3104E	09/27/01	5	Customer gave agent nbr to dial and then got no response.	09/28/01	OPR said computer froze up and there was no way to respond to TTY. Supe tried to unfreeze and was unable.
3111E	09/28/01	29	Customer having problems using 711 & 800.	11/09/01	LEC does not have 711. Referred to rep who referred customer to PSC.
3112E	09/28/01	4	Caller said she started w/ one agent and at end of call, a different agent's nbr came across. Caller was not informed of agent change.	09/28/01	Spoke to OPR & coached her to always send changing agent macro.

Complaint Tracking for New York

October 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8404	10/01/01	21	Customer had notes that stated please express how person sounds on the phone. The operator gave all expressions for the customer during the call. Once the call disconnected, the customer was still requesting that the operator express how the person sounded on the phone. Operator followed company policy and did not give any information after the call disconnected. At the time of call, customer was told that OPR was following procedures.	10/10/01	Operator was following Relay procedures. Relay procedures stated that after the call has been completed - relay OPR no longer has any info pertaining to that call. No action was taken.
3150E	10/04/01	24	Caller said he is getting the "your long distance has been temporarily disconnected" when he tries to place calls. His COC is not listed as COC for NY but is entered into CDB notes. I did a test call through NY Relay and the agent was able to put the call through successfully by choosing "other option" There does not appear to be a technical problem as on the test call the agent could see the CDB notes. Suspect this is a training issue of possibly new agent not reading the notes and selecting the Other option. Apologized to the customer for having this problem and instructed him to ask for a sup in the future if other problems.	10/06/01	AM called customer to follow up.
3159E	10/06/01	2	Customer says agent xxxx took over from agent xxxx and the take over went smoothly. Customer then gave agent xxxx instructions on how to handle the next call that would likely connect to an answering machine. The instructions are also in the database notes telling the agent to not type the ans. mach. message in full and customer will leave a message on the first outdial. Customer says agent did not follow any of the instructions and typed the entire ans. mach message. CS rep thanked the customer for taking time to let us know of this issue.	11/13/01	Coached on being sure to read all info on customer notes before taking over call or before processing a call.
3157E	10/06/01	4	Customer says agent dialed out correctly, let her know what they had connected to then put her on hold and "left her hanging". Customer says she tried to type to the agent to find out what the delay was and could not get the agents attention. Agent did not keep customer informed that they were still on hold. Customer thought the agent had disconnected was ready to hang up when agent started typing that the representative was on the line. CS rep thanked the customer for letting us know of the problem.	10/18/01	Agent thought customer notes said not to type the recordings or use the hold macro. Instructed agent to focus on calls at all times.
8409	10/09/01	5	Customer stated that the OPR refused to make a call. Told TTY user that # was to a pay phone and then hung up on customer. Customer called back into relay to make complaint and said they would be showing the proof from the printout tomorrow. Customer knows I took the complaint. Customer appeared satisfied.	11/12/01	Spoke with OPR, she claimed to have no memory of the above incident. Coached OPR on restricted# procedures to ensure that there are no further problems.

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9890	10/17/01	3	Customer was upset because when after agent dialed the ans mach to leave a message the customer asked agent if she had included the phone number with the message. Agent did not respond but redialed. When customer repeated their questions the agent disconnected. Informed the TTY user that the OPR behavior was unacceptable that I had made a note of the incident as it was described and that I would forward the description of the incident to the proper dept so that the OPR could be addressed. TTY user thanked me and disconnected.	10/19/01	Coached OPR to always respond to customer and wait for instructions. OPR did leave message and thought customer wanted her to just redial and leave phone number. She will now confirm with customer and keep customer informed of all that is being done.
9890	10/17/01	4			
9890	10/17/01	5			
3210E	10/18/01	21	Customer is upset because relay agent and sup could not get a call to go through to an ans mach. Agent kept typing ANS MACH and the name of the person so customer knew they were reaching the right number but they couldn't get it to work. Customer hung up and called back with another agent and the call worked fine. Customer is upset that the relay seems to be getting worse and worse. CS rep thanked the customer for letting us know and told her that the report would be sent to the call center. Apologized that she had been experiencing problems lately and assured the agent would be coached to provide better service.	10/29/01	Spoke with the OPR and OPR had called sup over for assistance with this call. Neither one could get the call to go through. OPR did her job along with the sup.
3230E	10/23/01	29	Customer is trying to reach dear patient on an important matter but when he tries to call the number through relay he gets a busy. He called the LEC to see if something was wrong with the line but he LEC said the number rang for them just fine and customer tried the number directly from his office and it worked fine. CS rep placed a call through xxxx and got a busy signal. Apologized to customer and thanked him for letting us know. Told him I would enter a TT to get the techs to resolve it.	10/24/01	AM notified customer that the problem resolution states- Sprint translation made a change to the routing of the call.
3240E	10/25/01	24	Customer says that within the last month while trying to call the DR's office through relay ...it does not work. But if the line is called directly it works fine and the number worked fine a month ago when going through relay. CS rep placed a test call and did get a recording that this number is not in service. Entered TT # 04413820 and told the customer I would be doing this and she could contact me on Friday afternoon to find out the results. Thanked her for calling and apologized for the problem.	11/01/01	Problem with translation. Resolved. Test call worked.

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3249E	10/27/01	24	Customer states that when trying to call this particular number she always gets a fast busy but if the number is called direct then the call will go through. CS rep did a test call and the number did go through when using the relay. Advised the customer to hang up and try it through the relay. If it did not work to call back. A few minutes later customer called back and said that they tried it with 2 different agents and still had the same problem. CS rep entered TT # 04422710 and let the customer know that if she gets 9xxx agent to hang up and try again until she gets any other OPR to place the call at least until Monday afternoon.	11/29/01	Problem resolution states that Sprint translation group made a change to the routing for the call
3251E	10/27/01	29	Voice customer states that when trying to call a VCO user through relay she keeps getting a fast busy. Customer did not have any agent numbers. CS rep did a call from their terminal and got a fast busy. Entered TT # 04423122 and thanked the customer for calling in and let her know I submitted a TT and that it would also probably not be repaired until Monday.	10/31/01	Can't call customer no name/permission provided. TT closed.
8416	10/29/01	5	Customer states that they were disconnected while in the middle of a conversation. Upset about the service received. Says the OPR was not paying attention.	10/29/01	Spoke with OPR and the caller just stopped talking and the OPR looked up and the line had disconnected. It could have been a tech issue.
8420	10/31/01	5	Customer asked OPR to place a call using VCO. Phone rang 10 times, customer tried to give OPR instructions to place another call, no response, OPR disconnected. Apologized to the caller for inconvenience, explained to the caller this would be referred to the OPR's manager. Customer seemed satisfied.	11/01/01	OPR remembers the call and he made an error and thought it was a TTY caller, waited for a typed response - did not disconnect but admits that the delay was probably perceived as a disconnect. Coached OPR to ensure that it doesn't happen again.
8419	10/31/01	21	A rep from a company called into relay to inquire why her customer felt that the rep from the company was upset. Possible that the OPR typed to the customer background sounds such as sounds upset. This rep was party to the call between customer and other rep and said that she did not feel like the rep was upset at all. Told the rep that the OPR would be asked her take on the call. Rep was very polite and appeared satisfied and appeared to better understand relay procedures.	11/02/01	OPR remembered the call and that there was no doubt in her mind that the customer sounded upset and by typing that plus negative background comments made regarding the TTY user she was fulfilling her responsibilities admirably.

Complaint Tracking for New York

November 2001

Tracking #	Date of Compl.	Cat. # Comp	Nature of Complaint	Date of Resolution	Explanation of Resolution
3274E	11/03/01	17	VCO reports: Obnoxious OPR asked OPR to disconnect if its not the person asked for and OPR followed instructions however OPR didn't type (m) (F) prior to disconnecting outbound since it was not the person asked for and when VCO customer asked for that info OPR had nasty attitude would not provide the (f) or (m) info and put another person on who said hey were a supervisor but didn't give their name and said their nbr was xxxx no F or M given just xxxxcustomer suspicious whether it was an actual supervisor and had an obnoxious and nasty attitude with her.	11/04/01	This call was documented on Saturday and it was presented to the TL - the OPR did nothing wrong on the call. The customer instructions were followed and no info is to be given out after the call.
3286E	11/05/01	4	Caller said she received a call through the NY relay on 11/2/01 at 8:20p and the relay OPR did not give ID number. Caller said she asked three times before OPR gave number. Caller did not know if agent was male or female. I apologized to the customer and let her know that a complaint would be sent to appropriate mgmt.	11/06/01	OPR nbr automatically comes across the screen when call comes into ctr. this OPR is new and was reminded to give OPR nbr again at customer's request.
3283E	11/05/01	3	Customer says she gave agent instructions that "if a live person answers type GA and do not announce relay. The agent reached an ans mach and typed GA. Customer thought she was talking to a person and did not realize it was an ans mach. Customer says she is having problems all the time. I thanked her for calling and apologized and said I would send the information to the agents supervisor. Customer then said the supervisor's just stick up for the agents. Customer would like me to let the account mgr. see it also. Customer did not want to leave her name or nbr.	11/06/01	Team leader discussed the importance of following caller's instructions. OPR understands and will be more careful. OPR stated that she thought the ans mach was a live person and apologized for the error.
3293E	11/06/01	24	NY VCO user calls in to say she usually gets Syracuse ctr when calling to xxx xxx xxxx or 711, but this evening and now she is getting a very slow imprint of the relay greeting info. She kept getting a recording all night tonight. I told her it may be something in her equipment causing the screen to print so slowly and gave her the Ultratec nbr. I tried calling the xxx xxx xxxx and got connected on the first ring with no problem with the printing. I told customer this and she questions why she is receiving the recording which she could not remember exactly what it said. I explained that she may have misdialed or hit a wrong key but I would send this info in so it could be checked. I submitted TT 04460683	11/06/01	Technician spoke with customer. Something wrong with TTY. Referred to Ultratec
3305E	11/08/01	4	This CA really had an attitude. She didn't type goodbye or GA to SK at the end of my call. I didn't know if the person I was talking to had hung up or not. When I asked her, "did they hang up? She typed transferring or something like that. Then she told me to hold pls that she was getting a supervisor and I just hung up. I don't know what is wrong with these agents at night. RCS response: Apologized for the inconvenience that this caused and assured her that we would send in the complaint so that it could be investigated further.	11/17/01	Discussed this call with OPR. This is an excellent OPR her keyboard locked up and couldn't type anything. Computer sent the wrong response. Not the OPR. Sorry for the inconvenience. OPR felt very bad. OPR tried to get sup to assist before the caller hung up

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Comp	Nature of Complaint	Date of Resolution	Explanation of Resolution
3312E	11/11/01	3	Customer called in to let me know she had let the OPR know that she would be reaching a recording and all she wanted to know was whether or not the office would be open tomorrow (since it is a holiday). The OPR started typing out the MSG and customer asked her to please disconnect. The OPR told her that she had disconnected and was redialing to leave a msg. She didn't ask whether or not the customer wanted her to redial and customer hadn't asked to leave a msg. She only wanted to find out if the office was going to be open. She finally did get the requested info that the office will be open in the morning. I thanked customer for calling and letting us know about this. I told her that I would get this written up and forwarded to the proper center and we appreciated her calling us. She said that she was going to let this slide until the OPR took control of the call away from her by redialing without being asked to.	11/15/01	Spoke with agent regarding this complaint. The agent states that she typed the MSG because at the beginning she did not understand what the VCO user was saying and it wasn't clear that she did not want the recording typed to her. Informed the agent that she should always get clarification if the customers instructions are not understood and coached the agent on allowing the customer total control of the call. The agent understood and was apologetic. The agent will be closely monitored.
3313E	11/12/01	29	Customer is trying to call her VCO father at xxx xxx xxxx. When she dials his number directly he answers. But when she calls him through NY relay she get a fast busy signal. I dialed his number from my desk and I also got a fast busy signal. Customer did not have an agent nbr to provide. I thanked the customer for calling and let her know I would enter a TH to the technician. Entered TT 04484556 to NY technician. Emailed AM for resolution.	11/13/01	TT result: call rang through on 11/12/01 problem was due to emergency in NYC very busy network.
3332E	11/15/01	26	Customer complains that "yes I have a problem with agent xxxx, xxxx plus xxxx. Every time I call in the mornings there give me a hard time and type symbols and numbers and words spelled wrong" Customer says their TTY is one year old. Customer says after they get upset the agents type correct. Customer says their TTY is fine that agents get lazy. Customer also said my typing was not clear. I was typing clearly and I apologized for the problem. I suggested they may want to contact Ultratec to have their machine checked and explained that many variables such as noises or vibrations can cause garbling. Customer said they will call AM but when I tried to give her nbr they could not read me and said I was typing in large letters. Customer can't deal this no more and will try relay. I apologized again suggesting they contact Ultratec and that I would make sure to let each agent's supervisor know about the problem as well and offered to have AM contact them. Customer will contact AM. I was able to verify her correct TTY nbr with customer.	11/28/01	Customer has not called. Will communicate resolution to customer when he/she calls.

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Comp	Nature of Complaint	Date of Resolution	Explanation of Resolution
3277E	11/15/01	17	Daughter in FI was calling in behalf of father who called her in NY. She said he got upset when the relay OPR typed in background sounds of child screaming and loud noises and people yelling. (It upset the elderly father who was calling the daughter.)Daughter said that the agent was very rude when she asked what the OPR said to her father to make him upset. She said OPR's tone of voice was very condescending when she said "OPR cannot talk during the phone call." She asked to speak to a supervisor and the supervisor was also rude and refused to give customer her name. I apologized to caller that she had a bad experience with relay. I explained that the relay OPRs are trained to type everything heard on a telephone call. I offered to put a note in the elderly father's database "Agents do not type any background sounds or conversations" Daughter still wanted the complaint registered on the tone of voice of both the supervisor xxxx and OPR xxxx and their reluctance to explain why the background sounds were typed and why. Caller said the supervisor could have handled the situation much better that she did.	11/19/01	OPR did as required by typing background sounds. Coached OPR to ensure voice tone always polite and professional.
8429	11/16/01	3	I had called gave a number to call (did not give the GA yet) and asked if she would ask for xxx and if asked who is calling this is xxxxx. She did not even let me finish and started dialing before I gave the GA. Made another call and it was an ans mach typed thank you to the OPR no GA typed you're welcome bye SKSK. I said excuse me still no GA yet type nbr you are calling. no reply. OPR hung up. Apologized to customer and advised we would coach CA to be sure the understood procedure. Customer was satisfied.	11/16/01	Coached OPR on waiting for the GA and if no response after a couple of minutes maybe to just type (is that GA?). Also towards the end of the call against took a long time to get a response from the customer and the OPR thought they may have forgotten to give (type) GA so proceeded on with call. Team leader
8429	11/16/01	4		12/31/01	
3335E	11/16/01	1	Customer was calling to a NY number , she lives in NY and works in NJ. She is a regular NY relay user. When she first dialed in to the relay and gave the OPR the first number to dial she waited and waited for the notification that the OPR was dialing her call. The nbr gave a second one to be dialed which she then asked the OPR to dial. This one was an xxx area code and the OPR dialed the wrong area code. Again she had to wait and wait until she saw that the nbr was being dialed. This nbr led to yet a third one- a direct nbr. She again gave the new nbr to the OPR and again had to wait to see that the nbr was being dialed. She waited anywhere from 45 seconds to 2 and a half ins for her calls to show that they were being dialed. When customer asked the OPR why it had taken so long for the calls to be put through the OPR replied I don't know. I thanked customer for calling and letting us know and let her know I would forward this to the proper center. I also apologized for the inconvenience.	11/19/01	I discussed this complaint with the agent. The agent did remember the call. Agent states that she misdialled and took a long time to dial because she is very uncomfortable with this command. Agent admitted that she constantly forgot to do the key stroke to listen to what the customer was saying. This was the agents first day out of training and the agent did not understand her mistake, however she was coached on how to use this feature and was able to demonstrate how to do this without a problem. agent will be monitored to make sure she is able to process all calls types.
3340E	11/18/01	3	NY VCO user asked to type his instructions to agent and then to voice his MSG calling to xxxx area codexxx. Agent instead dialed to his voice mail. Customer then informed agent that xxxx is on his FD listing. He also has xxxx and was giving the area code thinking it would cause less confusion on similar names. I explained that when using numbers from his FD listing he only needs to type or say the name to the agent and that I could clearly understand each name when he spoke. I thanked him for the call and agreed to put through his complaint. Customer was satisfied with that info and the call ended.	12/03/01	Coached OPR who now knows how to use FD and will follow customer's instructions

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Comp	Nature of Complaint	Date of Resolution	Explanation of Resolution
3388E	11/20/01	3	<p>NY VCO user complains that when placing 3 calls at the very beginning of the calls " I told her if you reach an ans mach I will leave a MSG the first time. I gave her the # she dials then all of a sudden on my screen I see oops redialing. I see ringing 1, 2, 3 and then the agent comes on saying there is a problem with her computer" Customer was very upset that this agent took it upon to take control away from her by redialing. Customer questioned agent about this and agent explained she had misdialed the 1st time and then redialed twice. I did apologize for this problem and also let the customer know that when making request or instructing agents each call is treated separately and agent have to treat the call that way due to confidentiality. Customer was unaware of this and thanked me for that info. Customer also commended this same agent for doing a beautiful job on the first 2 of her calls that were very lengthy just prior to this problem call. I thanked the customer for taking her time to call us and assured her I would let the agent's sup know about the problem and the agent would be coached. Customer also made some</p> <p>changes to her DB notes after speaking to AM who suggested she reverse the 1st and 2nd notes which I did for her. Customer thanked me and the call ended.</p>	12/03/01	<p>Spoke to OPR- she will now always keep customer informed of what is going on - I.e. mischief etc and why she is doing what she is doing and confirm with customer so customer always has control.</p>

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Comp	Nature of Complaint	Date of Resolution	Explanation of Resolution
3356F	11/21/01	4	<p>Caller called says, " I called through relay only thing came up with "voice now". I asked if this was relay or CS because I did not know, there was no macro. Then the agent typed ans mach so I asked what the MSG said I did not receive an agent ID at all so I had to ask. I explained that the greeting macro is generated automatically through the system and agent's have no control over that but they are to send a closing macro which identifies them also. Customer is still using a used TTY that someone gave him and I believe it may be a problem with his machine which I mentioned but the customer doe not think so. Customer also reports when he receives a MSG from FL on his ans mach there was no announcement greeting and at the end the agent just said this MSG left by FL relay but no ID nbr given. I apologized and told customer I would turn in a complaint on this problem. I explained that with the NY agent there may be a system plm as none of the macros info seemed correct. Customer was satisfied with this then asked if he needed to have people who call him to ask for the agent ID nbr is case it happens again.</p>	12/31/01	<p>Team Leader reviewed answering machine procedures and stressed the importance of following proper procedures. Operator stated understood and will comply.</p>
3357E	11/22/01	4	<p>Customer comments: "I want to make a complaint. This keeps happening all the time. I received a call through relay, after I answered the OPR did not send the greeting. She just typed"(m) then typed the MSG from my brother that he was on his way and would arrive in a short time. I has to ask for her ID nbr and she gave me some six digit nbr. SO I asked her again and she finally did give me her true ID nbr. This should be copied to training because this needs to be addressed as it is happening to me all the time. CRS response: I apologized to the customer that she was not kept informed with the relay greeting announcement. Told her this report would be sent tot he call center supervisor and they would turn it n to training as well. Thanked the customer for calling.</p>	12/01/01	<p>OPR remembers the call. She may have forgotten to send the greeting she will work to make sure that doesn't happen again.</p>
8443	11/28/01	5	<p>Customer wanted to know why the OPR hung up on them and they disconnected when they weren't done talking. Apologized to customer and advised he would investigate. Customer was satisfied.</p>	11/28/01	<p>Talk with the OPR about the call did not hang up on any call. Wondering if there possibly could have been something wrong with the outbound line.</p>
8445	11/29/01	3	<p>Operator is impossible and an idiot- a total idiot. She typed nonsense saying reached Gilda Ho Ho what the hell is that? She kept typing to me what do you want? Several times. She was so annoying so I hung up. I was so sick of this idiot! Apologized for inconvenience, customer stated that she did not want an apology from the supervisor, just wanted the operator deal with ASAP.</p>	12/31/01	<p>Team Leader discussed phone call procedures with operator and told operator that she needed to improve her performance.</p>
3385E	11/30/01	7	<p>Customer was calling an insurance co through relay agent xxxx. The agent had many typing errors. She typed the customer's name wrong, the name of the insurance co was wrong and a phone nbr was give three times and the agent kept transposing the nbr. the agent never apologized for the many errors. The customer said it ruined her whole day. Now the insurance co won't talk to her because of the bad relay experience. The customer says that she now has to fine a new home owner insurance co as a result of the poor typing of this agent. I apologized for the bad relay experience and told her I would document the info and forward it to the call ctr where the agent is located for coaching with sup. The customer asked that I also copy the AM because she feels and has been told in the past, that sup are friends with agents and sometimes overlook things like this. she said she wants to help us weed out the bad agents. No follow up necessary.</p>	12/11/01	<p>OPR is an experienced agent who calls are usually error free. Coached OPR to ensure that she continues to provide quality service so that customers remain satisfied.</p>

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Comp	Nature of Complaint	Date of Resolution	Explanation of Resolution
3392E	11/30/01	3	Customer called to say that agent did not follow customer request and after some time finally dialed the person requested from the FD list. Then typed 'ans mach GA'. Did not type the recording and after the GA that they had typed I started to leave a MSG then agent typed redialing to leave msg. I then hung up. I apologized to customer for the frustration and inconvenience and told customer I would send this info to the agent's sup so that the agent could be coached on FD list and ans mach recordings.	12/06/01	Coached agent on FD and ans mach procedures
3392E	11/30/01	9			
8446	11/30/01	21	Customer upset because OPR interrupted them while trying to give instructions and would not let them finish. It works with other OPRs. Apologized to customer and advised her we would discuss with CA.	11/30/01	Spoke with the OPR and she accidentally hit the complete button before the GA was given. Understands the policy on waiting for GA just hit computer key too quickly.
12050	11/30/01	17	Agent very rude and doesn't listen. They want to get the person fired and said they would go to someone higher if nothing is done. Two people took the complaint and notified customer that it would be faxed to the other relay ctr so they can meet with the agent and investigate the matter. Customer is aware and has a printed copy. They will mail it in.	12/03/01	OPR has a history of providing respectful, excellent customer service. "agent very rude was not specific enough to pinpoint exact call. Sup should ask for details. Coached OPR to continue providing quality relay services.

Complaint Tracking for New York

December 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3402E	12/03/01	4	Customer called in stating that the first time the OPR dialed the nbr she reached an ans mach and simply typed ans mach GA instead of typing out the ans mach message. Customer then gave directions to redial and get to a live person. The OPR redialed and got an ans mach again and typed ans mach GA once again. He then asked her to dial again and got a live person this time, the OPR didn't gender the person though. Also at the end of the call she didn't send the macro just GA or SK. Thanked the customer for calling in and let him know that I would forward this on to the proper ctr.	01/09/02	OPR remembered call - on previous call person instructed her not to type the ans mach messages. OPR may not have gendered - macro was not sent because voice person had not hung up. VCO hung up first. Coached OPR to make sure all calls are gendered.
3402E	12/03/01	18			
8452	12/04/01	11	Customer complained that these OPRs do not know how to process VCO to VCO calls. These were 5 in a row and they would tell me they didn't know how to process the call and then never came back on line. This is terrible.. I had an emergency call. Apologized to customer for the inconvenience and told her I would notify our trainer of this incident. Customer would like a follow up letter regarding the incident.	12/04/01	Spoke with all 4 OPRs involved. They said the customer asked them if they were familiar with VCO to VCO calls or ask something like that. The OPR answers were similar no but I am sure I can . Before ops were about to finish their sentences the customer hung up on them. The customer called back and got a different OPR and the pattern started again. I explained to the OPR that when answering a customer's question it must be answered in a positive way. Instead of saying no, say yes, one moment, or- I'm more than happy to process your call one moment pls. That will let the customer know that we are able to do anything for them. When in doubt say yes to the customer, get a sup immediately and get your literature out. I also explained the VCO - VCO procedures to OPR and made sure they understood how to process the call. I emphasized to the OPRs to use good choices of words when
8450	12/04/01	4	Customer asked the CA twice if the speed was at 10 wpm as she would not answer me so I hung up. Apologized to customer for the inconvenience and assured her that a discussion would be held with the OPR. Thanked customer for using NYRS.	12/04/01	Spoke with OPR and she asked the customer twice nbr you are calling to pls. and got no response. Then the call disconnected. Customer hung up on the line.
3407E	12/04/01	4	Customer called in stating that she had reached a recording and the OPR would type small bits and pieces of the recording and then she typed in that she had missed this and missed that. She asked the OPR when the place was open and there was no response. she kept saying hello over and over w/ no response so she finally disconnected and called CS. Thanked customer for calling in and let her know that I would forward this to the proper ctr.	12/06/01	CA said she could not hear VCO. CA did call sup over for assist and VCO hung up. Coached Ca on typing all recorded msg.
3407E	12/04/01	15			

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3424E	12/07/01	2	Customer has contacted relay CS in the recent past to double check that her LD carrier is in her DB profile. It was and still is. The customer was unhappy to report that this agent prompted her for her LD carrier even though it is in the DB. The customer asked to speak w/ sup but the agent told her some inadequate excuse. I apologized for the agent's prompting for LD carrier info. I confirmed that her COC is still in the DB and that the agent should not have prompted for this info. I told her I would document her complaint and forward it to the call ctr where this agent is located for coaching	12/12/01	Coached OPR to always follow customer notes. That is why they are there so OPR doesn't have to ask customer. OPR will now comply
3427E	12/09/01	3	Customer called in and her branding was not showing but her notes were. She stated that when she called in to relay her branding was not showing. She noticed this herself and tried to get the OPR to realize that she was VCO user, which she finally did. She gave the OPR instructions that if ans mach was reached to follow customer notes, an ans mach was reached but notes were not followed. when customer asked the OPR why she didn't follow notes the OPR told her the notes were not there. Customer called in on the dedicated VCO line to reach relay. Thanked her for calling in and let her know I would fill out a TT on this. TT 04595754	12/11/02	Branding now in place. - Closed
1687	12/12/01	7	VCO customer asked to speak to a sup concerning CA . Very upset that CA didn't type correct name of person they were having conversation about. He should have asked if he didn't get the name right instead of typing a completely different name. It confused everyone. Apologized for the inconvenience. did assure customer the complaint would be faxed immediately to CA sup in NY for follow up.	01/03/02	Coached OPR to ensure he pays attention to getting names right in the future.
8463	12/13/01	17	At 9:00 p.m. OPR "screwed up my call. She wouldn't answer me, it was disgusting. Earlier in the day I had another OPR and she was terrible. She has an attitude. When I asked her not to announce relay she typed what QQ what do we do QQ Apologized to the customer for the inconvenience and that the issues would be handled immediately	01/06/02	Spoke with OPR and coached her to call a sup and or follow customer's instructions exactly. How would you like me to proceed. OPR will comply.
3439E	12/14/01	25	Customer gave the nbr she was calling to. She has Verizon stored in the DB for her LD carrier. When she calls through relay she gets a recording that says the nbr u reached has been disconnected or is no longer in service. The hearing mother reported this both her and her deaf daughter would like follow up about this. The nbr can be dialed directly w/no problems. Test call with agent showed that LD info is there but the recording was reached. Customer is very upset because they need to be able to dial LD to call her brother. I sincerely apologized for the frustration and told her I would document her complaint and open a TT for relay tech to check into this. I told her it would be forwarded to the AM and that she would follow up with	12/18/01	I called the customer on Friday and left a MSG indicating that we were working on this problem. On Monday I spoke with tech who indicated that he was waiting to hear from his Verizon contact. Tues 12/18 the problem was fixed. Verizon added this nbr to the MCI/Worldcom databases. I called customer and caller her mother and emailed her mother. Mom confirmed customer was able to place LD calls.

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1689	12/14/01	29	VCO user is upset that when relay calls her she is not getting the typed greeting from the OPR. I apologized for the trouble and said her notes do indicate she is a VCO user so the OPR should know to send the macro to her. Told her I would document her concerns.	04/17/02	Attempted to call customer 3 times no answer.
3458E	12/20/01	4	This agent handled 3 of my calls and basically she did a pretty good job on the call but on the 1st call after I was told that the phone had been answered there was 90 sec gap where there was no response whatsoever. I was saying hello hello . I was typing hello hello and nothing, no response at all. Then finally my call go started and from that point on it went pretty smoothly and then after the call there again was a long gap same thing. This happened on the 2nd and 3rd calls like the agent wasn't really paying attention to my call. Once when I finally asked her what was going on she said oh sorry I was adjusting my headset. Apologized for the inconvenience and frustration during the call and assured that we would send in the complaint so that the issue could be investigated further. Thanked the customer for	12/20/01	spoke with OPR who doesn't remember the call. Knows that she has never told a customer that she was adjusting headset. Coached OPR to ensure continued excellence in customer service.
3458E	12/20/01	11			
8469	12/21/01	17	This OPR was rude. She typed mach and I asked her what the MSG said and she said fxxx me. I don't need this when I make a call. She never gave me the MSG on the machine. She just said mach GA I asked for manager and she hung up.	12/21/01	Team Leader spoke with this agent and she doesn't remember this call and states that under no circumstances would she say such a thing to a customer. She states that she always typed the ans mach macro's and then the entire msg
3468e	12/23/01	29	VCO customer unable to call her daughter using Sprint COC due to tech problem at relay. Apologized for know problem called her daughter per VCO request daughter will call her mother back via relay. Advised I would enter a complaint and TT. TT# 04651323	04/17/02	A bad distro was rolled out. T&I informed. Correct distro released. TT ticket closed. Customer now able to place calls.
8473	12/23/01	3	Customer requested OPR to give definition of BMUSED. Caller later revised word to Amused. OPR advised caller that OPR not able to provide service requested. Caller requested sup and sup advised caller relay cannot do that, caller would be calling to speak to sup boss. Advised sup would make problems for OPR and sup called both loser and hung up	01/03/02	OPR and sup were both fulfilling their job responsibility. OPR are not allowed to become a part of the call by defining words used in the conversation.

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3472E	12/24/01	29	VCO customer unable to make a call to PR. Tried to call through NY relay, Nat'l relay and PR relay. Caller had previously made the call through relay but cannot complete call today due to agent and sup getting MSG Int'l calls not accepted. VCO DB indicates Verizon as COC. When relay tried to process the calls MCI OPR was on line on some attempts. Call could not be completed no matter how the agent or sup tried to process call. Customer unhappy that a call to her family could not be complete at Christmas time. Sup suggested I try to put the call through from CS. the call went through but unable to type Spanish for response. VCO able to speak to family member and advised of problem. Apologized for problem and advised there is some tech problems with relay tech are currently working on. TT 04653833	12/26/01	Calling from nbr is a general hospital ICU desk. No customer here.
3486E	12/28/01	00	VCO customer complained that agent did not respond when he called to make a relay call. Customer did not have any calling to nbr as he was unable to make the call and hung up to call to CS to ask how long he is to wait for a response. He said this happens about 5 % of the time. I explained that the agent should respond w/in a few sec and that I would forward this info on to the agents sup for follow up and that I can not gage how often he should call our dept for his concerns. Customer may still be using a TTY that was given to him that we have repeatedly suggested he have fixed or replace and I fell this may cause the problems he experiences and I have discussed this in great detail w/ him on several previous occasions. I thanked the customer for calling to let us know assuring him I would forward this info on.	04/17/02	I spoke with OPR in Jan concerning this - she stated that she responds immediately when a call drops in - she did not remember this particular call. OPR was reminded that when a call drops in to respond promptly.

Complaint Tracking for New York

January 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3497E	01/02/02	33	TTY reports she is unable to call Israel through NY relay. Customer DB notes indicates to use Global Crossing for all LD calls. Customer called Frontier which she reports is same as Global Crossing. Frontier advised no problem with making LD call including International calls. TTY able to make the International call is past. Relay OPR typed have accessed Global Crossing and not able to make LD calls problem started yesterday. Apologized for problem. TT # 04668760 TTY requests contact from AM regarding this issue when relay tech comments are available.	01/07/02	This ticket shouldn't have been opened. Customer couldn't fax to Israel.
8478	01/03/02	5	Customer said I just called in with OPR. I gave the nbr and then It was dialing and then it disconnected. I didn't understand - I wasn't finished. Apologized to customer and promised to talk to OPR to find out what happened. Customer was satisfied with this response.	01/03/02	Spoke with OPR. She remembered the call - it had just happened. Disconnect was due to unintentional relay error. Coached OPR to ensure this doesn't happen again.
5213	01/03/02	21	She explained that her switchboard OPRs having problems with CA's handling the calls going to a specific ext. Her OPR was asked to leave a MSG without going to the ext., and she cannot do that because she is not a MSG service. Customer was unclear if the CA was breaking transparency and demanding that her OPR leave a MSG or if it was the caller. She will inform the hard of hearing person who works there to let those people who call there for him know that they must ask for his ext. Customer wants to make sure that it if not the ca abusing her OPR. I told her I would make a note of what was happening.	01/08/02	No further action necessary.
3013F	01/05/02	2	Customer called in saying that the OPR did a good job up until the last call that she was able to make. She told the OPR to follow her notes in the event that she reached an ans mach; they say to give her ans mach beep GA so that she can leave the MSG the first time. The OPR didn't follow those instructions and when Customer asked her why she didn't the OPR responded," if I followed instructions the mach would have cut off the msg. Customer let her know that was her problem not relay's. Customer asked to make another call and the OPR said one moment transferring to CS. When she came in to me she was not upset or rude. I apologized to her for the problem that she had; I also let her know that we are working to get the OPR to follow the DB instructions.	01/18/02	Coached OPR to always follow customer instructions regardless of the results. The customer always has control of the call. OPR will now comply
3032F	01/08/02	24	When calling LD to and get a recording I'm sorry your organization has restricted this type of call. Customer said everything worked fine until yesterday. Said there is no problem with his Frontier LD acct. Apologized to caller for the problem and let them know a TT would be open to check the problem. TT # 04698695	01/08/02	TT results - agents to connect "using all other". Frontier now back on COC.

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8484	01/11/02	4	Customer told agent to call a cab and told her what to say. Didn't let me know what was going on. No typing of their conversation or what I said to the cab and then disconnected from me. I told customer the OPR would be spoken to immediately, her team leader would be informed and a complaint filed. customer was satisfied.	01/11/02	I spoke to the OPR. She remembered this call. She states she typed the whole conversation with the cab co and confirmed what the TTY customer said twice. Cab co wanted to know if he was at home or at work and TTY user responded. I coached OPR to make sure all was typed (like she did). OPR didn't disconnect. He was upset the cab co disconnected. She had no control. It appears the OPR was doing her job correctly.
3052F	01/12/02	21	Customer called in stating that the first time she was making calls she got OPR xxxx and had to keep repeating her instructions. On the first call there was a problem on the line, which the OPR told her. The OPR then took control of the call stating I'm redialing she then relayed the MSG for customer. After the call ended customer asked her why she took the control away from her; there was a long pause as if what customer said made an impression. I thanked her for calling in and let her know that I would write this up and forward it to the proper ctr.	01/18/02	Discussed caller control with the OPR. Explained how even a simple decision like whether or not to redial is still a decision that belongs to customer. Coached her to ensure that there are no future breaches in caller control.
8486	01/13/02	21	Customer wanted OPR to tell her what time the outbound party had said after the outbound had hung up. OPR told customer that the call ended and that info was not available. Sup witnessed the situation. She was very upset that the agent would not provide info after the call had ended. I tried to explain to the customer that the agent was following policy, but that I understood her frustration. She complained about OPR on the weekend. I suggested she suggested policy change in writing. She stated that she would be contacting CS and higher ups to complain. Customer is not satisfied with the policy. I told customer that I would register her complaint. The customer complained that the OPR was	01/18/02	OPR followed company policy and did his job correctly.
8487	01/14/02	17	rude and annoying. The customer asked the OPR how many rings were there before the answering machine and response from the OPR was that the OPR no longer had that info. The customer said that he has the right to know that info and she was very rude in responding to him. I apologized for the inconvenience and told the customer that the OPR will be spoken to for the rudeness. He responded by wanting to make another call, the customer seemed satisfied.	01/14/02	After the outbound hangs up, OPR no longer has this information. Coached OPR to be nice while letting TTY user know that she no longer had this information - i.e. - adding "smile" or "sorry" to prevent rudeness or attitude.
3062F	01/15/02	24	Customer is dialing NY relay nor. She reports it takes 5 -7 min to get an ans from a relay OPR. She has tried hanging up and dialing back up to 10 times. She has also tried dialing 711. She is very frustrated with the long delay in getting an answer from relay. I apologized for her frustration. I checked our line and found that we had no calls in waiting in any of the call ctr at the time she reported the problem to CS. I told her I would document her complaint and forward it to the am for review.	01/23/02	Technician worked with customer regarding correct way to dial NY Relay. Customer reports improvement.

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3064F	01/15/02	11	Customer reports that agent xxxx handled her call. They dialed and got the party on line. She began voicing and when she said GA she did not get any response. She said hello are you there GA and still got no response so she hung up. I apologized to the customer and told her I would document her complaint and forward it to the call ctr where this agent is located for follow up with a sup.	01/25/02	Spoke with the agent regarding this complaint. Agent stated that during this call the outbound party was talking with someone else and was not paying attention when the VCO customer spoke. When the VCO customer finished voicing her MSG, she waited for the outbound party to speak but there was no response. Informed the OPR that if the outbound party does not respond simply inform the inbound caller of what is going on. The agent was coached on keeping the customer informed throughout the call. QA dept will continue to monitor the agent to make sure she is following
3063F	01/15/02	7	Customer reports that agent dialed the wrong nbr 3 times. I apologized for the dialing error. I told the customer I would document her complaint and forward it to the call ctr where the agent is located for follow up with a sup.	01/22/02	Spoke with the OPR and said the customer typed the nbr that was given. The OPR also communicated this info to the customer and was accused of being a liar. OPR offered the customer sup assistance but the caller disconnected.
3065F	01/15/02	24	Customer dialed NY relay dedicated VCO nbr. It rang directly into CS dept but should've been answered by a relay OPR prepared to process her call. I apologized and told her I would document her complaint and have relay tech look into it. I asked her to hang up and try dialing again.	04/17/02	TT results - Made test calls using the ANI information provided and also direct dialed the NY #, unable to duplicate problem as reported.
3076F	01/16/02	2	Customer came in branded VCO but did not respond by voice. I sent voice now macro and customer asked if he could type. I say yes and he said I told OPR before that I would type but she left me in VCO mode saying she didn't understand. I have to yell while my uncle on line. I apologized to the customer explaining that the agent should allow him to voice or type explaining I would let this agent's sup know for coaching the agent. I thanked the customer for letting us know. He says she eventually followed his instructions but didn't understand so he said no VCO (customer's notes say he may type instructions, wait for GA will then VCO) I thanked the customer again and the call	01/17/02	Coached OPR to follow customer's notes and to always follow customer's instructions. If OPR has any questions to always call over a sup. OPR will comply.
3076F	01/16/02	3			
3080F	01/17/02	5	Customer said I called that agent and gave her the nbrs that I want to call but she pauses too long then she dialed the nbrs so I spoke with someone else after that I gave the agent other nbrs to call but I got an ans mach so agent typed GA to sksksk then hung up on me. I wasn't finished. Apologized to the customer for the problem and let them know that the complaint would be forwarded to mamt	01/18/02	This agent is a male and was not working at that time.

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8490	01/17/02	17	Customer did not appreciate this OPRs manner on the phone. She was unwilling to type what I had requested. She gave me attitude when I asked her to get some info for me. She said do you want me to call back and type all that again? This was business call and I needed this info. Apologized to customer and assured caller that OPR would be spoke to as soon as possible. Customer was pleased that this would be handled immediately and was satisfied.	01/17/02	Team leader spoke with OPR who explained that she was unclear as to what the caller wanted exactly and was asking for clarification since she was in the middle of the recording. Team Leader coached OPR on how to ask for clarification from TTY users.
3090F	01/18/02	21	Customer asked the OPR 3 times to dial xxx in his emergency list: all three times she told him that xxx was not listed in his emergency list. He then asked for another OPR and was transferred to CS instead. Thanked the customer for calling in and let him know that I would write up the complaint and forward it on to the appropriate center.	01/25/02	Coached OPR if he didn't know what customer was talking about to call s up to help if info is not in ER list - also to call sup to assist when customer insist info is on ER list.
8492	01/21/02	21	The OPR didn't handle my calls very well. She was very impolite and she didn't get the job done. I had a headache when I was finished with her. Thanked the customer for expressing her concerns and assured her that OPR would be coached. I apologized for any inconvenience this may have caused.	01/21/02	Customer was calling VISA line and was frustrated by long recording/putting in info in/ lengthy 2nd recording. Coached OPR to prevent further impolite impressions.
8493	01/22/02	29	I am a heavy TTY user and I have been noticing a problem lately. I run an agency on deafness and we handle a lot of TTY calls. I'm beginning to notice more and more garbling and scrambling of nbrs which is a real problem because I take credit card nbrs over the phone. When I call TTY to TTY this doesn't happen so I know the problem is with relay. Apologized to the customer for the inconvenience and assured her that I wld process the complaint immediately getting to the necessary parties.	01/22/02	Customer turned off turbocode and no longer has issues. Called to follow up. Left message 2x.
1728	01/22/02	17	Customer was calling back a nbr on caller ID. She wanted the ca to tell her the city and state the nbr was in. She was very upset that the CA's would not give her that info said these 2 CA's were worthless. She has never had problems getting this info from other CA's. I apologized for the frustration but told her unfortunately relay policy does not allow the CA's to give out that info. She didn't believe me . I offered her CS and she said no. she would call back tomorrow and complain to a sup and not accept sin.	01/23/02	Both CA and ACU followed correct policy
8494	01/22/02	3	This OPR was extremely rude and nasty! When I picked up the phone I did not get any relay greeting or ID# so I was not sure if it was relay call or a TTY call. I asked 4 times for VCO and finally I saw (talk now) GA. I asked if OPR was male or female and asked for ID - OPR never gave it to me. This happened yesterday also but could not get ID. You need have some good OPRs and some bad ones. I apologized for the inconvenience and will forward this to the appropriate parties to have this OPR spoken to. Customer was satisfied and did not want follow-up.	01/25/02	Agent recalled call. Agent was never able to get outbound VCO to recognize relay. Agent sent Alt S and GA inbound customer informed agent "she does this all the time. I'll hang up and she will call me back. Inbound disconnected. Agent sent macro and repeated ID# Outbound typing suggested to agent they did not receive the info agent typed. Outbound line timed out.
8494		11			

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8494		17			
8496	01/24/02	21	TTY customer said their machine kept coming in garbled. Sup saw the computer screen. Customer said it was our fault because he could hear background noise. There was NO background noise.. Said it was our fault OPR did nothing wrong. Followed procedures. Said he was going to report it. TTY user said he had spies in relay and is going to file report with the states. Customer refused to be transferred to CS and only wanted to argue with the sup.	02/01/02	Team leader spoke with OPR and stressed the importance of calling a sup when there is a problem with TTY. OPR understand and will continue to comply. Attempted to call customer 3 times. No answer - AM
3122F	01/26/02	4	VCO reports that relay OPR dialed a nbr and there was a problem on the line. OPR informed her of the problem. VCO instructed to redial. OPR redialed. Problem again on the line. OPR informed VCO. VCO instructed to redial. OPR dialed nbr and again there was a problem on the line. This time the OPR took it upon herself to redial and didn't give VCO opportunity to direct her own call. Apologized to VCO for problem. Advised complaint would be forwarded to sup.	01/29/02	OPR apologized said it wouldn't happen again.
3126F	01/27/02	2	Customer stated that this OPR asked him who is LD carrier was even though it is in his DB and there is a note as to who it is. The OPR attempted to dial the call. Apparently it didn't go through. At that time she asked the customer who his LD carrier was then proceeded to place the call. apologized to the customer and let him know if he wanted that I would write up the complaint and forward it to the agent's ctr.	01/27/02	Employee is no longer with us.
3140F	01/29/02	29	Customer states that he gets garbling whenever he calls through relay service. When he uses TTY to TTY he never has any garbling but always does when calling through relay service. RCS response: did a test call from RCS and called direct TTY to TTY not garbling problem at all on the call. Hung up and redialed the relay service and the agent said there was garbling when he first answered the phone and also intermittently during the call. Agent xxxx. Let the customer know to also call Ultratec at equipment services and let him know that we would also turn in a TT on the problem. TT 01792862	01/31/02	Technician unable to reach customer despite repeated attempts. Closed.
3139F	01/29/02	3	Customer states that she gave the agent all the necessary info to place her call and then the agent turned around and said she did not understand what she was saying. The customer then had to repeat the complete MSG all over again. In placing the call the agent let the phone ring 6 times and then there was a long pause and the agent typed redialing. The agent took it upon herself to redial the nbr for whatever reason without asking the customer or letting them know what was going on. This makes the customer furious when the agents take it upon themselves to do this without letting the customer be in control of the call. RCS: Apologized to the customer let her know that we would turn in the complaint. Thanked her for letting us know about it.	02/12/02	Coached OPR to always inform customer of what is happening and not to take it upon herself the OPR to redial. It is not her call and has to get instructions from customer as to how to proceed. OPR will comply.

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3139F	01/29/02	11			
3134F	01/29/02	35	VCO caller reports reaching national relay when calling xxx xxx xxxx to relay CS. Reports it has happened more than once when she attempted to dial CS. Apologized for problem encountered. Advised complaint and TT would be entered. Verified nbr VCO is calling to CS and NY relay. TT # 04779685	04/17/02	TT results - unable to duplicate problem. Customer now able to reach relay however.
3146F	01/31/02	17	Customer states I called someone through the relay service and I was upset over something. I talked to the person who can help me and after the call I asked the CA if I made the person uncomfortable or if I made her feel annoyed. The CA response was I have no info on that. I feel that this was a very rude response from the CA. I told her that she was not doing her job and then she said oh the person sounded fine. RCS response: Thanked the customer for letting us know and assured that we would turn in the complaint so that the issue could be further investigated. Also explained the difference between asking the CA to make a judgement call and asking them to give	02/01/02	Discussed with agent. Coached on proper procedure on making judgement calls.
8485	01/11/02	21	When I told this operator to slow down he warned me that I wasn't allowed to type while he was typing. He kept typing periods in the nbrs and I could not tell the difference between check nbrs and amounts. He would not repeat when I asked him to." Apologized for the inconvenience and promised to speak with the operator immediately so that service wld be improved in the future.	01/11/02	Spoke with the agent. He admitted that he might have told the customer to wait for the "GA" before typing. Reminded him that as it was her call she was entitled to interrupt. As far as the confusion with nbrs he read the persons request to repeat to the voice person as required - the voice person did not do so. coached OPR to ensure improved quality of service.
8499	01/28/02	35	Whenever relay calls in my caller ID says unavailable. So I can never know if the call is for me or my children who are hearing. I would like it to change to relay or something like that so I will know who is calling me. Many of my deaf friends share this same concern. Apologized to the customer for the inconvenience. Customer was not satisfied with this response and wants a follow-up to explain to her what is being done to correct this.	05/08/02	Attempted to call customer 3x- no answer.

Complaint Tracking for New York

February 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8504	02/03/02	11	Customer said OPR seemed to have great difficulty placing call to the VCO. It was voice to VCO, took forever, poor introduction and a lot of confusion. VCO said she was glad it was only her daughter calling and not a business call. VCO customer also commented that she is usually very pleased with relay. Apologized to customer and thanked her for her comments, assured customer we would discuss VCO procedures with the OPR to make sure OPR fully understands VCO call processing. Customer thanked me and said that no further follow up with her is necessary.	02/15/02	Spoke with OPR regarding call. She was new and admitted having problems with VCO calls initially. Went over procedures and coached to ensure better customer service.
3168F	02/07/02	11	Customer says that the agent didn't send the macro properly at the end of his call. She just typed SKSK and hung up and did not give him the opportunity of placing another call. RCS: Thanked the customer for letting us know and assured that we would send in the complaint so that it could be investigated further.	02/08/02	This OPR has been out on medical since Sept so it must be a wrong nbr.
3175F	02/10/02	17	Customer called in very irate about this agent giving him a hard time. He was having trouble with his machine garbling and called in to relay. He kept telling the OPR that the typing was garbling and all the OPR kept typing was nbr u are calling pls. GA. This went on 3 or 4 times. The customer was hard to understand as to exactly what the complaint was since if his machine was garbling I don't know how he knew what the OPR was typing. I tried to explain to him that if he was having problems with his machine he needed to call the manufacturer. He rudely told me that it was our service not his machine and we needed to do a diagnostic to find out what the problem was. If he has another problem he is not going to bother calling us, he is just going to call the FCC or something like that then he hung up.	02/12/02	Addressed agent regarding this complaint and he vividly remembered handling this call. The agent stated that he had forgotten to send the macro which is why the next macro was sent to the VCO user several times. The agent alerted a supervisor and was advised on what he should have done. When the agent finally pressed the correct key stroke she stated that the VCO user was very upset with the OPR and disconnected. Coached agent on proper procedures to follow when handling non-branded and branded VCO calls. the agent was encouraged to fill out a CA feedback form to document incidents such as this. Agent is also a recent graduate.
3172F	02/10/02	3	TTY user wants to make a complaint against this agent and supervisor who assisted on call. Customer notes: agent use descriptive words during call - he wants to know how person sounds for example is person sounds angry, happy, crying etc. TTY user complained that agent did not type this info on call to girlfriend. Agent refused to do so. Supervisor took the side of the agent who didn't type the info. TTY user requests contact from supervisor ASAP.	03/20/02	OPR did type what was evident in the call. She did not answer afterward as per company policy. OPR was doing job effectively.
3174F	02/10/02	4	Customer came into CS trying to order a pizza. They did not realize that the OPR had transferred him to CS. CS rep asked if he had OPR nbr and it was xxxx . Apologized to the customer and let him know that I would write this up and forward it to the proper ctr.	02/25/02	Spoke to OPR. She does not remember the call and does not know why it went to customer service. Coached OPR to always follow customer instructions and keep them informed at all times. OPR will comply.
3174F	02/10/02	21			

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8511	02/10/02	14	Customer complaining relay OPR did not inform caller of descriptive words. Upon looking at the screen caller was informed that relay OPR had relayed per caller's instructions. Caller wanted OPR and sup to comment on call after call was over.	02/20/02	OPR did type everything that was evident in the call. She did not answer questions afterwards as per company policy. OPR was doing job correctly.
8521	02/15/02	5	The customer said this OPR was very rude. I told her to redial and she said "what is your message!!!!. I had told her 3 times and then the OPR hung up on me. I told the customer that I understand and the OPR will certainly be spoken to. They were satisfied and wanted to make another call.	02/15/02	I spoke with the OPR and the call came as an ans mach. OPR processed the call for an ans mach as normal. Upon redialing the OPR had replied what MSG would you like left on the ans mach? The customer gave no reply and then the call hung up. The screen just disconnected auto. OPR was not rude and was not told 3 times. Also did coach that if customer just asks to redial just to process the request again.
3192F	02/18/02	29	Caller said she gets incorrect relay greeting when calling NY relay. Says NBALLING and should be NBR Calling pls. I apologized to caller for the problem and let her know a TT would be opened. TT nbr 04843513.	02/15/02	Technician attempted to call 3x. No answer.
8525	02/18/02	3	Instead of giving the usual announcement I asked the OPR to just say it's a call from someone who can't hear well. OPR said she could only do that if I typed it first and I am on the VCO phone so I couldn't type it.	02/18/02	Spoke with OPR who admitted that she did type that, based on instructions from another sup. Coached her on proper procedure to ensure that this does not happen again.
3197F	02/19/02	3	VCO reports that he asked agent to give relay 800 # to business. Agent provided 711 nbr. VCO user verified with relay CS that 711 dialing will not reach relay if business phone system has not been programmed to allow the 3 digit dialing of 711. Therefore it's very important that relay agent give the nbr requested. Apologized for problem. Advised the complaint would also be forwarded to training personnel as well as sup.	02/23/02	Talked with OPR on Sat- advised to give out 800 nbr.
3200F	02/20/01	11	Customer states that this agent reached a recording stating that the area code had changed on the nbr that was being dialed. Instead of the agent informing the customer of this and letting the customer decide if they wanted to call back or not, the CA took it upon herself to redial the nbr with the new area code. This took the control away from the customer. The customer had to type hang up 4 times to the CA before the agent finally complied. RCS: Thanked the customer for letting us know and assured that the complaint would be sent in for further investigation.	02/25/02	Coached OPR to always keep customer informed-exactly what recording, etc and let customer always make the choice of what to do - not take it upon herself to decide for them.
3211F	02/24/02	3	Customer stated that agent did not give their nbr until customer requested it and then did not give full nbr. Excluded M or F. had to ask for VCO 3 times. Apologized to VCO. Advised complaint would be forwarded to sup.	03/04/02	Team Leader reviewed VCO procedures with operator and operator will be more careful in the future.
3209F	02/24/02	3	Customer stated this agent did not give their nbr until customer requested it and then did not give full number. Excluded M or F. had to ask for VCO 3 times. Apologized to VCO and advised complaint would be forwarded to sup.	02/28/02	Customer was irritated - kept putting through voice now GA - her response 3x - did type "F" - difficult call - had called someone over to assist since she got no replies.

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3210F	02/24/02	3	Customer had to ask for VCO 3 times. Apologized to customer and advised complaint would be forwarded to sup.	02/28/02	Spoke with OPR concerning the call and she does not recall having any problem with VCO calls unless it came through as an ASCII.
3214F	02/24/02	2	Customer called in stating that this agent did not follow her DB notes, she also told her that if she reached an ans mach, she would like to leave a msg. Her notes specifically state when reaching ans mach...type ans mach, beep GA all the agent did was GA. When customer said something to her about her notes the agent replied back I've had your calls before, you've not reason to be complaining and you complain too much. Other relay operators have had your calls and they say you complain too much! This was on her printed paper and customer read this to me verbatim so that I could get exactly what was said. I apologized to her for the agents behavior and let her know I would get this written up and forwarded to the ctr. I did also let her know that is her right to complain as much or as little as she wants especially when her notes are not being followed.	04/29/02	Spoke with OPR. Coached her to always be transparent and never in interject an opinion regardless of thoughts. Must always be a human telephone wire. Must always remain professional. OPR will comply.
3214F	02/24/02	17			
11600	02/28/02	3	Customer called VCO#. Agent xxxx. Caller gave instructions, said follow customer notes. Operator ignored instructions, took control from the caller, redialed w/o request to redial. Supervisor came to assist. Supervisor was asked for ID# 2x - did not give it. Customer was absolutely furious.	03/07/02	Spoke to OPR. Coached her to always follow customer instructions and never take control away from customer always ask customer how to process or call for a supervisor for assistance.
8531	02/26/02	5	This operator totally messed up my call to the New York magazine. I called in and give the nbr and she immediately asked for the nbr again. When she connected she couldn't type and disconnected the call. Team leader apologized to the customer and assured her OPR would be spoken with immediately. Customer was satisfied and placed the same call with another operator.	2/26/002	Operator was assisted by the ACU. When call connected there was a problem with bridge for VCO. Call needed to be disconnected. Operator and Team Leader reviewed procedures.
3201	02/01/02	3	Had to ask for VCO 3 times. Apologized to VCO advised complaint would be forwarded to supervisor.	02/28/02	Spoke with operator concerning the call and she said she does not recall having any problem with VCO calls, unless it came through ASCII.
3237F	02/28/02	21	This CA didn't seem to know how to get through the menu very easily when I tried to call MCI. I think she needs more training in this issue. It took a long time to get through and we had to call back several times and I had to keep repeating myself over and over again. Thanked the agent for letting us know and assured that we would send in the complaint so that the issue could be looked into further. Also let the customer know we appreciated his patience in this matter.	05/23/02	Coached agent on proper procedure.

Complaint Tracking for New York

March 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8536	03/03/02	17	Customer's daughter placed on hold at which time customer asked the relay OPR "Do you know what she means?" The relay OPR rudely stated "I don't know ma'am you have to ask her yourself." Was not pleasant at all and customer feels this was completely unnecessary. In addition the OPR gave her a hard time when a OPR nbr was requested I explained that I would forward this complaint to the management.	03/26/02	Team leader spoke with OPR regarding proper phone voicing and etiquette. OPR states she did give OPR # Team leader stated to be sure to always give #. OPR will comply.
3252F	03/04/02	23	TTY user calling from pay phone calling to a local number. Relay requested billing info for toll call/long distance. Call has always been local before but problem today through NY Relay. (checked CIS local call 3 miles in CIS NY to Jersey City, NJ advised caller to try call again with supervisor assist but call could not go through local advised complaint and trouble ticket wld be forwarded customer requests contact from NY ACCT Mgr. regarding this issue with tech comments call customer at work. Voice numbers listed above -they will be able to relay written MSG to customer.) TT 22515 emailed complaint to NY ACCT MGR.	03/05/02	This is a LD call - as identified by LCA - Per customer Service.- 3/28 - updated files.
3252F	03/04/02		TTY user calling from pay phone. Relay requested billing info for toll call/long distance call had always been local before but problem today through NY relay. (checked CIS local call 2 miles in CIS NY to Jersey City, NJ advised caller to try cal again with supervisor assist but call could not go through local. Advised complaint and trouble ticket would be forwarded. customer requests contact from NY Acct Mgr. regarding this issue with tech comments call customer at work voice nbrs listed	03/05/03	TT results - This is a LD call - as identified by LCA file for NY. Per customer service. - this is not a problem. Attempted to call customer to leave message. Post Office refused to accept message for Ms. Williams.
3265F	03/07/02	35	Caller has problem calling xxx xxx xxxx- gets LEC recording "Your Organization has restricted this type of call, pls. contact Customer Service, etc 42730" started past two days. Prior to that he was able to complete the call without a problem. Opened TT 1000029526.	03/11/02	Tech said caller is unable to process calls through Verizon. TT closed.

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3273F	03/09/02	02	Customer called to say that agent can not read. Ask her to dial cable and follow instructions in my notes screen (#2note) and she wld hang up and redial and I wld explain to her again and she never got it.	03/11/02	The agent identified by the customer has not worked a tour of duty since 3/5/02. Without additional information further investigation is not possible. Maybe a case of customer identifying wrong ID #, agent did not work 3/5 - 3/5/02.
3273F	03/09/02	03			
8542	03/10/02	05	Agent disconnected customer after customer had typed "VCO call please GA."	03/20/02	After receiving this complaint, the agent was monitored to further investigate and the agent was not observed disconnecting calls. The agent was addressed regarding this complaint and she stated that she wld never disconnect a call on a customer. She stated that she understands the supervisors are the only personnel authorized to disconnect calls if deemed necessary. The Rockwell reporting was closely scrutinized and it was discovered that the nbrs were normal for that particular day. However, the agent was reminded of the consequences for disconnecting calls and she stated that she is well aware of them, which is why she wld not do such a thing. I also inquired about which steps wld be take if a customer typed, "VCO call pls. GA." The agent demonstrated that she is very familiar with processing Branded as well as NON-Branded VCO calls. After reviewing the agents performance file, discovered that she is performing quite well and has demonstrated that she has the ability.
8518	03/11/02	06	The VCO customer said Operator did a terrible job, cannot type, bad wording, at the end of the call she asked the operator for her number and she typed letters not the operator nbr. Customer feels that it was done on purpose because the rest of the nbrs were clear in the beginning. She took down the operator nbr in the beginning of the call. she stated that this operator should be watched.	03/11/02	Operator did everything correctly, garbling was on TTY end.
8518	03/11/02	07			
3277F	03/12/02	29	Customer Comments: "My carrier of choice for all long distance calls is Verizon and all my calls through Relay NY were billed by Sprint for the entire month of February. Not one call was billed correctly to Verizon, and my total charges were \$19.90 from Sprint. I have a 5 cent per minute plan with Verizon and I was charged way over that amount by Sprint."	03/13/02	Issued credit in amount of \$6.18 for amount overcharged by Sprint (\$6.18) 3/13/02 called customer to inform credit issued and will appear on March or April statement from Verizon. TT Results - problem repaired - closed
3282F	03/12/02	29	Customer tried to dial xxx xxx xxxx but was unable to because our system shows it's a long distance call (the customer's number appears to be restricted at the local level as it appeared to me in red). The customer says it should not be a long distance call because it's only 5 miles away.	03/28/02	Left Message for customer - We had problems due to incorrect LCA information. Problem fixed March 28th.
3298F	03/18/02	03	This complaint is against agent and supervisor. During the call VCO customer requested that the agent give the hearing person the relay phone nbr and explain the service. Agent told customer she could not do that--it wld break transparency. A supervisor was called onto the line and agreed with what the agent said.	03/25/02	Coached OPR and confirmed with trainer that OPR could give Relay phone # as VCO may not know voice # to relay and also that OPR could explain Relay Service. OPR Will now comply.

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Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3299F	03/18/02	06	TTY reports that agent started spelling wrong. TTY requested to be accurate for TTY to understand what agent is typing the person customer called got upset and hung up. It was long distance call person was talking and Relay did not type anything. TTY asked Relay to respond and typed "are you still there hello hello GA" no response.	06/14/02	Agent was addressed and coached on keeping the customer informed, when the voice person is not responding. Also advised agent to never disconnect a call, to request a supervisor assistance to disconnect all calls when necessary to disconnect a call including technical problems
3302F	03/18/02	11	Customer states that she gave the agent specific instructions on who to ask for upon calling a business. The agent did not follow these simple instructions and instead must have explained the relay service several times as it took a lot of time before she got back to the customer. The agent then typed, "voice now" upon which the customer had to state again the name of the person that she wished to reach. They then transferred her to that person right way. On ending the call the customer asked the agent, "why did you do that to me? Why didn't you ask for the person?" and the agent proceeded to hang up on her.	03/21/02	Coached OPR to always follow customer's instructions and to confirm "Asking for.." OPR will comply.
8547	03/18/02	05	Operator didn't respond to our call. When I gave the person the nbr to dial and pin to leave a message, then the "GA" then Relay didn't answer and just hung up on me.	03/18/02	Team leader spoke with the operator at 6:50 p.m. and operator said she does not remember this call. She came back from medical leave and does not remember getting a call using a pin number or anything like that. The only message left on a machine was for the voice person. She apologized for this confusion. Team Leader
8548	03/19/02	21	Customer said she was very frustrated with OPR. Requested a "Do not announce" the OPR dialed the wrong nbr and when customer started to protest the OPR said "I'm dialing I'm dialing" Customer started to protest the OPR said "or something like that" When customer asked this OPR to get a supervisor the OPR reportedly wld not - so the customer called back to complain.	03/19/02	Team leader spoke with the OPR - OPR stated that she did not type "I'm dialing" but redialed correct nbr without informing VCO. Also she did call sup as requested but VCO hung up. Team lead stressed the importance of keeping the caller informed of all occurrences in call. OPR will comply
8549	03/20/02	17			
6811	03/21/02	21	Customer stated that agent hung up on him and would not answer him. I thanked the customer for the information and that I could send it to Supervisor.	03/26/02	Talked with OPR. OPR says she would never hang up on a customer and it is absolutely against policy "May have had keyboard problems but doesn't remember. Since keyboard lockups are no longer documented there is no way to check coached OPR to always call Supervisor if keyboard problems which she said she always has and will continue to do so
3327F	03/24/02	29	Customer reports her daughter TTY user able to make LD calls and International calls via NY relay even though all restrictions are in Database system. She has reported this problem is past and TT was entered and tech comments stated unable to LD calls due to restriction. Inquired if TTY user is calling MCI or AT&T National Relay Service. Customer stated that her daughter does not know any other relay nbr and that she is being charged by Sprint. Provided MCI and AT&T Natl. #'s. Customer would like a follow up	04/17/02	Called customer, left message.

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8549	03/20/03	9	voice caller was upset about relay OPR being rude and having an attitude. She was also upset because relay typed everything heard which she said " Common sense says they can't hear so why do they need you to type everything heard." Voice caller very degrading of daughter as well as relay. Says she has made over 101 calls and no one has ever typed everything heard. Supervisor apologized for the attitude of the OPR and also stated the law required we type everything that is heard. They have the right to have equal access. caller got very rude and degrading and said she didn't want anyone from relay contacting her and hung up.	03/20/02	The OPR spoke with Team Leader about this call on Wednesday and she was very upset. The OPR heard verbatim what the caller was saying in the background and typed the info. The caller became very upset about that. The OPR was only doing her job. We type verbatim what verbatim what we hear and that is what she did.
3338F	03/29/02	21	Customer Comments: I wld like to make a complaint about a relay call made yesterday 3/28/02. I was suppose to have received a message form Relay OPR and it was very important MSG to be left on my voice ans mach. The print tout from the TTY caller shows that the relay agent typed MSG left at 8:45pm but there was never any message left at my answering mach. my name is XXXX and I wld like the acct mgr. to follow up with the on this problem." CS: I apologized to the customer and told her report wld be sent to call ctr where OPR was located. Told her acct mgr. wld be notified and could follow up with her.	04/01/02	OPR does not remember this call. Coached OPR to always call supervisor if problem with ans mach and always keep the customer informed. OPR will now comply. AM called customer and informed her agent had been coached.

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3346F	03/30/02		<p>Customer was trying to make a relay call using his cell phone. He informed the agent that he was calling from a cell phone but the agent was unable to process the call. The agent called a supervisor over who was not able to process the call either I asked the customer if he had the id # of the agent and the supervisor but he did not. I asked the customer to try the call again ad to make note of the agents ID # or to ask for a supervisor and to get the supervisor name or id # so that I could open a trouble ticket if necessary. I explained I did not have a way of knowing why the call would not go through without this information. The customer did this and called me back with agent # xxxx and supervisor #xxxx, Jenny. The customer said that Jenny told him they tried to put the call straight through then through AT&T then through Verizon and it did not work through Verizon. I apologized to the customer and told him I would call and speak with Jenny and she said the customer did say he was using a cell phone since he was calling a LD # she was trying to select any COC that would allow the c</p> <p>I explained that all cell phones are processed using local override. regardless if it is a LD or local call. I then called the customer back and explained that the problem had been resolved. He wanted to know if there was a problem I told him no they just weren't processing it correctly. I asked him to call back again and he shouldn't have any problems. He was concerned that even the supervisor was not aware of proper call handling procedures. I told him I would document his complaint and forward it to the call center and training.</p>	05/18/02	<p>Spoke with Ginny about the call. She remembers it from that weekend. The cell phone was not showing up as a cell phone.</p>

Complaint Tracking for New York

April 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3350F	04/02/02	24	Caller could not dial Dr. office on 4/1/02 kept getting busy signal TT was opened 1000076763.	04/02/02	Call completes through test position. No problem found.
8557	04/03/02	21	The customer asked the operator to give the nbr to relay the 1 800 nbr. The OPR told the customer that they cannot get involved with the call. The customer insisted the OPR give the 1 800 nbr being as it involved the processing of the call. The customer was very frustrated and wanted to file this complaint.	04/03/02	Spoke with the OPR and told him that if the customer requests, he may give the relay 800 number.
8559	04/05/02	05	OPR was really nasty to me and hung up on me. I don't understand why she is doing. She was very rude to me. She hung up on me when I did not finish.	05/01/02	Coached agent on the correct time to disconnect and to make sure the TTY is completely done making their calls.
8871	04/07/02	03	Customer stated she asked CA to call a nbr, did not receive ringing macro, then Ca typed (busy). VCO said to redial, but the CA hung up on her.	04/08/02	No CA with that number. No further action possible.
8871	04/07/02	05			
3383F	04/08/02	21	"I must make an official complaint about the service I had this morning and afternoon until now. The agent nbr are : xxxx,xxxx,xxxx,xxxx. They was unwilling to do their job I was looking for a job they gave me and my party a hard time. I told relay to type slower and be accurate with spelling they got mad and put light interrupt sign on and told me to repeat everything I say. The agent are lying my TTY is new they are lazy. All the time while I am talking my party the agent just wanted to give me a hard time this is not my first or second complaining this service. My name is xxxx and I want a different company for relay because sprint service is for the birds. I need AM's info (gave customer acct mgr.'s TTY nbr)."	4/14/02 4/18/02 5/17/02	(Agent # - After receiving this complaint the agent was blind monitored. The agent demonstrated that she is able to type verbatim and accurately when relaying. Addressed the agent regarding this complaint, however she had no recollection of the call. The agent was informed that if typographically errors are made, the backspace key should be utilized to inform the customer that it was a mistake. The QA dept will follow up with scans and evaluations. (AGENT # - spoke with OPR and no recollection of the call. Suspects that the call came in garbled. OPR was unable to read MSG and continued to send macro "nbr you are calling to pls. and MSG garbled pls. repeat" and then call disconnected. (AGENT # Discussed w/agent. Agent had a supervisor assist her w/the call because of garbling. Contacted customer. Customer satisfied
3391F	04/10/02	21	NY VCO customer upset that agent misdiald # twice. He had to dial a 2nd time and made several calls where agents misunderstood him and did not verify the nbr to call, even after misdialing first time. Customer says he even asked agent if they were ready to give them the opportunity to ask verify the nbr if they were not sure	05/10/02	Spoke to OPR regarding this call - she did not remember it - reminded to be extremely careful when outdialing - if customer can't be heard or understood ask for repeat.
8566	04/11/02	17	This operator had an attitude. She typed a recording with options-typed it twice and it hung up. She didn't give me a chance to choose an option, then proceeded to tell me that "I should have been prepared" and know ahead of time which option to choose. I didn't know it wld be a recording. It was not a nice attitude. I was told to report any OPRs with attitudes.	04/11/02	OPR was spoken to about this call - OPR said that the recording disconnected not the OPR. Was advised to never say things like "you should have been prepared" to a customer. OPR will be monitored by quality assurance.

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3417F	04/16/02	29	Customer having severe static problems when calling to certain numbers. Trouble tickets 107936 was opened to investigate the problem.	05/10/02	TOTAL TEL CHANGED THE SMS RECORD FOR THIS TOLL FREE # FOR -DATA 136 ONLY. Problem fixed.
3413F	04/16/02	17	VCO reports that agent continued his call and at end of call he told the agent to hold he needed to check a list the agent typed do u want to make another call Q. when customer responded the line was disconnected.	04/19/02	Spoke to OPR. He reminded me that I assisted him with Keyboard lockup and as there is no longer any log of this, there is no documentation. But I was the one who disconnected and was not able to let customer know as the keyboard was locked up. Team Leader.
3412F	04/16/02	21	"I just made a call through Relay to directory assistance to get a nbr. I then asked agent to dial that nbr for me. She told me I had to take that nbr that she can't dial that for me unless I tell her the nbr to dial. I understood that directory assistance can be dialed when the nbr is given just by telling the agent to dial that nbr. I asked a supervisor, and the supervisor told me no that info was no longer on the screen and the agent could not dial that nbr unless I gave the nbr to her. The supervisor said there was some technical difficulty, I don't know if there really was or if she was just trying to cover up. I want AM to get a copy of this complaint and I want her to call me about this."	04/23/02	Talked with agent & Team Leader involved w/call. While typing the CA recording garbling & "diamond" shaped came across screen not allowing the caller to see the number. Team leader feels it was some sort of a technical issue. Team Leader came on the line & offered to redial for the caller but they disconnected. Problem fixed - 5/10 - attempted to call customer 3x. Unable to reach. AM.
3421F	04/17/02	21	I need to complaint your agent played as she was me party my bank and after she got all my private info she said hmm this is relay hahaha" (I advised agent typed what is heard) "she act better by typing what the bank say the got mad I was talking to my bank and gave info they she said this is relay she played as my bank" "I am looking down my TTY paper she spelled wrong typed egooooo boooooo hummmmmmmmmmc-())" (advised complaint wld be forwarded to sup apologized for any problem encountered) "yes where that agent work so I can go there and give her some choice words"(advised did not have that info again asked if wanted to contact supervisor) "Face to face I don't trust Relay system they play my party after that experience if you out supervisor on it will be that agent again." (suggested supervisor could contact and discuss issue) "my Mother just told me to call AM" (TTY requests I file complaint & receive contact from NY Acct Mgr.)	04/17/02	Spoke to OPR. She did not remember the call, but stated that she wld never handle a call in that manner. Suggested a possible "glitch" in the TTY. Was advised to be professional at all times. Called several times. No answer. AM.
3420	04/17/02	07	Yes I need to make a formal complaint about your agent I was dealing my bank that agent gave me a hard time by spelling wrong and type not clear for me to understand and did not speak with "GA". I asked agent to do that. For and incident she typed this statement: Whytd fde it ryou fsn99 ml, what's that ? she was playing on the TTY she stared typing correct after I told her that I will report her if she continued so she stopped "	04/17/02	Agent was spoken to about this call - there was no garbling on relay's end of the conversation and the agent was typing properly. The OPR is a good OPR who has had no previous complaints.

Complaint Tracking for New York

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3422F	04/17/02	21	Agent transferred customer to RCS to get credit for a call just made instead of getting instant credit while on the line when the customer asked for credit.	04/17/02	Agent requested a supervisor assistance due to the immediate credit instruction page missing from the PRM. The supervisor on duty instructed the agent to transfer to customer service. The PRM has been updated and policy has been reviewed
3431F	04/18/02	07	Customer says that this agent did a very poor job on her call. She did not type accurately and when she was told that customer was going to report this to the supervisor her spelling got a whole lot better. She needs better training with spelling.	04/24/02	Spoke to OPR 4/24 - she did not remember the call. Was told that careful attention needs to be paid to correct spelling. Team leader
3434F	04/20/02	05	VCO reports that agent (ans mach playing) GA after a person answered the phone VCO asked agent why (ans mach) was typed agent advised mistake was made at end of call agent did not respond after VCO said thank you and have a good day SK VCO assumes agent hung up before he said final SK.	04/23/02	Spoke w/agent regarding the issue, but they didn't recall the instance. The agent assured me that they are never rude to the customers. I informed the agent to make sure they remain polite and not give the customer any reason to say they hung up on them. The agent agreed.
3434F	04/20/02	21			
8572	04/21/02	5	OPR was too slow when processing LD calls. I told him he was slow and he hung up on me. I am really pissed off.	04/21/02	Spoke with OPR on 4/21 - he remembered someone saying "too slow" but said he processed the call in a timely manner. Was told to process all LD calls as well as local calls within 3 mins - if no alternate billing required. - Tried to contact customer through TTY got an ans machine and left MSG 2 times, customer did not return call. - - Admin Assistant
8575	04/24/02	08	OPR left a MSG for TTY user on voice ans machine - "Operator cannot talk worth beans" needs to work on communications, needs speech lessons" communicated email addresses wrong" "Operator needs to be sent back to school"	04/29/02	Spoke to OPR. OPR had a bad tooth and did the best she could. Went to dentist later that day & no longer has a speech or communication problem. Hopefully this will not happen again. Team Leader
3447F	04/26/02	29	Customer has experienced problem when placing ID calls through relay since April 2001 to Current. Customer has COC Verizon stored in database, but when agents process ID calls using Verizon they always reach a recording. "The nbr you are calling to has been disconnected, pls. contact customer service". If calls are processed using Sprint network they will complete with no problem. Customer gave examples of 8/25/01. Customer was advised by acct mgr. to report to relay CS to open a trouble ticket. Customer is especially upset because these ID calls were mostly family emergencies and are very frustrating. One such call was to a funeral director	04/30/02	TT results - Verizon had MCI/world Com update their database with customer information. Contacted customer via email and notified her that problem was fixed.

Complaint Tracking for New York

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3348F	04/26/02	03	NY VCO customer received 2 calls through NY Relay where agents did not identify themselves. Customer asked both agents for their ID #'s and both times agents hung up on her.	05/07/02	Attempted to call customer three times unable to get through. The phone rang "fast busy" Will e mail customer and let her know that we now have VCO Direct and that she should see significant improvement in the service. E mailed customer today and apologized for problems. Informed her that we have a VCO Direct nbr and problems should be reduced
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8580	04/29/02	05	Operator hung up on me, I am not sure what happened.	04/29/02	Reviewed with OPR. OPR unsure as to what might have happened, as no time did OPR intentionally disconnect call. Team Leader
3456F	04/29/02	21	VCO caller upset that Relay OPR cannot stay on the line when he receives an incoming call and the inbound hangs up VCO states the Relay must stay on the line as long as necessary and requests and insists they provide the calling from nbr if the call was an emergency he needs that info. (explained Relay cannot stay on the line more than 30 seconds after inbound disconnects and Relay cannot provide the calling from nbr. VCO very upset with Relay and states he will sue Sprint if any emergency situation happens due to the Relay not providing this info. Supervisor advised caller of same info. Caller very upset with Relay policy and procedures. Emailed to	05/14/02	No action possible. No contact information.

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May 2002

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1911	05/02/02	03	TTY customer was upset that OPR wld not give info regarding call after outbound hung up.	05/02/02	I explained that OPR was indeed following Relay protocol & that the information was no longer available to OPR once outbound disconnected. Customer was satisfied with answer, was very polite and disconnected.
8583	05/02/02	05	Customer stated that she asked this operator to call a number. A recording came on and the operator typed the recording. The recording said to hold and then the call was transferred. Customer stated that operator hung up on her after transfer.	05/02/02	Operator did recall this specific call. OPR stated that "inbound disconnected" banner came up after OPR typed "transferring". Team Leader
3463F	05/03/02	04	"I had a ***morning with this relay agent I want to complain that bit. That bit I is xxxx and xxxx all them can kiss my A. I tried to call deaf center the relay act as she did not read me. I told five times then she talked to me I said what you are reading me fine. Why can't you read my nbrs I requested after I told you I will report you. Those bit are near they play together and gave me a hard time them never told me my party was on line or dialing your nbr made me confused what up your employees. I want this paper for the record. Where this service located so I can go there myself. The address. Sure I want to put a complaint effective today date. I am pissed off customer. I want to switch to another professional relay center. Yes I don't want sprint relay. I want another company. (then customer hung up)	05/08/02	Agent NBR xxxx- Team Leader discussed complaint with OPR. OPR understands the problem and will get supervisor if problem occurs again. xxxx understands, will comply. AGENT xxxx Talked to Operator in regards to proper procedures if having problems like this. Always call supervisor to confirm problem. Operator will now comply. xxxx understands and will comply.
3471F	05/06/02	21	Complaint from VCO customer from NY on a call he said took place today approx. 11:37a.m. Complaint is filed against Sup. Caller said he was giving info to Agent important to placing his call. Suddenly Sup was on the line telling him that the Agent is there only to place calls & that is all; not to have a conversation. He said that she should not have interrupted his call. He said he was very upset that talked very short & rude to him. Caller said the Agent was just being cordial and helpful and had been doing a good job on his calls. Caller said he did not want the agent to have any problems & didn't wish to get Sup fired; but he wanted someone to talk to her; tell her she should be more professional & not be so rude and hateful. He said: "The relay customers are the reason that the relay personnel have jobs in the first place." Caller kept acknowledging the fact that the Agent did nothing wrong. He did not want any call back; declined to give his name, nbr on the Agents nbr. He did confirm that the agent's nbr began with x so I could confirm the Ctr location.	06/12/02	Location Mgr. was informed and the supervisor was addressed.

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3474	05/07/02	00	What is wrong? I have been holding on this Customer Service line for 18 minutes now. Why wasn't my call answered? There should be more employees available to handle customer calls. That is ridiculous, I read that Bill Esrey makes 88 million a year with stock options. Many countries do not have that income-how could he possibly spend all that money. He is cheap, he should be spending some of that money to hire more employees to handle customer calls. I want to make this complaint!"	05/30/02	I called customer and left him a MSG inviting him to contact me at my TTY or voice nbr. No return call as of yet.
8586	05/09/02	17	This OPR xxxx was very rude. I told the OPR that I was not finished, she cut me off. I said pls. wait and she was in a hurry.		Operator did not recall this call and was urged always to remember politeness and patience with all customers - Ed Lyon team leader.
3485F	05/10/02	21	Customer says that his agent ignored him. He gave the calling to nbr repeatedly and he feels that the agent was ignoring him. He repeated the nbr slowly and clearly and all the agent wld do was send him the "nbr you are calling to pls.?" customer says this has been happening a lot recently. This also happened with agent xxxx he tried from 2 to 4 times to give the calling to nbr and finally he had to hang up on both agates. He never was able to make his call. Customer DID NOT want to leave his name and nbr. RCS response: Apologized to the customer for the inconvenience and assured that a complaint wld be sent in on the problem.	06/12/02	The agents do not remember this call. Sounds like a tech problem with outbound VCO line.
3490F	05/11/02	05	NY VCO customer gave # to dial to Direct TV and agent asked them to repeat the #. Customer said # again and then no more response from agent. Customer is not sure but thinks agent may have disconnected his call.	05/14/02	CA has no recollection of this call, I went over several examples of computer problems and CA knows and won't hesitate to use a red cup should a situation come up.
12309	05/15/02	29	The customer stated that agent caused confusion throughout the entire call. The voice customer asked the agent to hold and while the agent was holding the TTY user was typing. When the voice person returned to the phone, she asked the agent to repeat what the TTY user typed and the agent kept typing what the voice customer said (repeat what the TTY user said) to the TTY user and caused the TTY user to become confused. At the end of the call, after the voice person said "bye SKSK to the TTY user and the TTY user said SKSK, the voice customer requested a supervisor. The agent did not contact a supervisor, she simply continued to relay this info to the TTY user because they were still on the phone. After the TTY user disconnected, the customer requested a supervisor again and was informed that she would need to call back into the relay	05/08/02	Team leader reviewed complaint and proper procedures with the operator. Operator understands and will comply. Customer was contacted on 5/8/02 to let her know that agent was spoken to.

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3001G	05/15/02	00	NY VCO user concerned that for the past few weeks he has been put into a holding pattern for very long periods of time (longer than he has ever had to wait in the last 8 years), waiting to get an agent to make his VCO relay calls. Customer did not have specific times, but says it happens at any given time and that it is the 3000 series agents that he is now getting all the time, when he finally gets an agent.	05/29/02	I called customer and left him a MSG with my phone nbr. I invited him to call if he is still having any trouble. I explained we have a new service called VCO direct.
8593	05/20/02	17	OPR was terrible, making me waste time. He did not respond to me, it sounded fun or insulting me, if you understood what I said.	5/20/2002 6/11/2002	Operator advised that he was having problems communicating with the TTY user. He stated that there was a great lapse of time between OPR "GA" and TTY users response. Believed that there was a problem with TTY. Attempted to call, no answer sent letter AM
3018G	05/22/02	33	NY voice customer upset because she received billing from Sprint for LD calls made using NYRS as she always requests agents to bill to MCI.	06/11/02	Verified MCI is in the database. Called customer.
6895	05/26/02	17	Said OPR had a very bad attitude was impolite.	06/12/02	Unfortunately there is not an agent at this center with that agent ID.
3041G	05/29/02	29	Customer was attempting to place a LD call and has a note in place that Verizon is her carrier of choice. The customer reports that the relay OPR tried four times to place her call using Verizon and all four times got an answer from a man with MCI. The man told her it had been happening all morning.	5/30/2002 6/11/2002	TT results - I Placed test call at 6:10p, call completed OK. Verizon uses -GMCI / WORLD COMM for many of its LD services. No problem was found. E-mailed customer. AM
3043G	05/29/02	24	NY S2S user concerned that tonight about 5 minutes ago (9:55pm NY time) she got TTY tones after it rang a few times, when she called 1 877 601 2440 the NY designated S2S #. She says this happens sometimes, not very often.	06/03/02	TT results- closed 6-3-02 at 5:47 Technician could not duplicate the problem.
3054G	05/30/02	22	VCO brand dropped off the line. A trouble ticket was opened 208193.	06/03/02	TT results - Branding still in place - closed.
3053G	05/30/02	22	Customer complaint that VCO branding has dropped off. Trouble ticket 208194 was opened to investigate the matter.	06/03/02	TT results - Branding still in place - closed.
8604	05/30/02	11	I have a complaint about remain OPR. I asked her if she knew how to do a VCO-VCO call, she typed back "yes" she connected the call, typed "hello" then never typed anything else. The call got disconnected. Was able to reply to the VCO user as due to technical problem the call switched from F1 to F2 so whatever I typed would not go through. The VCO user then disconnected the line due to lack of response related to the tech problem	06/04/02	Discussed this complaint with OPR when she returned to work. Reviewed VCO to VCO processing with the operator and urged her to follow the instructions in the PRG exactly. Team leader