January 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution

February 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution

March 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9604X	03/05/04		Voice person said agent had a lot of typos. There was a loud noise while on the call and agent would not get a supervisor to assist on the call.	03/05/04	Supervisor assisted on the call and observed the voice person wanted a supervisor while in relay mode. Supervisor told CA we cannot get on a call in relay unless both parties agree to keep relaying. The loud squeeling was rgw vco user hitting the tty keys.
3210K	03/18/04	24	OK customer user unable to connect via OK VCO toll free number from her home. TT 1640686.	05/19/04	Garbling for vco user - technical problem. The fix in place is to have out VCO traffic routed to MO relay to minimize garbling.
8990N	03/22/04	4	When the agent got through to the vco user's party she didn't type anything to let the VCO user know what was happening.	03/25/04	She rang the bell to informed - agent followed policy.
9176fl	03/27/04	17	Customer called to complain that he received two threatening calls from OK relay.	03/27/04	Coached agent on proper proecedures.

April 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution

May 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3348K	05/01/04	21	Customer states that agents are not answering her calls even though she is typing to them that she wants VCO. Customer then complained that agents are conversing with her caller and not keeping her calls personal and agents were not letting her in on the conversation.	05/07/04	Coached agent on never engaging in conversation at any time. Also reviewed VCO procedures.
3365K	05/04/04	21	Caller stated she was conducting personal business via phone with an agent and just as the caller was about to give her credit card number a supervisor interrupted the call with something about a survey being conducted.	05/18/04	Both agent and Supervisor were coached on handling difficult calls and keeping the customer informed of what is going on at all times.
3366K	05/06/04	4	Caller stated she was in the middle of a call when suddenly all typing stopped and no response was given. Caller heard clicking sound and line went dead.	05/12/04	CA is aware they are never to disconnect a caller without supervisors approval.
3368K	05/07/04	5			
6040ka	05/22/04	19	Customer did not get CA's number. Customer was transferred to Spanish operator.	05/22/04	No CA number provided. No Follow up possible.

Date of Compl	Nature of Complaint	Date of Resolution	Explanation of Resolution
04/13/07	Customer called to say that this agent needs more training and that the agent can't spell.	04/26/07	Apologized to customer and informed customer this would be passed along to agent's supervisor. Complaint forwarded on to correct center. Supvervisor met with agent and they addressed some technical issues such as text jumping on the screen. Advised agent to call for supervisor immediately if technical issues occur. Also, supervisor and agent discussed how to focus on typing and accuracy.
05/01/07	Agent disconnected VCO caller during an important call. Possible technical issue.	05/01/07	Supervisor had a discussion with the operator. Supervisor is concerned there is not enough detailed information about what transpired, especially since the operator has no recollection of the call. The customer contact stated the complaint was filed on April 30th at 8:35 AM, but the operator did not work on this date until 9:15 AM. Customer did not leave a contact name or number to follow up.
05/01/07	Agent disconnected VCO caller. Possible technical issue. Complaint was filed on 4/30/07 at 8:35 am.	05/01/07	Supervisor met with agent who stated she or he would never disconnect a call and is aware of the importance of reporting any technical difficulty that may result in disconnects. No follow up requested.
05/01/07	Agent disconnected VCO caller.	05/01/07	Forwarded to proper center for follow up. Talked to agent, who did not remember the specific call, but did recall a call where the agent needed to inform the outbound voice caller that the caller had disconnected in the middle of a call. Agent was unsure if the caller hung up or the call dropped due to technical problems. Customer did not give contact information to customer service, therefore RPM is unable to follow up with the customer to ensure satisfactory resolution. Complaint has been closed.
05/09/07	TTY customer stated the agent hung up while customer was typing. Told customer we appreciate their business. Customer did not want a call back.	05/09/07	Apologized to the customer and informed them that contact will be forwarded to the agent's supervisor for immediate follow up. In meeting with the agent, the agent did not recall any calls that had technical problems. Agent was quizzed on what to type to the TTY if the voice caller hung up, whether inbound or outbound. Agent showed knowledge of correct information and call processing.

Oklahoma TRS Complaint Log

June 2004 to May 2005

Sprint

Relay OK

June 2004 - May 2005

	SERVICE COMPLAINTS	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TO
#00	Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	1	
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	1	0	0	
#03	Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	1	0	0	0	0	
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	1	0	
#05	Agent Disconnected Caller	0	0	0	0	0	0	0	1	0	0	0	1	
#06	Poor Spelling	0	0	0	1	1	0	0	0	1	0	0	0	
#07	Typing Speed/Accuracy	0	0	0	0	0	0	0	1	1	0	0	0	
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	
#09	Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	
#11	VCO Procedures Not Followed	0	0	0	0	1	0	0	0	0	0	0	0	
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	
#17	Agent Was Rude	0	0	0	0	1	0	2	0	1	0	1	0	
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	1	0	
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	
#21	Other Problem Type Complaint	0	1	0	0	0	0	0	0	0	1	0	0	
	TOTAL	0	1	0	1	3	0	2	3	3	2	3	2	

	TECHNICAL COMPLAINTS													
#22	Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	0	0	0	1	0	0	0	0	0	0	0	1
#25	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0
#26	Garbled Message	0	0	0	0	1	0	0	0	0	0	0	0	1
#27	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	0	1	0	1
#57	Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0
#58	Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
#59	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL	0	0	0	0	2	0	0	0	0	0	1	0	3

	MISC COMPLAINTS													
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0
#35	Other	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

TOTAL CONTACT	0	1	0	1	5	0	2	3	3	2	4	2	23

Complaint Tracking for OK (06/01/2004-05/31/2005). Total Customer Contacts: 23

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/06/05	CA had many typos and VCO user asked agent to type more accurately. Typing accuracy then got worse. Supervisor apologized for inconvenience and said would pass to immediate supervisor. Customer would like contact by phone number listed.	01/08/05	CA coached by supervisor on proper typing. Contact made 5/18/05. Customer was pleased to receive a call back, and glad the issue is resloved. Apologized to customer once again, and thanked them for their contact. No further communication necessary.
01/21/05	TTY customer stated that the CA stopped responding in the middle of his call. TTY assumed that the CA hung up. This occurred at about 6:38am. Apologized to the customer and said that the situation would be looked into. Customer did not want call back.	01/21/05	Met with CA who remembers a call ending abruptly on the TTY's part. Said that the TTY stopped typing in the middle of a sentence. Told the CA that if this happens again to bring it to the attention of a Team Leader as it may be a technical problem.
01/22/05	1/22/05 at 3:08 pm. Cust stated agent did not follow instructions, he said he told agent not to explain the call and she did not follow his instructions. I apologized for the inconvenience and assured this complaint wld be passed onto the appropriate supv. Wants f/up to nbr listed.	01/28/05	Talked with agent, she stated the cust didn't say that until after she made the first call and the other person hung up. When she was told to redial, that was when he said not to explain the call, however, the outbound person kept hanging up after that. Agent is aware of the importance of following the VCO users instructions. 1/22/05 Called customer 1/24, 1/25 and 1/28 and unable to get in touch and no answering machine or address to follow up with customer.
02/06/05	Last night the voice person I was talking to constantly had the operator ask them to repeat what they said and everytime they asked to repeat the operator laughed. Apologized for the inconvenience. No follow up needed.	02/07/05	I spoke with the CA and she said she did not remember having a call as described. I explained to her that laughing on a call is a serious transparency break and she needs to make sure that she does not laugh while on calls. She said she understands.
02/06/05	The operator has horrible spelling - all of a sudden she slow4ed down her typing speed and customer had to ask to speed it up again and the operator went back to typing normal. Apologized for inconvenience. No follow up needed.	02/07/05	The agent only remembers slowing down the typing speed at a customers request. They were reminded of the importance of not making changes to the call without the customer's request.
02/10/05	Spelling was lousy and could not understand what CA was typing.	02/11/05	Agent said spelling was good on her end. Agent paid particular attention to spell because when the call came in the VCO user said agent she just had was a lousy speller and could not understand it so agent made sure spelling was good. Reviewed procedures with agent.
03/02/05	CA repeatedly asked VCO user for the number to dial without switching over to VCO to hear the repeated dialing instructions. "VCO User" was in customer notes. Inbound eventually disconnected.	03/14/05	CA talked to regarding proper VCO procedure and regarding Customer Notes.
03/21/05	OK VCO Customer called in asking for VCO. Customer Service told them to VCO now but they decided to type instead. Customer said agent goofed up the call till I am really mad about it. I tried 6 times to get her to give me the number I was dialing. I requested VCO when she would not connect me she told me she was hanging up for lack of response. Then she was able to hear me to connect me to your service. I am really mad cuz we have had a heavy rain and i have an enormous roof leak. I apologize to the customer. Customer did not want a follow up.	03/21/05	Talked to agent and she stated when the call came in the VCO was branded. However no one was talking, she then switched the line over to see if the VCO would type and didn't get a response there either. The agent then switched back over to the voice line and still did not get a response. At that time the agent typed this line will now be disconnected due to no response. 3/21/05.

04/08/05	A OK VCO customer called to say that when he received his call and he responded with "hi ga" several times he got no response from the caller and when he ask the agent what was wrong he got no response from the agent. RCS: Apologized for the handling of the call No contact requested	04/08/05	Agent does not remember the call. However, the agent was reminded on the proper VCO procedures. The agent understands. The agent was also reminded of the consequences of purposely disconnecting customers without following Sprint's guidelines for disconnecting non-responsive calls.
04/15/05	OK voice caller gets relay calls often and complained the agent did not announce relay or identify by ID # and caller felt agent was rude. I apologized for the problem, and explained that possibly their caller had requested agent not to do this. Let them know I would inform the agent supervisor for follow up. No contact.	04/19/05	Met with agent stated she was instructed by TDD customer not to announce relay and she did exactly what she was supposed to do. No follow requested.
04/15/05	CA messed up on listening to my messages. I had 4 new messages and didn't get to listen to them and now tried with a different CA and they've been erased. Also I think the CA hung up on me. Apologized for the bad experience and said I would forward to the appropriate supervisor. Customer would like contact by phone number listed with results.	04/25/05	Closing ticket due to unable to contact customer after 3 attempts. 3rd attempt- 4/25/05 11:16am no answer or no ans mach to leave a message. 2nd attempt - 4/21/05 3:45 pm no answer or no ans mach to leave a message. 1st attempt to contact 4/20/05 1:10 pm no answer or no ans mach to leave a message.
04/21/05	OK voice customer calling from 580-658-1170 to 011-44-208-424-0591. She dialed Relay OK number 1 800 522-8506 and reached agent 9245F. When they out dialed they reached a recording that said "we are unable to process your call, pls call customer service" Supervisor tried to override the call but that would not work. Customer said she was able to make this call last week thru relay with no trouble. she is able to make the call with out relay. I apologized to the customer. Customer would like a follow up.	05/13/05	Unable to resolve since this may be a technical trouble with the customer's phone line. Tried to reach customer to inform them that a trouble ticket will be opened. When trying to reach the number, a recording came saying that the number is not in service. Number may have been written taken incorrectly. Met with agent, she did remember the call, and stated that the customer was trying to place an international call but the system would not allow it to go thru. Agent followed all proper procedures, she even ask a supervisor for assistance, as the customer stated. Contacted customer, and mentioned to them that it may be a technical problem, but she stated that she would call us back so we could submit a trouble ticket at that time.
05/19/05	VCO said that he called into relay and the agent never acknowledged his call. He's been using the relay service for almost 2 - 2 1/2 years and has never experienced this before. Wants to know what happened and what's going on. What was said to the customer: I apologized to him and thanked him for bringing this to our attention and also let him know everything he said was documented and assured him the appropriate supervisor will notify him at their earliest convenience. Customer wants a follow up either by letter or phone.	05/26/05	Met with CA; CA said call "cycled" through the system 4 times; the CA could hear the VCO user breathing but the VCO user never spoke to her, that's why she could not process the call; CA did inform the VCO user "Due to no response the CA is disconnecting the call" then CA accidentally hit the F1 key instead of the Escape Key. Coached CA on getting a supervisor to disconnect the call, especially since she could hear him breathing. Follow up letter mailed on 5/26
05/24/05	VCO customer called in at 406a to state that the previous operator disconnected his call. Apologized for the inconvience. Would like follow up on the resolution.	05/24/05	Met with agent, did not remember the call. Informed agent on the severity of hanging up on a customer, which can lead up to termination. Customer was contacted regarding resolution.
07/11/04	Customer complained of threatening messages being left on her answering machine. She said she doesn't know anyone that is deaf. She wanted the relay to block her number from receiving calls from this person. I apologized for the problem. I explained what the relay is and does and that we don't keep records of calls made. I suggested she call her local phone company to see if they would be able to help her. I also gave her Sprint's customer service number. She would like a call back.	07/24/04	Called customer and apologized that someone was misusing our service to harass her. Explained services and advised her to contact customer service if she decides to block relay calls.

09/22/04	Likes to call in to compliment CAs, but felt needed to call in about this CA because they couldn't spell anything.	09/22/04	Response: Thank you for bringing this to our attention. I will document this, and I apologize for the inconvenience
10/08/04	OK voice customer frustrated that he regularly dials 7-1-1 form his cingular wireless phone and reached a speech-to -speech agent instead of a reguar relay agent. Customer would like a call back. Trouble Ticket # 2117005 entered.	06/09/05	Emailed Acct mgr for follow up. Customer is branded as voice. Contacted Customer and told him that he will need to contact Cingular for troubleshooting. This appears to be a LEC transmission issue.
10/16/04	Stated that Relay operators are not properly trained to process calls when he says he's calling from a cell phone. He's a regular relay user and thinks that some operators are good but most are cold, impatient and uncaring. Doesn't like using relay and he doesn't like saying "Go Ahead" stated that it was obvious when he finished speaking. Would like a return call.	10/18/04	Complaint noted. No CA number given. Called 10/11/04-no answer. (9:45a); called 10/15/04-no answer (12:02p); called 10/28/04-no answer. (11:52a)
10/19/04	VCO customer complained about poor spelling by CA on some simple words. Gave several examples. Apologized and thanked the customer for taking the time to call.	10/19/04	Talked to the agent to slow down and take their time when typing. Pace the customer if necessary. Also use the backspace to make corrections.
10/27/04	TTY customer calling to complain about garbled messages. Apologized for the problem and enterd a TT# 1002152241.	11/01/04	CA reminded to use proper keys up or down arrow for garbling issues.
10/30/04	I wanted to leave a Happy Birthday msg to my grandaughter and this agent simply could not get the job done even after 3 times. The agent needs more coaching on how to leave VCO voice messages. Thanked the customer for letting us know.	11/01/04	CA was coached on correct procedure leaving VCO voice messages.
12/07/04	Caller said agent was very rude saying "It my turn to talk, Don't Talk!" There were some clicks then operator hung up on customer.	06/01/05	Agent states they do not remember any call with this description and in no way would ever say something as described. Agent is also aware of the consequences of being rude and not following procedure regarding disconnecting a call.
12/09/04	Voice person complained that when he made a call to a tty user, he could hear the CA talking and laughing with another CA and the CA was mocking a deaf person's voice tone while dialing out and was unaware that the voice person could hear everything said while the phone was ringing. Voice person thought it was very inappropriate for a relay employee to be so disrespectful. CA 9646M	12/09/04	Internal Update Performed Met with agent, but agent did not remember this call. Agent also stated he would not mock a deaf person, nor talk during a call. Let the agent know the severity of this complaint, and coached them to always maintain a professional image on every call, as well as courtesy.

Oklahoma TRS Complaint Log

June 2005 to May 2006

Oklahoma Relay Service – June 1, 2005 through May 31st, 2006

1. Total Number of TRS complaints: 12

Complaint Tracking for OK (06/01/2005-05/31/2006). Total Customer Contacts: 12

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/20/06	System Message: Ticket has been opened by customer for appending, but no text has been entered. Subticket closed by system.	01/23/06	The agent followed correct procedure by informing the customer that they no longer had the information (ans mach msg) on their screen to repeat it again to the voice customer.
03/09/06	OK Voice caller complains someone is using her name to call her church and say filthy things. Customer very concerned that this is allowed for anyone to use.	03/09/06	Apologized, explained purpose of relay. No contact wanted.
04/12/06	Wondered why agent sent (p e r s o n h u n g u p) with spaces between letters, it was not necessary.	04/12/06	Thanked the customer for letting us know and will file TT if it continues that way.
05/24/06	TTY customer reports operator dialed out before instructions were typed and before GA was given customer provided phone number then attempted to type instructions and GA but Relay operator dialed out before typing completed (apologized for problem encountered suggested customer provide instructions first then phone number and GA advised complaint would be forwarded to supervisor) Customer did not request contact	06/06/06	Met with agent, she did state that when entering the phone number, she accidentally hit the button to dial the number. Coached agent on the importance of always following customer's instructions, as well as remaining focus and waiting until the GA is typed to dial the number.
05/24/06	TTY customer reports operator dialed out before instructions were typed and before GA was given customer provided phone number then attempted to type instructions and GA but Relay operator dialed out before typing completed (apologized for problem encountered suggested customer provide instructions first then phone number and GA advised complaint would be forwarded to supervisor) Customer did not request contact	06/07/06	Met with agent, but he did not remember this specific call. Coached agent on the importance of always following customer's directions. As well as remaining focus on a call and waiting for the GA to dial out the number given.
05/26/06	OK Voice customer calling from a funeral home, said they were scammed out of a lot of money from a caller using our service. Customer Service apologized to the customer. Customer does not need follow up.	05/26/06	Customer Service educated the customer on the policies of relay, and provided the FCC number.
06/02/05	Don't explain relay call. No dial out for 3 minutes and then hung up on me. Tried to talk to agent, but no response. Thanked caller. No call back needed.	06/02/05	Supervisor spoke to agent. Reviewed proper VCO procedures.
07/26/05	Customer stated that the agent did not keep them informed of redialing or ringing when the call was redialed. Apologized to customer for the problem. Customer wishes to be contacted by E-Mail.	07/26/05	Trainer coached the agent on the importance of keeping the customer informed. Followed up with customer via email 7/27/05 explaining agent was coached on the importance of keeping the customer informed.
08/16/05	After asking me for the number to dial, CA hung up on me - I could see the red light saying disconnect. Thanked the customer for letting me know. Assured the customer the CA would be met with and coached by supervisor. System Message: Ticket has been opened by customer for appending, but no text has been entered. Subticket closed by system.	11/07/05	Operator was spoken to - did not remember the call. The record showed that this operator did not work on this day.
09/20/05	Caller said that agent was rude and refused to provide ID#. When the caller asked to speak to a supervisor, a supervisor named "Jackie" came on the line and also refused to provide her ID#. He said that he was not even sure that "Jackie" was a supervisor. The call was made at 1700 CT on 9/20/05. I apologized and explained that we do not keep records of calls due to the confidential nature of the service. Explained that there is a supervisor in one of our centers with that name and I would forward the complaint there for resolution. Customer requests a follow up call.	09/20/05	Quality Assurance supervisor spoke with customer and advised that agent had been coached by TM Jackie on professionalism and politeness and would coach her again. Customer still not satisfied and stated that he would escalate his concerns.

Oklahoma Complaint Log
Page 2

09/22/05	CA wasn't very helpful, exhibited impatience and was being rude. Thanked the customer for letting us know and assured the customer that this complaint will bring the supervisor's attention. Thanked customer for letting us know and assured the customer that this complaint will be brought to the supervisor's attention.	09/29/05	Had a discussion with the opr about the call. There was no information on the call, type ?, person's name or what the call was pertaining to. Very difficult to have a discussion with out this information. Discussed better ways to be more courteous to customers. Defining role and saying "thank you" and "hello" to exhibit more customer friendly. Opr is monotone, will work on it.
12/15/05	Customer placed a call to someone and that call was recorded by the outbound caller. The outbound customer played back the recording of the conversation to the inbound HCO user and there were several words of the HCO user's typed text that was left out of the conversation. The missing text was impacting the conversation. I thanked the customer for letting us know and I also informed the customer that I would forward this to the appropriate supervisor to speak to the agent. The customer would like follow-up via phone call.	12/19/05	The employee assigned his ID number has been on leave for one month. Supervisor will follow up to see if there are additional details. Contacted Customer at 1030a on 12/16/05 via voice. Customer is not HCO user. Customer stated she was unsure about the number as it was Relay Oklahoma that is the call. Customer would not give any additional information. Informed caller that we would put out a bulletin of the importance to read text on HCO calls. Customer appreciated the follow up.

Oklahoma TRS Complaint Log

June 2006 to May 2007

Oklahoma Relay Service – June 1 2006 – May 31, 2007

1. Total Number of TRS complaints: 25

Complaint Tracking for OK (06/01/2006-05/31/2007). Total Customer Contacts: 25

Date of Compl	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/02/06	VCO caller dialed into the relay service, and got the GA from the agent, gave the number to dial but the agent never typed anything back.	06/02/06	Apologized for the problem and informed the caller that someone would be meeting with the agent to discuss this. No follow up requested. Met with agent, who did not remember this incident. Also stated he would not ignore a customer nor hang up. Coached agent on the severity of hanging up a customer, resulting in and including termination.
06/08/06	OK voice customer reported that she was getting TTY tones when dialing 711 (she is branded correctly as voice) or reaching speech to speech operators who tell her they cannot process the call.	06/08/06	Apologized for inconvenience. Checked branding. Trouble ticket was opened, but we were unable to reproduce the problem. This complaint is closed due to no request for follow up by the customer.
07/05/06	CapTel customer called in to complain about disconnect/reconnect problems during calls.	07/05/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
08/08/06	VCO customer called to report that she has been unable to read anything on her VCO Ameriphone since last night (Aug. 7), due to garbled messages. Her (several) calls to CS were all completely garbled, but when she called in directly, the garbles were not present.	08/09/06	Apologized for inconvenience.Referred to Ameriphone. Opened TT XXXXXX. Follow-up requested. Problem cannot be reproduced on our end. Suspect issue has to do with Ameriphone unit. Contacted customer; phone rang, but no response. Attempted two additional contacts. No response by the customer. Trouble ticket was closed on Aug. 9 with center unable to reproduce problem;
10/02/06	Caller claimed the agent said that she did not believe he was calling someone deaf or hard of hearing. Caller was trying to call his daughter on her Sidekick, a hand-held paging device. When the number was dialed, CA heard regular phone touch tones.	10/02/06	Met with the CA. She explained that she did not say that she didn't believe he was calling someone deaf, just that the phone was not being answered with tones or any way to connect. The customer kept insisting that the CA connect, and she tried to explain that the person on the other line was not picking up with any device that she could connect to. Coached CA to ensure that next time she explains more clearly to the customer so that he fully understands.
10/27/06	CapTel customer called to complain about waiting for an available operator when calling on a CapTel phone. Customer received recording of waiting for the next available operator.	10/27/06	Apologized for incident to customer; explained it was temporary and advised customer to have caller to stay on line. Calls are to be answered within required answer time for the day.
10/29/06	Voice customer called stating that during the conversation, the agent would not say GA at all. When asked about it, the customer said the agent told her relay does not use GA anymore. The customer also stated the agent repeatedly had to pace the customer.	10/30/06	This CA did not work on this day. Could not provide coaching to the right agent without the appropriate agent number. Customer did not leave name or number to follow up, so there was no way of identifying the correct agent.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
11/03/06	VCO customer told CA that she was using her Sprint Prepaid Phone Card for a long distance call. Relay operator dialed out quickly, and didn't type information regarding minutes on card or other relevant details After the call was over, VCO caller asked operator if she used the prepaid card to make the call. Operator stated that she forgot. Operator also advised that the long distance call was local. Customer stated the call was from OK to her daughter in AR, and knows the call was long distance. Customer stated that she does not want agent to get into trouble, but wants the agent to process the call correctly and was not sure why it wasn't done without problems in past.	11/08/06	Customer Service apologized for the problem and entered a customer database note indicating caller uses prepaid card and offered credit if charged by Sprint. Customer requested contact. Agent was coached by Team Leader on how to process prepaid calling cards and to ask supervisor for help if questions arise. Trainer will retrain agent. Customer has been contacted and is satisfied with resolution.
11/10/06	OK TTY ASCII user frequently makes calls to wife's cell phone through OK Relay. Customer is getting all circuits busy. The cell phone is not in use when the customer tries to call it. Customer wanted a follow up.	03/22/07	Customer Service apologized to the customer. A technician was dispatched to resolve this issue after several trouble tickets and troubleshooting over the phone with ASCII user's wife. This issue was resolved on 3/28/2007 by the technician.
01/03/07	ASCII user called to complain that he could use the ASCII relay service.	03/22/07	Relay Customer Service apologized for the problem and assured the consumer that a trouble ticket would be turned in as stated. Trouble Ticket XXXXX was closed. Customer Service was able to hear ASCII tones when calling the customer during a test call.
01/06/07	Voice customer made several attempts to contact relay. When she asked to speak to a supervisor, the operator laughed at her and was overheard saying, Yeah, she's yelling at me for no reason.	01/06/07	Entered complaint in computer and referred to proper trainer. Supervisor was able to speak with customer and stated customer was already angry prior to reaching this agent due to having a hard time reaching relay, and the supervisor apologized for the inconvenience. Supervisor did not hear agent voicing, Yeah, she's yelling at me for no reason. However, the agent was coached on making sure such comments were kept to self. Agent understands. Point of Contact made 3 unsuccessful attempts (1/15/07 @ 12:15 pm, 1/26/07 @ 1:45 pm and 1/29/07 @ 9:55 am) to contact customer regarding this issue. Contact closed due to inability to reach customer.
01/29/07	Voice customer is not able to place a relay call from their toll free number.	01/29/07	Relay Customer Service apologized and opened Trouble Ticket XXXXX. Conducted test calls, but was unable to reproduce the problem. No follow up was requested, therefore the complaint has been closed.
01/30/07	TTY consumer called in at 2:02 PM and stated that the voice party she called through relay informed her that the operator was slow and wouldn't read what consumer typed, stating things such as The person is still typing. Consumer stated that the voice caller knew that she was a fast typist and couldn't understand why the operator was taking so long. Customer declined a follow up call.	01/30/07	Customer Service apologized and informed the customer that the agent's supervisor would be notified right away so that the agent could be coached.It should also be noted that the supervisor who took this complaint observed the customer was indeed a very fast typist. Agent is no longer working for the relay service, therefore follow up is not possible.

Date of Compl	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/13/07	Caller's husband is deaf and blind, and uses ASCII to place calls. Between 7:30 PM and 9:30 PM, he tried to connect to relay with his ASCII setup (which was branded appropriately) every ten minutes or so, but never succeeded. A message reading 2400 Baud sometimes appeared, but there was never a greeting from a relay operator. He tried again; on the second call, after several rings, the following error message was received: No carrier – ATQ0V1E1S0+0. Since he was currently unable to place any calls at all, this was a matter of some urgency. Customer Service Rep contacted customer on 2/14 and left message with ASCII settings. Advised customer to callback to customer service if they are still having problems after checking the settings and contacting the software provider.	03/28/07	The caller was informed that this would be noted and investigated, and asked if she would like to be contacted when the problem had been examined. She said yes, call their home voice number, preferably in the morning, and leave a message if there is no answer. A technician resolved this issue on 3/28/2007.
02/26/07	TTY caller was upset that his/her daughter's phone number of 918-683-1502 was supposed to be branded VOICE when calling 711 as of one week ago and wanted to know what the hold up was. Customer requested follow up by phone.	03/28/07	Called customer several times and left a message on her TTY answering machine to contact customer service if she continued to experience problems. No follow up from the customer, therefore this has been closed.
03/06/07	Wife of ASCII customer reported that her husband, an ASCII Blind Deaf user, was unable to connect with OK ASCII number. Many attempts were made without success, and the customer was very upset, especially because past complaints have been filed. She also said that she had never been contacted after requesting follow up.	03/28/07	RPM manager contacted customer at 8:50 PST and will contact again after Trouble Ticket resolution next week. This issue has been escalated to a technician who has been working with the customer since 3/26/2007 toward a resolution. Customer reported by e-mail that he was able to make connections on Thursday and Friday without problems after technician assisted him with setting up his dialing speeds. Complaint closed due to satisfactory resolution.
03/28/07	ASCII customer could not connect to relay.	03/28/07	Apologized for problem. Ticket XXXXXX was opened. Follow up requested.This complaint duplicates XXXXXXX. A technician has been working with the customer on ASCII access since 3/26/2007. This complaint is closed due to duplication of the same issue in XXXXXXX.
04/04/07	CapTel customer called to complain about disconnect/reconnect issues.	04/04/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
04/13/07	Customer called to say agent needs more training and that the agent can't spell.	04/13/07	Apologized to customer and informed customer this would be passed along to agent's supervisor. Supervisor coached agent on the importance of making sure all words are spelled accurately. Agent understands. No follow up requested.
04/13/07	Customer called in to say agent needs more training because of spelling errors.	04/19/07	Apologized to customer and informed customer this would be passed along to agent's supervisor. Agent has been coached on spelling and pacing as needed. and understands to remain focused on typing accurately.

AGREEMENT FOR THE PROVISION
OF TELEPHONE RELAY SERVICE IN OKLAHOMA

1. Purpose

This is an agreement (Agreement) between Sprint Communications Company, L.P. (Sprint) and the Oklahoma Telephone Association (OTA), pursuant to which Sprint will provide, as the OTA's designee, Telecommunications Relay Service (TRS) and CapTel™[1] service for the state of Oklahoma.

2. Scope of Work for TRS

For the term of this Agreement, Sprint shall be the exclusive provider of the OTA's Telecommunication Relay Service for the State of Oklahoma. Sprint will provide the services and features presented in its proposal dated January 28, 2005 and incorporated hereto by reference. The Relay Oklahoma Standard Features Matrix from that proposal is attached hereto as Attachment A. Some of the requirements for the provision of TRS and *CapTel* in Oklahoma are also provided below for easy reference.

A. The components of TRS provided on behalf of the OTA will meet the minimum operational and technical requirements related to the Federal Communications Commission (FCC) regulations, Part 64.604 for Telecommunications Relay Service as they exist as of the start of this service, November 15, 2005.

B. Calls will be answered "Relay Oklahoma".

C. All calls will be answered in English.

D. Calls will be processed through Sprint's Relay Center network.

E. Sprint has engineered the daily average answer time at 85% being handled in ten (10) seconds.

F. Sprint will process calls that originate or terminate in Oklahoma.

G. Sprint will retain all ownership rights to all hardware and software utilized.

H. Sprint will provide the OTA with full management reports, including reports that break down the TRS usage according to the local exchange carrier where each call originates and terminates.

[1] CapTel, for Captioned Telephone, is a trademark of Ultratec, Inc.

I. Sprint's pricing herein assumes total call minutes (session minutes), including set-up time, wrap-up time, and incomplete calls.

J. Sprint will bill the OTA on a monthly basis, with full payment due thirty (30) days after receipt of the invoice. Original invoices shall be submitted to the Project Manager for the OTA, or the Project Manager's designee.

K. Sprint will process local, intrastate long-distance and interstate long-distance calls. Long-distance callers will be allowed to choose long-distance carriers from those who respond to Sprint's carrier-of-choice plan.

L. Sprint will utilize a means of reaching regionally restricted toll free numbers and the business offices of local telephone companies which have special prefixes, all of which would normally be accessible to the TDD user in his/her calling area.

M. The provision of TRS by Sprint will not interfere with or prevent any local exchange company from billing any of its usual charges for tariffed services associated with each call processed by Sprint.

N. Time is of the essence in this Agreement and, accordingly, all time limits shall be strictly construed and strictly enforced.

3. CapTel

A. In addition to standard telecommunication relay services, Sprint shall provide *CapTel*, an FCC-approved enhanced Voice-Carry-Over (VCO) service. The FCC declared that *CapTel* is an enhanced VCO service and as such, a telecommunications relay service (TRS) eligible for reimbursement of interstate minutes of use through the Interstate TRS Fund under TRS rules. Sprint will implement *CapTel* service no later than November 15, 2005.

B. This service shall comply with applicable FCC mandatory minimum standards for Enhanced VCO Service. This presently includes the following requirements as well as others:

- Confidentiality of Conversation Content
- Speed Dialing
- 900 Service
- 711 Dialing Access
- All Speed of Answer and Blockage service levels
- Minimum CA time on a call
- Equal Access to Interexchange Carriers
- Available on a full time basis, 24/7/365
- Caller ID
- Spanish-to-Spanish language services

C. Single line *CapTel* does not caption 911 calls. Instead the phone processes the call as a voice carry over type call. 911 emergency calls are not routed through the *CapTel* call center but instead are directed to the appropriate PSAP which should be equipped with a TTY. The PSAP communicates directly with the *CapTel* caller using text messaging and the caller communicates directly with the PSAP using voice.

D. In its Declaratory Ruling, the FCC waived certain requirements for standard TRS because they do not pertain to Enhanced VCO Service. The following features are not included in the proposed *CapTel* service:

- Speech-to-Speech (STS) and Hearing Carryover (HCO) Requirements
- Minimum requirements for Communication Assistants
  - o Interpretation of typewritten ASL
  - o Oral to type tests (replace with oral to text tests)
  - o Not refusing single or sequential calls
  - o Gender preferences
- Interrupt Functionality
- Call Release
- Three-Way Calling
- ASCII and Baudot

E. Two Line *CapTel*, (2LCT), an enhancement to standard/single line *CapTel*, will be made available at the same per minute price as single line/standard *CapTel*. 2LCT requires that a *CapTel* user subscribe to a second phone line through their LEC and then request the service through the Sprint Account Manager. Due to technical limitations concerning retrieving ANI from the inbound call, OTA will pick up the cost of all 2LCT inbound call minutes until such time that all or part of these calls are paid for through the Interstate TRS Fund.

F. The captioning of *CapTel* service is only accessible through the use of *CapTel* phones. OTA is not responsible for the purchase and distribution of phones. Oklahoma residents may purchase *CapTel* phones through Sprint or its designated assignee. Sprint will limit the distribution of *CapTel* phones to Oklahoma residents to an average of ten (10) a month for a maximum distribution of 120 phones per year.

G. Sprint shall credit OTA with Oklahoma's provision of *CapTel* service in its Oklahoma *CapTel* outreach and publicity campaigns and materials.

4. Outreach

Sprint will provide a dedicated outreach budget to increase awareness and familiarity of Relay Oklahoma among the users of the service as well as other citizens and businesses. During the term of this Agreement, Sprint will provide a $40,000 annual outreach budget dedicated to Relay Oklahoma in addition to providing the services of an Account Manager to service the outreach needs for the State.

5. Term of Agreement

This Agreement is effective upon execution by the authorized representative(s) of Sprint and the OTA and covers telecommunication relay services provided by Sprint starting on