



2003 JUN 23 AM 10: 04
 COMPETITIVE SERVICES

Greg Gantt
 Account Manager
 7702 Woodland Drive
 Suite 250
 Indianapolis, Indiana 46278
 (800)377-1101 TTY
 (317) 876-9591 Fax

June 19, 2003

Beth Salak, Florida PSC
 Asst. Director of Competitive Services
 2540 Shumard Oak Boulevard
 Tallahassee, FL 32399-0850

Dear Beth :

Sprint has provided you the following information to support your filing with the FCC for the State of Florida:

- Annual Complaint log includes the number of complaints received that allege a violation of federal TRS minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.
- Annual Summary includes total outbound calls, total complaints for the reporting period June 2002 - May 2003, and percentage of complaints to total outbound calls information.
- Annual Tally Report will be total complaints by category.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. Please note that your state must file the Complaint and Summary logs (attachments 1 and 2) and a report (attachment #3) that indicates the number of complaints received for Sprint with the FCC by July 1, 2003 to the following address:

Attn: Erica Myers
 Federal Communications Commission
 Consumer & Governmental Affairs Bureau
 445 12th Street, SW, Room 6-A432
 Washington, DC 20554
 or by email at emyers@fcc.gov

(202) 418-2429

For your reference, Sprint has included the FCC language requiring this action:

May 19, 2003 Order:

"The Federal Communications Commission's Consumer & Governmental Affairs Bureau reminds states and telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2003, on or before July 1, 2003.

"To assist the Commission in monitoring the service quality of TRS providers, the Commission requires interstate TRS providers and state TRS programs to maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards. These logs are intended to provide an early warning system to the Commission of possible service quality problems. Additionally, this information allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints and to spot national trends that may lend themselves to coordinated solutions. It further enables states to communicate with one another to learn how other states are resolving complaints.

"Complaint log summaries should include information pertaining to complaints received between June 1, 2002, and May 31, 2003. Complaint log summaries shall include the number of complaints received that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution. The Commission requires that this information be included in the complaint log summary for the purpose of alerting the Commission of possible service quality problems. The complaint log summary must be filed with the Consumer & Governmental Affairs Bureau, Disability Rights Office.

"States and interstate TRS providers who choose to submit by paper must submit an original and four copies of each filing on or before Tuesday, July 1, 2003. To expedite the processing of complaint log summaries, states and interstate TRS providers are encouraged to submit an additional copy to Attn: Erica Myers, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, SW, Room 6-A432, Washington, DC 20554 or by email at emyers@fcc.gov. States and interstate TRS providers should also submit electronic disk copies of their complaint log summaries on a standard 3.5 inch diskette formatted in an IBM compatible format using Word 97 or compatible software. The diskette should be submitted in "read-only" mode and must be clearly labeled with the State or interstate TRS provider name, the filing date and captioned "Complaint Log Summary."

"Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor, Vistrionix, Inc., will receive hand-delivered or messenger-delivered paper filings for the

Commission's Secretary at 236 Massachusetts Avenue, N.E., Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, Marlene H. Dortch, Office of the Secretary, Federal Communications Commission, 445 12th Street, SW, Room TW-A325, Washington, DC 20554.

“The filings and comments will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW, Room CY-A257, Washington, DC 20554. They may also be purchased from the Commission’s duplicating contractor, Qualex International, Portals II, 445 12th Street, SW, Room CY-B402, Washington, DC 20554, telephone (202) 863-2893, facsimile (202) 863-2898, or via e-mail qualexint@aol.com. Filings and comments may also be viewed on the Consumer & Governmental Affairs Bureau, Disability Rights Office homepage at <http://www.fcc.gov/cgb/dro>.

“To request materials in accessible formats for people with disabilities (braille, large print, electronic files, auto format), send an e-mail to fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at 202-418-0531 (voice), 202-418-7365 (tty). This Public Notice can also be downloaded in Text and ASCII formats at <http://www.fcc.gov/cgb/dro>.

“For further information regarding this Public Notice, contact Erica Myers, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-2429 (voice), (202) 418-0464 (TTY), or e-mail emyers@fcc.gov. ”

Sprint will work with the state, as your partner in delivering additional information required of all states and carriers. We are confident that our records and systems will support any additional requirements, should they be ordered by the FCC.

This log period, running June 1, 2002 through May 31, 2003, contains a summary of the total number of complaints received for each type of complaint on a month to month basis and also provides totals for this twelve-month period.

Should you have any questions concerning this summary log, please contact your account manager.

Best Regards,

Best Regards,

Paul Rutowski
Customer Relations Manager

Greg Gantt
Sprint Account Manager

Attachment #1: Complaint Log Summary for Period of June 1, 2002 – May 31, 2003

Attachment #2: Summary of Complaints for Period of June 1, 2002 – May 31, 2003

Attachment #3: Annual Tally Report for Period of June 1, 2002 – May 31, 2003



PUBLIC NOTICE

Federal Communications Commission
445 12th St. S.W.
Washington, D.C. 20554

News media Information 202/ 418-0500
Fax-On-Demand 202/418-2830
TTY 202/418-2555
Internet: <http://www.fcc.gov>
<ftp.fcc.gov>

DA 03-1728
Released: May 19, 2003

CONSUMER & GOVERNMENTAL AFFAIRS BUREAU REMINDS STATES AND TELECOMMUNICATIONS RELAY SERVICES (TRS) PROVIDERS THAT THE ANNUAL LOG SUMMARY OF CONSUMER COMPLAINTS CONCERNING TRS IS DUE TUESDAY, JULY 1, 2003

The Federal Communications Commission's Consumer & Governmental Affairs Bureau reminds states and telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2003, on or before July 1, 2003.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires interstate TRS providers and state TRS programs to maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.¹ These logs are intended to provide an early warning system to the Commission of possible service quality problems. Additionally, this information allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints and to spot national trends that may lend themselves to coordinated solutions. It further enables states to communicate with one another to learn how other states are resolving complaints.²

Complaint log summaries should include information pertaining to complaints received between **June 1, 2002, and May 31, 2003**. Complaint log summaries shall include the **number of complaints** received that allege a violation of the federal TRS mandatory minimum standards, **the date of the complaint**, the **nature of the complaint**, the **date of its resolution**, and an **explanation of the resolution**.³ The Commission requires that this information be included in the complaint log summary for the purpose of alerting the Commission of possible service quality problems. The

¹ See In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, *Report and Order and Further Notice of Proposed Rulemaking*, FCC 00-56, 15 FCC Rcd 5140 (2000) (*Improved TRS Order*; 47 C.F.R. §64.604 ("Mandatory Minimum Standards").

² *Id.* at ¶ 122.

³ See 47 C.F.R. § 64.604 (c)(1).

complaint log summary must be filed with the Consumer & Governmental Affairs Bureau, Disability Rights Office.⁴

States and interstate TRS providers who choose to submit ~~by paper~~ must submit an original and four copies of each filing on or before Tuesday, July 1, 2003. To expedite the processing of complaint log summaries, states and interstate TRS providers are encouraged to submit an additional copy to Attn: Erica Myers, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, SW, Room 6-A432, Washington, DC 20554 or by email at emyers@fcc.gov. States and interstate TRS providers should also submit electronic disk copies of their complaint log summaries on a standard 3.5 inch diskette formatted in an IBM compatible format using Word 97 or compatible software. The diskette should be submitted in "read-only" mode and must be clearly labeled with the State or interstate TRS provider name, the filing date and captioned "Complaint Log Summary."

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor, Vistronix, Inc., will receive hand-delivered or messenger-delivered paper filings for the Commission's Secretary at 236 Massachusetts Avenue, N.E., Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, **Marlene H. Dortch, Office of the Secretary, Federal Communications Commission, 445 12th Street, SW, Room TW-A325, Washington, DC 20554.**

The filings and comments will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW, Room CY-A257, Washington, DC 20554. They may also be purchased from the Commission's duplicating contractor, Qualex International, Portals II, 445 12th Street, SW, Room CY-B402, Washington, DC 20554, telephone (202) 863-2893, facsimile (202) 863-2898, or via e-mail qualexint@aol.com. Filings and comments may also be viewed on the Consumer & Governmental Affairs Bureau, Disability Rights Office homepage at <http://www.fcc.gov/cgb/dro>.

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For further information regarding this Public Notice, contact Erica Myers, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-2429 (voice), (202) 418-0464 (TTY), or e-mail emyers@fcc.gov.

- FCC -

⁴ See Improved TRS Order at ¶ 121.

June 2002

COMMENDATION	Totals
Agents	11
Service	1
TOTAL	12

SERVICE COMPLAINTS	
#00 Answer Wait Time	2
#01 Dial Out Time	0
#02 Didn't Follow Database Inst.	0
#03 Didn't Follow Cust. Instruct.	3
#04 Didn't Keep Cust. Informed	3
#05 Agent Disconnected Caller	5
#06 Poor Spelling	0
#07 Typing Speed/Accuracy	0
#08 Poor Voice Tone	0
#09 Everything Relayed	0
#10 HCO Procedures Not Followed	0
#11 VCO Procedures Not Followed	0
#12 Two-Line VCO Procedures Not Fo	0
#13 Background Noise Not Typed	0
#14 Feelings Not Described	0
#15 Recording Feature Not Used	0
#16 Noise in Center	0
#17 Agent Was Rude	3
#18 Problem Answer Machine	0
#19 Spanish Service	0
#20 Speech to Speech	0
#21 Other Service Type:	6
TOTAL	22

TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	0
#24 Trouble Linking Up	0
#25 Line Disconnected	0
#26 Garbled Message	0
#27 Database Not Available	0
#28 Spit Screen	0
#29 Other Technical Type:	4
TOTAL	4

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type:	0
TOTAL	0

TOTAL COMPLAINTS		26
OTHER CALLS		
#36 Branding/Database entry		9
#37 Request Directory Assistance		25
#38 Test Calls		19
#39 Instructions/General		248
#40 Send Information		10
#41 Billing Question		13
#42 Purchase TTY		121
#43 Referred to LEC		66
#44 Wanted Sprint Cust Svc		31
#45 Other		0
TOTAL		542
NON-STATE REPORTED		
#46 Request Relay Number		0
TOTAL		0
TOTAL		580

COMPETITIVE SERVICES

2002 JUN 28 AM 10:04

June 2002

Tracking #	Date of Compl.	Cat: # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12301	06/01/02	21	The customer stated that agent can't talk or relay well. I apologized to the customer for the inconvenience and informed him that a complaint would be made. Also thanked the customer for letting me know about this incident.	06/04/02	Met with agent. Coached agent on the importance of following proper procedures Also coached on the importance of proper enunciation when voicing.
3046G	06/02/02	29	Caller reports having problems for past 4-5 days calling via FL relay to his father VCO user. Relay hears fast busy signal but the number can be dialed directly without a problem. Customer calling from cell phone listed above also call from two land line numbers experiencing same problem customer calling from cell phone listed above also calls from two land line numbers experiencing same problem caller did not have operator number. Apologized for problem encountered advised trouble ticket would be entered customer also requested other Relay number he may use to make call. Provided NY Relay Voice # caller requests contact from Relay tech or Acct manager regarding this issue.	07/19/02	TROUBLE TICKET results - Techs tried to reach the customer three times unsuccessfully. Due to this the ticket has been closed. Left message w/ explanation of resolution for customer.
12511	06/04/02	4	Customer complained that agent that agent typed (laughing) as the voice person was speaking. When VCO customer inquired as to why he was laughing the voice person asked the agent why that information was relayed, as it was not true. The VCO user disconnected the agent did not allow her to respond and the voice person requested to speak with a supervisor. As I attempted to explain what transpired to the voice person the line timed out since the VCO user was the inbound customer and had already hung up. Immediately thereafter another agent whom had a voice person on the line requesting to speak with Supervisor Martinez summoned me. The customer was upset that his call had been disconnected. I explained to the customer that the system automatically times out after 30 seconds. I apologized to the customer and explained to him that the agent probably made a mistake and that she would be addressed regarding this matter. However, the customer was furious and disconnected shortly thereafter.	06/05/02	Met with agent. Coached agent on the importance of making sure that she is accurate when describing background sounds. Also coached agent on the importance of defining her role and keeping the customer informed when assistance is required.
12511	06/04/02	21			

3058G	06/04/02	29	<p>For the last week customer has had problems calling various LD numbers through relay. She has tried on different dates and times with many different agents. She always gets a busy signal. I apologized for any inconvenience this is causing. I told the customer I would be opening a TROUBLE TICKET for relay technicians to investigate. Customer would like follow up from the account manager regarding the resolution of TROUBLE TICKET. TROUBLE TICKET I000214863</p>	07/19/02	<p>TROUBLE TICKET results - This ticket is ad duplicate to #212400 which is being worked. Called customer left message with explanation. The issue was resolved now with Bell South.</p>
4695	06/05/02	29	<p>Customer reports getting a busy signal when FL relay calls to her son. She uses AT&T as COC. She states the relay operator will tell her the line is busy and that this has been going on for 3 days. She wants a tech to look at the problem and leave her a voice message. Her son reports the same problem to her. I apologized to her and when I dialed out for her the call went through with no problem. Customer wants feedback ASAP. trouble ticket I000215169.</p>	06/05/02	<p>Preliminary test calls reveled that calls could not be completed when selecting AT&T as the caller's COC, but they completed successfully when selecting any other carrier than AT&T. We contacted TELCO Bell South and advised them of the problem our customers were experiencing. They later discovered that a circuit was in a lockout status at the AT&T end. We requested that a ticket be entered so that the proper group could work the issue, a circuit number for AT&T was provided. This is a multi- frequency trunk group with 24 trunks. After numerous hours on the telephone with several Bell South technicians a fix was finally done. Technician from Bell South called and advised me that he had just set all ports in that trunk group busy and back to idle, and that everything looks normal now. I requested that he kept the TROUBLE TICKET open until 16:00 hour to give a chance to verify that was the case. I made several test calls and in fact I was able to connect to the outbound when selecting ATT as my carrier of choice. Things appear to be working fine now. This TROUBLE TICKET is r</p>

3062G	06/05/02	21	<p>This customer strongly requests contact from the supervisor or acct manager with a resolution to her complaint. She reports on 6-4 she placed a call to her husband out of town between 6:30p and 7:45p. She was very worried about the health of her husband who stays in contact with her online when he is traveling each night. When he was not online last night she placed a call through FL relay to his hotel. He has a serious heart condition so she was in a panic state. She did not get the agent ID # of the operator handling the call however her husband stayed on line to speak to supervisor at the FL center. So supervisor does have the ID of the agent who handled the call. In speaking to her husband through FL relay the agent typed laughter. My husband asked her, why are you telling her I'm laughing? The VCO customer finally had to hang up to get off the line so she could place another call back to her husband in order to communicate. This time she reached agent and asked for a manager and was forwarded to supervisor, who told her nothing could be done without an #. At 9:40p she called</p>	06/05/02	<p>Supervisor documented all complaints received by this customer. Met with agent. Coached agent on importance of making sure that she is accurate when describing background sounds. also coached agent on the importance of defining her agent role and keeping the customer informed when assistance is requested. Contacted customer - apologized to the customer for the inconvenience . Informed her that the agent was coached on importance of making sure that she is accurate when describing background sounds. Also informed her the agent was coached on the importance of keeping customers informed. The customer was satisfied with resolution provided and thankful of follow up.</p>
3061G	06/05/02	29	<p>Customer is established Sprint LD business customer. When calling a LD # through FL relay he gets a recording that this number is not recognized as a Sprint customer and the call will not go through. I apologized for any inconvenience this was causing. I established a database profile for all three business numbers reflecting Sprint as the long distance carrier. I asked the customer to try his call again after I did this to see if that would fix the problem. He called back and said it did not work. I told the customer I would open a TROUBLE TICKET of relay techs to investigate further. TROUBLE TICKET I000216670. The customer does want follow up from the account manager.</p>		
12508	06/06/02	5	<p>Customer comments: I'm upset with agent I asked him to check records to what he said to her, can you check it, why he hung up it was not finished." I asked the customer if the agent had disconnected his call and he informed me that the agent hung up on him. I apologized to the customer for the inconvenience that this may have caused and informed him that a complaint would be filed.</p>	07/22/02	<p>Met with agent Coached agent on the importance of not disconnecting calls .Advised agent of the consequences of doing so.</p>

12512	06/07/02	21	Voice person called to make a general complaint about not being able to read back what has been said in the conversation to refresh the voice person's memory of where they left off.	06/07/02	Explained to the customer that when agents pace during the call, they should repeat the last few words that they typed to refresh the persons memory. However agents are not allowed to repeat the entire message back to them. The customer was receptive and was satisfied with the resolution.
12519	06/11/02	17	Customer comment: operator was rude. Operator was engaged in personal conversation with another operator while processing my call. I could hear the agent laughing and talking in the background. I apologized to the customer for the inconvenience and informed them that a complaint would be filed so that the agent can be addressed.	06/13/02	Agent was not logged into system on this particular day. However coached agent on the importance of demonstrating good professional phone image when speaking with customers. Also advised agent of consequences of not adhering to Ca guidelines.
3079G	06/12/02	17	Voice caller reports that operator impatient, abrupt, and in a big hurry about doing her job and had a telemarketing tone. Caller has received other relay calls at place of business from their customers and knows Relay provides a good service but felt that operator is a disservice to the TTY customer and rude to the voice and hearing. Apologized for the service hat was received.	06/12/02	Met with agent. Coached agent on the importance of being warm and friendly demeanor when speaking to customers. Appropriate action will be taken.
3084G	06/14/02	4	FL TTY user transferred to RCS by agent without being told why. I apologized to the customer for the problem explaining I had no way of knowing why but let them know I would inform the agents supervisor about it. Customer was satisfied with this info and did not want any further contact.	06/17/02	Met with agent. Coached agent on the importance of following customer's requests and remaining transparent by not making decision on behalf of customers.
12531	06/16/02	4	Customer Comments: Customer stated that they are bilingual. "I have a right if I call Spanish I want Spanish. If I call English I call English". Customer had notes which said Spanish TTY user. I apologized for any inconvenience this may have caused him or her and informed them that we will follow up with this agent.	06/16/02	Met with agent. Coached agent on the proper procedures to follow when transferring calls.
12375	06/17/02	00	VCO user stated that she placed a call and it was busy. She asked the agent to redial and the agent got an attitude and said "Hello it's busy." She stated to the agent that she knew that and still wanted to redial but the agent hung up on her. Apologized to the customer for the inconvenience and informed the customer that their complaint would be documented.	06/17/02	Met with trainee. Coached trainee on the importance of following proper procedures. Also coached agent on the importance of being professional when speaking with customers.
12375	06/17/02	05			
12375	06/17/02	17			

6920	06/19/02	5	Customer stated placed a call to med-aid and agent disconnected on the call half way through the conversation. I apologized to the customer informed them I would forward this to the agents supervisor for follow up. No call back necessary.	06/20/02	Agent was experiencing technical difficulties as terminal, which resulted in call disconnecting.
12527	06/21/02	5	Customer comments: Agent hung up while I was typing to my boyfriend. I said Hello but did not receive a response from the agent. When I called my boyfriend back he said the agent told him that I hung up." Apologized to the customer for the inconvenience and informed her hat the agent would be addressed regarding this complaint. Customer requests follow up.	06/24/02	Met with trainee. Discovered trainee experienced technical difficulties at terminal, which caused call to disconnect. Trainee followed proper procedures in the way which call was handled. Follow up Customer resolution: 1st attempt: Contacted customer on June 24th at 8:30p - Line was busy; 2nd attempt: Contacted customer on June 24th at 9p -Line was busy.; 3rd attempt - Contacted customer on June 25th at 9:30p -Explained to customer that the agent experienced technical difficulties at her terminal which caused her call to be disconnected. The customer stated that she was not mad and understood that it was not the agent's fault and thanked me for getting back with her to explain the situation.
12463	06/26/02		I am at my wits end with operators who do not think. Operator typed an incomplete message on my answering machine and did not inform voice person that it was an answering machine. Customer requested a call back. Apologized to the customer and assured her that I will forward this to the proper call center and she should be receiving a follow up regarding her complaint.	07/14/02	Tried to reach customer several times only reached answering machine. Agent 6032 was a trainee sitting with a mentor - coached trainee on proper procedure for TTY voice answering mach.
12543	06/26/02	3	Voice person asked agent to repeat the person's name because she did not understand what was said. The agent typed the info to the caller. I apologized for the inconvenience this might have caused and informed the customer that her complaint would be documented. Customer does not request a follow up.	06/26/02	Based on the info gathered from both the customer and the agent proper procedures were followed.
12547	06/27/02	21	Customer comments: The operator that transferred me was very rude. She immediately dialed the number before I hit GA key. I apologized to the customer for the inconvenience and informed him that his complaint would be documented. Also informed him that we would speak with agent regarding this matter.	06/28/02	Met with agent. Coached on the importance of following proper procedures as far as waiting until the customer provides the GA before connecting their calls.

12546	06/27/02	21	TTY user called in and completed a relay call. After the call was over he asked for a supervisor. His complaint was that he had requested a change of agent from. The agent must have told TTY user he could not comply because the TTY user's question was "Can an agent transfer the TTY user to another agent if the TTY user requests it?" I explained that the agents do not have a transfer key to do that. However he may request a supervisor who may be able to facilitate that request. The caller said he would just hang up and try again. Instructed caller I will forward this information to the appropriate center. Customer does not want a follow up.	07/01/02	I was present when the customer called and requested to be transferred to another operator. I told the operator to type : Relay is unable to transfer to another operator. This operator will be happy to proves your call. The TTY user then hung up.
12546	06/27/02	3			
12545	06/27/02	0	Customer stated that he called in and gave a number to call and never received a response from agent. Customer sated he gave he agent numerous "GA" and the agent did not respond. Apologized for the inconvenience and informed him that his complaint would be documented. Customer requests a follow up.	07/01/02	Met with agent. Coached agent on the importance of responding in a timely manner. Customer follow up - - Contacted customer. Apologized to the customer for the inconvenience and informed him that the agent was coached on the importance of responding in a timely manner. The customer was satisfied with the resolution provided and thankful for the call.
6932	06/29/02	5	Agent hung up on customer during call. Told the customer I would send info to operator's supervisor - Thanked customer. Customer requested no call back.	07/01/02	Met with agent. Coached in the importance of proper call handling and also advised agent of consequences of disconnecting calls.
3129	06/30/02	3	Customer upset that French agent said his call can't go through. He told agent to dial using 10 10 81 to xxx xxx xxxx. Customer asked for a different agent and supervisor came on line, which upset the customer. Customer last t statement was a threat toward the supervisor. I dialed the same # with customer on line and the call was local which I explained to the customer that 10 10 811 is not needed with a local call. I agreed to send in the complaint to appropriate supervisor and mgmt. Customer did not want any further contact.	07/02/02	Met with both agent and supervisor was informed that COC info want never provided. Both agent and supervisor are aware of how to process call with COC requests.

July 2002

COMMENDATION	Totals
Agents	0
Service	0
TOTAL	0

SERVICE COMPLAINTS	
#00 Answer Wait Time	2
#01 Dial Out Time	1
#02 Didn't Follow Database Inst.	0
#03 Didn't Follow Cust. Instruct.	0
#04 Didn't Keep Cust. Informed	2
#05 Agent Disconnected Caller	10
#06 Poor Spelling	4
#07 Typing Speed/Accuracy	0
#08 Poor Voice Tone	0
#09 Everything Relayed	0
#10 HCO Procedures Not Followed	0
#11 VCO Procedures Not Followed	1
#12 Two-Line VCO Procedures Not Fo	0
#13 Background Noise Not Typed	0
#14 Feelings Not Described	0
#15 Recording Feature Not Used	1
#16 Noise in Center	0
#17 Agent Was Rude	5
#18 Problem Answer Machine	1
#19 Spanish Service	0
#20 Speech to Speech	0
#21 Other Service Type:	1
TOTAL	28

TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	1
#24 Trouble Linking Up	3
#25 Line Disconnected	1
#26 Garbled Message	2
#27 Database Not Available	0
#28 Spit Screen	0
#29 Other Technical Type:	0
TOTAL	7

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type:	1
TOTAL	1

TOTAL COMPLAINTS		36
OTHER CALLS		
#36 Branding/Database entry		22
#37 Request Directory Assistance		24
#38 Test Calls		24
#39 Instructions/General		252
#40 Send Information		16
#41 Billing Question		5
#42 Purchase TTY		234
#43 Referred to LEC		67
#44 Wanted Sprint Cust Svc		13
#45 Other		0
TOTAL		657
NON-STATE REPORTED		
#46 Request Relay Number		0
TOTAL		0
TOTAL		693

July 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3132G	07/01/02	24	Customer called stating that this was the 3rd complaint the he had turned in saying the he cannot reach the French relay service. trouble ticket 1000262361. Apologized to the customer for the inconvenience that the customer was having and assured that a TROUBLE TICKET would be sent on the issue so it could be investigated further.	07/28/02	Test calls made to the toll free number for Florida French Creole, verified that it is working, I connected to the French Creole operator every time I dialed. I also tested to see if when dial from two different phones simultaneously, call number one will be answer by operator, call number two was answer by delay announcement, followed by ringing. It was not until I released call number one that call number two was answered by the same French Creole Operator. There seem to be nothing wrong with the system, as I am able to connect every time. What seems to be going on in this case, is that the caller is calling in to the Relay Service, at a time when call volume for French Creole is high. Please note that there is only one French Creole operator at any one time. Caller was also contacted on the morning of June 28th and advised him of the results of my test calls, I requested he make a few calls using the Relay Service.
12450	07/02/02	0	TTY user gave series of instruction how she wanted her call to be processed in parenthesis. IT took a few minutes to type out her instructions. Once she was done the customer typed "GA" however there was no response. Then the customer typed "Operator are you there?" and there was still no response. The customer waited a few minutes for the agent to respond and there was no one and as a result the customer hung p. I apologized to the TTY customer for the inconvenience that this caused and I informed her that the agent would be addressed.	07/02/02	met with agent. Coached on the importance of responding in a timely manner.
12452	07/04/02	5	Caller stated that CA hung up the line after he provided the calling to number. I apologized to the customer and advised him that his complaint would be resolved. Customer requested follow up.	07/05/02	Met with agent. Agent experienced technical difficulties at his terminal which enabled the call to be dropped from the system. Contacted the customer on July 8th. Explained to the customer that the agent experienced technical difficulties at his terminal which caused his call to be dropped. The customer was very understanding and thankful for the follow up.

3144G	07/05/02	24	Caller cannot place toll calls. She gets the message "this call cannot be completed as dialed." Apologized to caller for the problem and let her know a TROUBLE TICKET would be opened to research the problem. TROUBLE TICKET 273457. NO call back requested from relay mgmt.	07/08/02	TROUBLE TICKET results - I called the customers employer and discovered that they use MCI and they have approx. 24 lines. The configuration of the phone system at her office could be where the problem is because from what I understand the calls go through sometimes. The customer is on vacation and I need some input to further work the ticket. I will contact her next week and get more info and re-open the ticket.
12549	07/08/02	17	Customer stated that agent 9190F recently processed a call for her and at the end of the call the agent called her a bitch. Apologized to the customer for the verbal abuse she endured and informed that her complaint would be documented. Customer does not request follow up.	07/08/02	Agent 9190F is not logged into the system and is not scheduled to work at this time.
12448	07/09/02	26	Garbling on most calls using relay for the past 8 days. Apologized to the customer for the inconvenience and informed her that a TROUBLE TICKET would be entered. Customer does not request a follow up.	07/10/02	TROUBLE TICKET results - There is not enough info here and no contact, made test calls and found no garbling.
12552	07/09/02	4	VCO customer called to complain that the agent did not process her call correctly. She stated that she placed a call to the Better Business Bureau and the agent didn't type the entire recording. When she asked the agent to auto redial and type the recording it was filled with misspelled words. Apologized to the caller for the inconvenience and informed her the agent would be counseled on his call handling procedures. Follow up requested.	07/09/02	Met with agent. Coached agent on the importance of typing the entire recording and following the customer's request. Also coached the agent on the importance of keeping the customer informed. Appropriate action to be taken. Attempted to contact customer 7/11 6:38p no answer; 7/12 7:17p no answer; 7/15 6:45p no answer.
12552	07/09/02	6			
12552	07/09/02	11			
12552	07/09/02	15			
12552	07/09/02	17			
12563	07/13/02	5	Customer complained that agent hung up on her. Apologized to the customer for the inconvenience and informed her that her complaint would be fwd and the agent would be addressed. No follow up needed.	07/18/02	Met with agent. Coached agent on the importance of not disconnecting calls. Also advised agent of the consequences of doing so.
6005X	07/13/02	21	Vco customer complained that agent did not respond when she called relay and then the agent hung up on her. I apologized to the caller and said I would pass on to their supervisor.	07/14/02	Met with agent. Coached agent on the importance of responding in a timely manner. Also advised the agent of the consequence of disconnecting calls. Appropriate action will be taken.

3171G	07/14/02	35	Customer called in to say that when he tries to call number through relay he gets busy signal. When someone tries to call that number without relay the person is unable to get through without any problem. He has verified with the owner of the pager that he is not having any trouble with the pager. trouble ticket 285777. Let the customer know that I would submit a TROUBLE TICKET so that someone can determine where the problem is. Customer does want contact with the resolution.	07/15/02	TROUBLE TICKET results - Made test calls to pager number from office cell and H1FB and all said number can not be completed as entered please hang up and try again or call customer service. I don't think this is a valid number. I will contact customer later today to verify info and inform of test results. Customer contacted with TROUBLE TICKET results.
12576	07/15/02	5	TTY user complained that both agents hung up her calls. I apologized to the customer for the inconvenience and informed them that both agents would be addressed regarding this matter.	07/22/02	Met with both agents. Coached agents on the importance of not disconnecting calls. Also advised agents of the consequences of doing so.
12576	07/15/02	5	TTY user complained that both agents hung up her calls. I apologized to the customer for the inconvenience and informed them that both agents would be addressed regarding this matter.	07/22/02	Met with agents. Coached agents on the importance of not disconnecting calls. Also advised agents of the consequences of doing so.
12585	07/16/02	1	Customer comments: "why operator took forever to dial out and she gave me the wrong macros. I don't like this service." I informed the customer that her complaint would be documented however the customer disconnected before I could apologize for the inconvenience.	07/18/02	Met with agent. Coached agent on the importance of dialing promptly. Also coached agent on the importance of keeping customers informed by sending appropriate macros.
12577	07/16/02	17	Customer stated that the agent yelled at him. The agent wouldn't let the caller get a word in and also corrected what was being said. The agent was extremely rude and poor guy who was on the other end trying to type he doesn't deserve this. I asked for her operator number and she changed it each time. Apologized to the customer for the incident and informed her that this complaint would be fwd to the agent's supervisor for follow up.	12/17/02	The operator number does not coincide with any of our operators therefore we regret that we cannot determine who handled the call.
12593	07/17/02	5	Customer comments: 'The doctor's office called my house and while talking I was waiting for a response. I did not get the full results from the doctor. The agent hung up on my call'. I thanked the customer for letting me know about this incident and assured him that his complaint would be investigated. Customer requests follow up.	07/17/02	Met with agent and was informed that inbound person disconnected as the TTY user typed their msg. Based on the info provided there was no wrong doing on the agent's part. Contacted customer and explained to the customer that the system automatically released the call since the inbound customer had disconnected. Agent followed proper procedures when handling the call. Customer was elated with the resolution and thankful for the return call.

12594	07/17/02	5	Caller stated that CA hung up on them. I apologized to the customer for this and informed him that his complaint would be documented and fwd to appropriate dept to investigate.	07/19/02	Met with agent. Coached agent on the importance of not disconnecting calls. Also advised agent of the consequences of doing so.
3182G	07/17/02	24	TTY customer cannot place calls to certain numbers through relay because a recording comes on saying 'Your number cannot be completed as dialed'. I apologized to the caller for the problem and let her know a TROUBLE TICKET would be entered #296086. Follow up is required to be sure the problem is resolved.	07/28/02	TROUBLE TICKET results - Test calls made to the toll free number for FL French Creole verified it is working I connected to the French Creole operator every time I dialed. I also tested to see if when dial from two different phones simultaneously call number one will answer by operator call number two was answered by a delay announcement followed by ringing. It was not until I released call number one that call two was answered by same operator. There seems to be nothing wrong with the system as I am able to connect every time. What seems to be going on in this case is that the caller is calling into relay service at the time the call volume for French Creole is high. Please note that there is only one French Creole operator at any one time. Caller was also contacted and advised of the results of my test calls. I requested he make a few calls using the relay service.
3185G	07/18/02	17	Customer called to say agent was adding thing tot he conversation. Caller says agents was also rude and kept interrupting her. I apologized for the handling of the call and assured the customer I would send the complaint to the proper people. Did not want a call back.	07/21/02	Met with agent. Coached agent on the importance of remaining transparent and relaying everything verbatim. Also coached agent on the importance of maintaining a professional attitude with customers. Advised agent of the importance of providing correct info to customers. Agent was also advised of the consequences of not doing so.
3185G	07/18/02	18			
12595	07/18/02	0	Customer stated that they called into relay and provided the calling to number and did not receive a response from the agent. I apologized to the customer for the incident and informed the customer that their complaint would be documented and fwd to the appropriate department for follow up.	07/18/02	Met with agent. Coached agent on the importance of responding in a timely manner. Also advised agent of three sec dial out requirements.

12609	07/19/02	5	Customer Comments: 9541 placed my call. The phone rang 6 times and then nothing. I assumed that he was speaking with the other party but nothing happened I waited and assumed we got cut off." I apologized to the caller for the inconvenience this may have caused. I also informed the customer that the agent would be addressed regarding this matter.	07/19/02	Met with agent. Coached agent on the importance of not disconnecting calls. Also advised agent of the consequences of doing so.
12529	07/21/02	5	Customer complained that agent hung up on him. I apologized to the customer for the inconvenience and informed him that I would follow up with the agent to find out what transpired. Also informed him that his complaint would be documented for follow up.	07/21/02	Met with agent. Coached agent on proper procedures to follow when branded VCO users choose to type instead of voicing to prevent calls from accidentally being disconnected. Also advised agent of the consequences of disconnecting calls.
12621	07/24/02	26	The TTY user stated that every time he called the relay service he constantly receives garbled messages. Apologize to the customer for the inconvenience and informed him that a TROUBLE TICKET would be entered.	07/24/02	TROUBLE TICKET results - Customer was unable or unwilling to make test calls. I will make another attempt on Monday to reach the caller. Know that on the instances the customer was reached no garbling was present.
12622	07/24/02	17	Customer comments: She hung up on me when I told her I was waiting for a supervisor to get the phone. Yes why is every agent in the dept being so rude and mean to me like I am a jerk or nerd trying to tell me to calm down or wait till I am finished typing. Just give me the agent because I feel like yelling at her myself to tell her to grow up and be more polite to other clients. I apologized tot he customer for the inconvenience and informed her that the agent would be addressed regarding her complaint.	07/25/02	Met with agent. Coached agent on the importance of following customer's requests. Also coached agent on the importance of demonstrating good professional phone image at all times. Advised agent of the consequences of disconnecting calls.
3206	07/26/02	23	Customer has been experiencing a problem for the last several days with different agents. He is trying to dial a local number but relay shows it is a LD call. I apologized for any inconvenience this may be causing. I verified that it should be a local call. I told the customer I would open a trouble ticket for relay techs to investigate. I told the customer I would fwd info to the acct mgr. Customer requires follow up. Incident # 1000311025.	07/26/02	Test calls showed that when dialing the to number they were coming as local calls. I contacted the customer and asked if they had made a call to that number recently the answer was yes and that call completed fine. And they added that they could not understand why it was showing as LD earlier.

12603	07/29/02	5	Customer stated that she called relay and gave the operator a number and name to ask for and the operator disconnected on her. She stated that this happens a lot and she feels it is unfair for operator to treat them this way. She said when she was done with her call she tells the operator thank you and have a good day etc and she doesn't get a response as operators just hang up on her. I apologized to the caller and asked her how frequently does this happen and she said that it happens a lot. I informed the caller that she should always keep the agents # so that we can follow up on it. I also told her that her complaint would be fwd to the QA dept for follow up with the agent.	07/29/02	Met with agent. Coached on the importance of not disconnecting calls. Also advised agent of the consequences of doing so.
6037X	07/29/02	4	6083 did not keep me informed. She did not send she was leaving message or that the answering mach was playing when she redialed to leave a msg. Thanked the customer.	07/29/02	Instructed Ca to send the macros that the answering mach was playing and that they were leaving the msg.
12609	07/31/02	6	Customer comments: 'The operator that was helping me she was not doing a good job. She has been taking typing test because her English is bad and not clear while she made calls with me during interview. Then I was typing light flasher after she typed 'GA' then she typed I am not talking.' I apologized to the customer for the inconvenience and informed him that this agent would be addressed regarding his concerns.	07/31/02	Met with agent. Coached agent on the importance of typing accurately and using approved abbreviations to ensure that her messages are received and understood by customers.
12608	07/31/02	25	Customer was trying to place a call to SW Airlines. The customer was on the line for about six minutes discussing flight schedules with SW Airlines. Once the customer typed 'GA' he was not getting a reply. The customer then typed. Hello and saw a fast busy signal on his TTY mach and stated that the agent disconnected the call. Apologized to the customer and informed him that I would follow up with the agent.	07/31/02	Met with agent. Agent experienced technical difficulties at his terminal which enabled the call to be dropped from the system.
196837G	07/31/02	6	The customer complained that the agent did not relay the message accurately because of her poor spelling. Apologized to the customer and also informed them that this matter will be fwd to the proper center. No follow up required.	08/01/02	Agent was not at fault. Agent is highly experienced and capable person who rarely has type errors. If there were any words misspelled it was due to the garbling not agent error.
12623		6	The customer complained that the agent had numerous typographical errors. Apologized to the customer for the inconvenience and informed them that we would follow up with the agent.	08/01/02	Met with agent . Coached agent on the importance of typing accurately to ensure messages are received clearly by the TTY user.

12625	07/31/02	5	Agent disconnected caller while making a business call. Customer would like a call back regarding this complaint. I apologized to the customer for the inconvenience and let him know that I will fwd this info to the QA dept.	08/05/02	Met with agent. Coached agent on the importance of not disconnecting calls. Also advised agent of the consequences of doing so.
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August 2002

COMMENDATION	Totals
Agents	14
Service	0
TOTAL	14

SERVICE COMPLAINTS		Totals
#00 Answer Wait Time		1
#01 Dial Out Time		0
#02 Didn't Follow Database Inst.		0
#03 Didn't Follow Cust. Instruct.		0
#04 Didn't Keep Cust. Informed		0
#05 Agent Disconnected Caller		5
#06 Poor Spelling		0
#07 Typing Speed/Accuracy		0
#08 Poor Voice Tone		0
#09 Everything Relayed		1
#10 HCO Procedures Not Followed		0
#11 VCO Procedures Not Followed		0
#12 Two-Line VCO Procedures Not Fo		0
#13 Background Noise Not Typed		0
#14 Feelings Not Described		0
#15 Recording Feature Not Used		0
#16 Noise in Center		0
#17 Agent Was Rude		5
#18 Problem Answer Machine		0
#19 Spanish Service		0
#20 Speech to Speech		0
#21 Other Service Type:		5
TOTAL		17

TECHNICAL COMPLAINTS		Totals
#22 Lost Branding		0
#23 Charged for Local Call		0
#24 Trouble Linking Up		0
#25 Line Disconnected		0
#26 Garbled Message		0
#27 Database Not Available		0
#28 Spit Screen		0
#29 Other Technical Type:		4
TOTAL		4

MISC COMPLAINTS		Totals
#30 Rates		0
#31 TTY Operator Service		0
#32 900 Number Access		0
#33 Carrier of Choice		0
#34 Network Recording		1
#35 Other Miscellaneous Type:		0
TOTAL		1

TOTAL COMPLAINTS		Totals
TOTAL COMPLAINTS		22
OTHER CALLS		Totals
#36 Branding/Database entry		18
#37 Request Directory Assistance		22
#38 Test Calls		44
#39 Instructions/General		254
#40 Send Information		15
#41 Billing Question		5
#42 Purchase TTY		134
#43 Referred to LEC		65
#44 Wanted Sprint Cust Svc		15
#45 Other		0
TOTAL		572
NON-STATE REPORTED		Totals
#46 Request Relay Number		0
TOTAL		0
TOTAL		608

August 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12627	08/01/02	17	I am trying to buy a Blazer for sale ok? The CA she called the dealer and the dealer is mad saying that the agent was very rude and he won't talk to me unless a supervisor fire agent. I don't think he even been through relay service but my number keep showing up on it. I need the truck badly so can you call them again an say "I'm supervisor and explain the caller is deaf?" Apologized to the customer for the inconvenience. Supervisor Daniel and Maggie assisted the customer on the line. Maggie called back in attempts to explain the relay service. However the voice person was not interested in using the relay service until agent was reprimanded.	08/06/02	Met with agent and was informed that the voice person became upset when the agent attempted to pace him, as he wanted to get off of his cell phone. Coached agent on the importance of remaining professional at all times.
3214G	08/05/02	5	TTY reports requesting the relay operator type tone of voice person (customer notes requests to type tone of voice person). Operator did not type any description words regarding voice person online when TTY asked operator why they did not operator was apologetic and advised caller they did not have that info. 2nd call was made with same request but no description words were typed. 3rd call was requested and operator disconnected call causing inconvenience because 3rd call needed to be made by non. Apologized for disconnect and would note other info provided to supervisor. Customer requests contact via phone regarding this issue.	08/05/02	Met with agent. Agent stated that she did not type descriptive words on the first call however did so on the 2nd call. Coached agent on the importance of adhering to customers notes. Agent also stated that she did not hang up on the customer. Advised agent of consequence of doing so. Contacted customer. apologized to the customer for the inconvenience and informed her that the agent was coached on the impotence of following customer notes. Also informed customer that the agent was coached on the importance of not disconnecting calls. The customer was thankful for the call back and satisfied with the resolution.

3248G	08/06/02	5	<p>Customer complained that he called in to dial a number caller said the agent said "oh shut up stop it, shut your ugly face, I'm not getting nothing for you' Agent hung up on him. Caller said he called back to relay and got the same agent. You call here way to much all the agent know you call here too much. We have your name and your address and we will find your address and it will be settled. If you keep calling I will get my knife and gun blow your head off before you know it. Caller said the agent said if you ever call back it will be a sorry state for you. Caller said he called FL real service again. Oh my god I don't believe this cuss cuss cuss. customer asked Why are you cussing? Agt said because I'm the one is trouble. Agent hung up on customer . Customer called back and received a female agent. Customer asked to speak to a supervisor. Customer said it sounded like the agent disguised their voice and said supervisor speaking may I help you. The customer explained what happened. The supervisor said What do you want me to do about it? Customer informed supervisor what to</p>	08/09/02	<p>After receiving a call from Leslie on Aug 6th Supervisor Brad met with quality Assurance Dept to request that agent 9641M be scanned. The agent was scanned and was observed following proper call procedures remaining transparent and maintaining a professional attitude. QA rep met with agent to review his scans and complaint. The agent stated that he did remember a call from a child playing on the phone. He stated that an adult then came on the line and he announce relay service. The adult male asked him to repeat his ID #. After repeating his number the voice person said, ha ha ha I got you now and hung up the phone. On Aug 7th met with techs to verify customer's notes. Customer did not have any customer notes but in the customer's records did have a Post office box listed as his address. Investigation pending Ron Paey sending additional info. Attempted to contact customer 8/13 - left message; 8/20 - left message; 9/4 - left msg. - Ken Goulston</p>
3248G	08/06/02	17			
3248G	08/06/02	21			
6062X	08/09/02	17	<p>Customer called from work to relay. Customer is required by work to get agent number. Agent said number but said it so fast that customer could not understand it. Customer asked agent to repeat number. Agent did so but was rude about it. Supervisor apologized for poor service and said we would speak to the agent.</p>	12/18/02	<p>Met with agent. Although the agent had no recollection of call she was coached on proper customer service and the importance of customer service in the overall call process.</p>
3261G	08/10/02	34	<p>Customer tries calling from her home number to a cell phone number through relay and is getting a network recording that the call can not be completed. When the call is made without relay it goes through fine. Thanked the customer for calling in gave her suggestions for the weekend and let her know that I would have the techs check into it. trouble ticket # 339018. Customer wants contact with resolution.</p>	08/12/02	<p>TROUBLE TICKET results - When dialed from office phone PCS and 1FB I get 'we're sorry your call can not be completed as dialed' This is not a valid number will call the customer and make sure we have the correct number. Making test calls.</p>

3269G	08/12/02	5	Customer stated that this CA hung up on her before she even got the number dialed. The customer stated that this is happening often and that it is very annoying. After she gets relay macro saying "number you are dialing to please Q GA' then she typed to them, "VCO now GA' and then proceeds to give the number to dial but before the agent dials she gets disconnected or the agent hangs up. Apologized for the problem and assured that a complaint would be sent in so that this issue could be further investigated. Thanked the customer for letting us know. Customer did have a VCO branded number and also had VCO user printed in the call notes.	08/13/02	Met with agent. Coached agent on the importance of not disconnecting calls. Also advised agent of the consequences of doing so.
12651	08/14/02	5	Customer complained that the agent disconnected the call. Apologized to the customer for the inconvenience and informed him that a complaint would be filed. Customer does not require follow up.	08/15/02	Met with agent and was informed that after the calling to number was provided there was a long delay before customer provided the GA. The agent inquired if she should connect the call and the caller became upset and requested to speak with a supervisor. However he disconnected while one was being summoned. Agent reported incident to supervisor and also documented incident.
12659	08/16/02	17	TTY user complained that the agent said nasty words and did not dial number. Apologized to the customer for the inconvenience and informed him that the agent would be addressed.	08/16/02	Appropriate action was taken.
12659	08/16/02	21			
12662	08/18/02	0	Customer states that whenever he calls the Spanish relay line, he gets a long ring and then a recording.	08/18/02	I apologized to the customer and informed him that at the current time we are receiving an excessive amount of Spanish calls and did not have enough agents to handle the call. Volume. The customer understood and did not request contact.
12666	08/20/02	21	TTY use advised 'The operator is not patient he started dialing the number before I typed GA'. Apologized to customer for the inconvenience and informed customer that his complaint would be documented.	08/22/02	Met with agent. Coached agent on the importance of remaining patient and waiting for the customer to provide the necessary info before dialing.
3299G	08/21/02	29	FL voice caller receives numerous calls from particular number on caller ID when she tries to call back she receives a recording "out of service" Customer is also receiving calls on her home phone from same number. Explained that block may not work on cell # as the from # showing to relay may be the tower #, but agreed to put global block on both lines for customer. TROUBLE TICKET 361335. Customer did not request any further contact.	08/23/02	TROUBLE TICKET results - This ticket does not seem to be relay related. Referred to Jun by voicemail and email. Checked and can't find any records for number.

12675	08/23/02	29	The caller stated that Sprint violate his rights and that he would file a lawsuit against Sprint because the relay operators have problems dialing a number for Bell South. He stated that the operators always tell him the call does not go through. The caller said that he normally tells the operators to just dial the number without the area code and the operators refuse to listen to him. He also requested customer service # so that he can complain to them as well. I informed the caller that if the call does not go through without the area code we normally dial 611. I apologized for the inconvenience and informed the caller that this complaint will be fwd to our techs. TROUBLE TICKET # 1000369642	08/27/02	TROUBLE TICKET results - Number is a private line in the Bell South system and we have no access to it. To access Bell South customer service through relay the system has been set up to dial 611. I will contact night supervisor to get a customer contact number which is missing from the ticket.
3311G	08/23/02	29	Customer states that he cannot reach his local phone co by using the number provided within the state to call either 611 or xxx xxxx. He wants relay to update their technology to provide access to these numbers. Apologized for the inconvenience and suggested that he contact the acct manager in order that issue be looked into further. Customer stated that he would call the acct mgr.	12/18/02	Attempted to call customer left message 11/11; left message 12/10; left message 12/18.
2106	08/24/02	17	TTY user complained that the operator hung up on her.	08/24/02	I asked TTY user for operator # but she did not know it. I then advised her to obtain # if possible so if it does happen again we will be able to follow up with specific operator. Customer appeared satisfied and disconnected.
12678	08/24/02	5	Agent hung up on customer. Customer stated " I was recently in the line with an operator and her ID number then GA to SK. Then I was typing and I pressed GA however there was no response and suddenly the line disconnected and I didn't say SK. I apologized to the customer for the inconvenience and informed him that this complaint would be fwd to the agent's supervisor for follow up. Customer requests follow up.	09/04/02	Spoke with CA. She is aware of the proper procedure. She didn't remember anything unusual happening. I coached her on proper procedure. Tried to call the customer. No answer and no mach picked up. Tried to call customer again and again no answer and no mach. Spoke with the customer finally and explained that I spoke with the CA and coached her. Customer was satisfied with this.
12681	08/26/02	21	Agent changed my words around. I meant to use bad words and the agents changed my words. Agent is not suppose to change words. I apologized to the customer for the inconvenience and informed him that the agent would be addressed.	08/27/02	Met with agent. Was informed that profanity was read to voice person and as a result voice person threatened to disconnect call. Coached agent on the importance of relaying everything typed using conversational flow.

12685	08/27/02	9	Agent has no common sense. Voice person gave email address and said 'E as in elephant M as in man etc' Agent typed this which confused the TTY user she suggested that it not be typed and agent refused to not type it. Voice caller knows relay as she is an interpreter. Apologized to the caller and informed her that her complaint would be documented.	08/28/02	Based on info provided, proper procedures were followed.
12687	08/27/02	29	The customer stated that while he was on the phone with his dad a VCO user he complained of receiving messages on his TTY mach from the operator(sending auto id) Id numbers and sometimes digits would appear. He said that occurred at least 5 times while talking to his dad. He also stated that his dad was very upset because of this disruption. I apologized t the customer for the inconvenience and informed him that the agent's screen was clear and that I was not sure why his dad was receiving those messages. I informed him that I would speak with our techs about this for follow up. Customer requests contact. trouble ticket number I000375303	08/27/02	Tech contacted customer and advised him that the problem is not that of the relay service but rather that of the setting in the TTY/TTD mach. Advised the caller to refer to the user's manual for his equipment and change the auto ID send feature off, as this has proven to cause interference and garbling.
12690	08/28/02	21	Customer felt that CA added to the conversation. At the end of the call the agent said, "!*#@# !*#@# @*!***" and then hung up. The customer also stated that she never even heard the agent typing what she said for the duration of the call. I apologized to the customer for the inconvenience and informed her that this matter would be handled ASAP. Customer does not want a call back.	08/28/02	Met with agent. Was informed that he was instructed by the TTY user to make the statement and then hang up the line immediately. I observed the agent relaying this call and making the statement per the TTY user. As for the agent not being heard typing the mute feature was utilized. The agent was advised to refrain form muting his headset unnecessarily.

September 2002

COMMENDATION	Totals
Agents	11
Service	0
TOTAL	11

SERVICE COMPLAINTS		
#00 Answer Wait Time		0
#01 Dial Out Time		2
#02 Didn't Follow Database Inst.		0
#03 Didn't Follow Cust. Instruct.		4
#04 Didn't Keep Cust. Informed		2
#05 Agent Disconnected Caller		5
#06 Poor Spelling		0
#07 Typing Speed/Accuracy		0
#08 Poor Voice Tone		2
#09 Everything Relayed		0
#10 HCO Procedures Not Followed		0
#11 VCO Procedures Not Followed		0
#12 Two-Line VCO Procedures Not Fo		0
#13 Background Noise Not Typed		0
#14 Feelings Not Described		0
#15 Recording Feature Not Used		0
#16 Noise in Center		0
#17 Agent Was Rude		1
#18 Problem Answer Machine		0
#19 Spanish Service		0
#20 Speech to Speech		0
#21 Other Service Type:		4
TOTAL		20

TECHNICAL COMPLAINTS		
#22 Lost Branding		0
#23 Charged for Local Call		0
#24 Trouble Linking Up		1
#25 Line Disconnected		0
#26 Garbled Message		0
#27 Database Not Available		0
#28 Spit Screen		0
#29 Other Technical Type:		2
TOTAL		3

MISC. COMPLAINTS		
#30 Rates		0
#31 TTY Operator Service		0
#32 900 Number Access		0
#33 Carrier of Choice		0
#34 Network Recording		0
#35 Other Miscellaneous Type:		0
TOTAL		0

TOTAL COMPLAINTS		23
OTHER CALLS		
#36 Branding/Database entry		18
#37 Request Directory Assistance		22
#38 Test Calls		36
#39 Instructions/General		198
#40 Send Information		7
#41 Billing Question		9
#42 Purchase TTY		111
#43 Referred to LEC		41
#44 Wanted Sprint Cust Svc		10
#45 Other		0
TOTAL		452
NON-STATE REPORTED		
#46 Request Relay Number		0
TOTAL		0
TOTAL		486

September 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12701	09/03/02	5	TTY user stated that they typed to the agent "Call Frank Gaston Hall xxx xxx xxxx if answering mach leave a message" and CA hung up quickly. I apologized for the inconvenience and informed her that the agent would be addressed regarding this incident.	09/04/02	Met with agent. Was informed that agent's terminal experienced technical difficulties which prevented her from being able to communicate with the customer.
12588	09/04/02	1	Caller informed that agent was rude unfriendly and was not helpful. The info was not clear. The agent did not keep the voice person informed and there was a delay on the connection. Apologized to the customer and informed him that the agent would be addressed regarding this matter.	09/04/02	Met with agent. Was informed that ASL translation was required however the voice person still did not understand the messages being relayed by the TTY usr. Coached on the importance of demonstrating professionalism when speaking with customers and the importance of keeping customer's informed.
12588	09/04/02	4			
12588	09/04/02	8			
6111X	09/06/02	21	Agent did not respond to me when I called into relay. Why? Thanked the customer and said I would fwd this info to her supervisor.	09/06/02	Met with agent. Coached on the importance of responding in a timely manner. Advised agent of consequences of not adhering to policies.
3398G	09/09/02	3	FL TTY user placed a call 10 minutes ago and a hearing woman answered using profanity and yelling for the TTY user to not cal back again. Customer asked the agent to call back again to same number but agent refused informing the customer "Due to the harassment law relay is not suppose to do that" Customer requested supervisor and agent responded with "one moment while your call is traced." I apologized to the customer letting them know that this is incorrect info and that agent is trained to follow customer's requests for making any relay calls. Customer did not wish further contact.	12/12/02	Received 12/12 - Met with agent. Discussed call and agent stated that due to the nature of work that he does on a full time basis he is aware that there is no such law and would never provide this info to a customer. Advised agent of consequences of providing mis-information to customers and not adhering to their requests.
3398G	09/09/02	17			
3398G	09/09/02	21			
2137	09/10/02	5	Says CA answered phone got calling to number and then hung up on customer without dialing out. Customer dialed relay again and got same CA. Again got no response upon giving CA dialing info second time. Customer would like to be contacted via TTY. Apologized to the customer and said info would be passed along to their supervisor for investigation.	09/10/02	After researching discovered there was no one logged into the system using this ID number around the time of the complaint. However, the agent was advised of the consequences of disconnecting calls. Contacted customer and apologized to the customer for the inconvenience and informed them the agent number provided was not logged into the system at that time. Customer thankful for the return call.

12730	09/15/02	4	Sudden answer it was CA, sudden change on me and said transfer that's all. What is wrong? I am disgusted with the CA. Apologized for the inconvenience and informed that I would follow up with the agent.	09/15/02	Met with agent. Coached on the importance of transferring calls at the customer's request only. Appropriate action will be taken.
3386G	09/17/02	8	Called sister in law this afternoon and then when I went over there she told me the relay operator was talking real slow and not understandable. She said she had a really hard time. She did not want to call into customer service herself as she didn't know if she could so I told her I would. Apologized to the customer and thanked her for calling in. Let her know I would write this up and fwd to the appropriate center. Also let her know customer service was both voice and TTY. Customer does not want contact.	09/18/02	Appropriate action was taken.
3393G	09/18/02	5	Caller said they gave instructions and asked if they got the instructions before giving number to dial and agent hung up on them with no response. Apologized to the customer for the problem. No call back needed.	12/17/02	Unable to follow up with agent due to agent no longer here. No further action possible.
12736	09/19/02	21	Customer complained that the agent would not process the call to a voice person. The operator informed him that we do not process voice to voice calls and that he could dial directly. The customer then informed the agent that he had a TTY and wanted her to process as a TTY to voice call. But the operator informed him that if he was talking to her then it was not a TTY call and that it was a voice to voice call. I apologized for the inconvenience and informed him that this matter would be investigated and handled accordingly. no follow up requested.	09/27/02	Agent does not recall this call. But agent is correct we do not process voice to voice calls and if the customer was locked in on F2 we could not switch and process TTY to voice at that point.

3401G	09/20/02	3	<p>The customer was transferred to the CS dept without asking to be transferred. They complained that the first agent asked for the number to dial for customer service but instead were transferred without being given the CS phone number. Then another agent answered the next relay call and saw the customer's instructions and input but never said anything and never typed dialing 1..2..and did not type that there was any technical problem. He just hung up on the customer. I apologized for the inconvenience and thanked the customer for letting us know. Informed the customer this report would be sent to the call center. Customer requests contact from the acct manager to further discuss this issue.</p>	09/26/02	<p>Addressed both agents regarding this complaint although both agents did not remember the call. Both agent were coached on the importance of paying attention when you receive a call also to always keep the customer informed. Agents also coached on when experiencing technical difficulties to request a supervisor and document the incident for follow up with the technician. Both agents advised that transferring a call without authorization or hanging up on a customer will not be tolerated and action would be taken. Contacted customer. Apologized for the service she had experienced in past. Assured it will not happen in the future thanked her for her time. Ken Goulston</p>
3401G	09/20/02	5			
3416G	09/23/02	24	<p>Customer states that she cannot call to a certain number using the relay service. RCS did try with the customer on the line and did get a fast busy signal. RCS rep dialed the same number from RCS office phone and the call went through fine. Apologized to the customer and assured that we would turn in a trouble ticket so the problem would be investigated further. Customer would like a call back when problem is fixed. TROUBLE TICKET # I000423182</p>	09/24/02	<p>TROUBLE TICKET results - Made test calls through relay Correct ATT dial string went out until got fast busy. Call completes with Sprint COC. Called customer and left message on answering machine for them to contact ATT.</p>

3428G	09/24/02	29	<p>Caller very upset that when using her home phone to call to the FL Relay she gets only a buzzing noise. Customer went to area pay phone 2 blocks away from the home and called and was able to connect to FL relay fine but when she asked agent to call her home # she receives a busy signal. Her son is deaf and unable to make any calls. I explained this appears to be a local phone co issue but customer has had local SWB and LD ATT co both check the line for the past 4 days to no avail. They claim this is not a problem with their systems I agreed to enter a TROUBLE TICKET to have the techs check the line. Customer agreed to contact from testing purposes and would like a call back with the results.</p>	09/30/02	<p>TROUBLE TICKET results - When I attempted to reach the caller the number comes as an invalid number a voice recording message is reach that says the number you dialed has been disconnected. I contacted Relay customer service to see if the number may have been transpose when the ticket was entered. I spoke with rep at CS and she told me that Michelle is off and that she would return on Weds at 4pm. CS rep told me she would investigate and she will call back with whatever info she finds. Shortly after I spoke with CS rep she called me back. She provided me with some notes that Michelle wrote on this ticket. One of the numbers that appears in her notes may be the from number another number that appears could also be the from number. I will call these numbers and find out which number is which, and assist the person that is having the problem. Will update this ticket once that information becomes I also called the number on the ticket for a pager. I am expecting a call back from the Customer. Spoke with the customer and everything is back to normal.</p>
3426G	09/25/02	1	<p>Customer called to report that CA drove her out of her mind because she had to repeat 5 times the number she wanted to dial. When she asked CA a question she got no answer finally after 30 minutes she was able to get through to the number. The person she called asked to call her back later because she could not stand the way the CA was handling the call it drove her crazy. Her comment was that she did not know how the CA got the job. Customer is branded as VCO and there is a note in place indicating that fact. I apologized to the customer for the inconvenience and told her I would report the incident to the call center. I thanked her for calling TRS customer service.</p>	09/26/02	<p>Addressed agent regarding this complaint. Agent was coached on proper procedures to follow when processing a VCO call. Agent was also coached on keeping the customer informed of staying focused when processing calls and following the customers instructions at all times. Will continue to monitor this agent.</p>

3424G	09/25/02	29	<p>Customer has ATT selected in DB for long distance relay calls. Every time she dials any long distance number she gets a busy signal. She has some hearing and has dialed directly to same numbers and can get through determining it is a false busy signal. Customer has old acct with MCI and had relay agent process same long distance call through MCI and call went through MCI and call went through with no problem. Customer wants to update her to show MCI as her COC. I apologized for the problem and told the customer I would update her COC to MCI and mail her confirmation of this. I did not realize at the time this is a problem other customers are having. I have now opened a trouble ticket for relay technicians to investigate. Customer did not request follow up. TROUBLE TICKET I000427016</p>	09/25/02	<p>TROUBLE TICKET results - Trouble shooting this ticket led me to believe that the problem was a translation problem at the tandem. Contacted Bell South and they verified that all the trunk groups in that T-1 were down. I was given a 2s code for that circuit and the 213 T-1 ID number. Currently I am on the phone with ACAC South for AT&T trying to open a ticket.</p>
12742	09/25/02	21	<p>TTY user states there was a lot of pausing from the agent throughout the call when they responded and when their wife responded. Customer states they would have to say 'hello are you there' and no response from the agent. Apologized for the inconvenience and thanked the customer for taking the time out to let us know the problem that they experienced on the call.</p>	10/02/02	<p>Met with agent and supervisor - agent had reported to the supervisor she was experiencing technical difficulties with her computer. The computer had frozen and everything was transmitting back to the TTY user very slowly. Agent was coached on keeping the customer informed as soon as she started to experience problems with the call. She was also advised to let the supervisor document the incident so they follow up could be done by the tech.</p>
12744	09/29/02	3	<p>I called relay and the agent dialed every number but the number I gave her. Go ahead and check up on this agent. Apologized for any inconvenience this may have caused. Informed customer I will fwd this to the appropriate dept and agent will be addressed regarding this complaint.</p>	10/03/02	<p>Coached agent on the importance of dialing the correct number given and if not sure of the number ask for clarification. Agent advised of the severity of dialing unauthorized numbers. Due to the nature of this complaint appropriate action will be taken.</p>

6156X	09/30/02	3	Agent hung up on customer after the customer gave agent the number to call to. Apologized to the customer and said would notify agent's supervisor. No call back requested.	10/01/02	Met with agent - agent stated the call was branded VCO and she accidentally hung up the call when she heard TTY tones. Instead of opening the bridge for the VCO user she hung up the call. Reviewed proper procedures that should have been followed with agent to prevent hang ups and coached agent on paying attention closely to each call ensuring we are responding correctly. Agent advised that a supervisor should be notified to document the incident. Agent also advised of the consequences of disconnecting a call. appropriate action will be taken.
6156X	09/30/02	5			

October 2002

COMMENDATION	Totals
Agents	8
Service	0
TOTAL	8

SERVICE COMPLAINTS		
#00 Answer Wait Time		0
#01 Dial Out Time		0
#02 Didn't Follow Database Inst.		0
#03 Didn't Follow Cust. Instruct.		1
#04 Didn't Keep Cust. Informed		1
#05 Agent Disconnected Caller		4
#06 Poor Spelling		1
#07 Typing Speed/Accuracy		0
#08 Poor Voice Tone		0
#09 Everything Relayed		0
#10 HCO Procedures Not Followed		0
#11 VCO Procedures Not Followed		0
#12 Two-Line VCO Procedures Not Fo		1
#13 Background Noise Not Typed		0
#14 Feelings Not Described		0
#15 Recording Feature Not Used		0
#16 Noise in Center		0
#17 Agent Was Rude		0
#18 Problem Answer Machine		0
#19 Spanish Service		0
#20 Speech to Speech		0
#21 Other Service Type:		3
TOTAL		11

TECHNICAL COMPLAINTS		
#22 Lost Branding		0
#23 Charged for Local Call		0
#24 Trouble Linking Up		1
#25 Line Disconnected		0
#26 Garbled Message		0
#27 Database Not Available		0
#28 Spit Screen		0
#29 Other Technical Type:		1
TOTAL		2

MISC. COMPLAINTS		
#30 Rates		0
#31 TTY Operator Service		0
#32 900 Number Access		0
#33 Carrier of Choice		0
#34 Network Recording		0
#35 Other Miscellaneous Type:		0
TOTAL		0

TOTAL COMPLAINTS		13
OTHER CALLS		
#36 Branding/Database entry		16
#37 Request Directory Assistance		14
#38 Test Calls		43
#39 Instructions/General		214
#40 Send Information		6
#41 Billing Question		5
#42 Purchase TTY		132
#43 Referred to LEC		48
#44 Wanted Sprint Cust Svc		14
#45 Other		0
TOTAL		492
NON-STATE REPORTED		
#46 Request Relay Number		0
TOTAL		0
TOTAL		513

October 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3450G	10/03/02	5	Customer called to complain that supervisor Charles would not give her any help with harassing caller and hung up on them and when they called back and ask for the supervisor Charles again there was no response an again they hung up. Customer was trying to get info about having a block put on their phone number.	10/08/02	Program mgr met with supervisor to review the call and ensure that the supervisor was following proper procedures. This was on outbound customer who requested a supervisor after the TTY user had disconnected from the call. AS the supervisor () started announce that he was the supervisor and give them the number to call back the line disconnect. Supervisor tried to explain to the voice that the line would disconnect but was not able to respond because the call timed out. Supervisor coached by program mgr on the importance of professionalism and phone etiquette.
3451G	10/04/02	5	The customer called to report that CA had hung up on him. First she typed her ID number then when he told her to call 411 Kendali Miami Dade Waste Solid the next thing he knew his red light was flashing the line was disconnected. I apologized for the inconvenience and said that the report would be sent to the relay call center. I thanked the caller for letting us know. No follow up call required.	12/12/02	Received 12/2 - Unable to follow up with the agent due to agent no longer with company. No further action possible.
12759	10/09/02	6	Many mistakes omitted use of GA. Many delays didn't finish first sentence. Please check her spelling. Apologized to the customer for any inconveniences and assured that would follow up.	10/10/02	Met with agent. She remembered processing this call and documented that the call was processed with some problems. Coached agent on keeping the customer informed throughout the call and if experiencing problems understanding the voice customer to relay this info back to the VCO user. Agent advised to always backspace and correct any typing errors. Reviewed procedures to follow when a voice customer is asked to repeat throughout the entire conversation. Agent also advised to request a supervisor for assistance to ensure that no problems are encountered.

3483G	10/13/02	5	<p>Customer called in with a complaint that the supervisor hung up on him. After the supervisor came down and was able to get more info it turns out the supervisor did hang up on him. But it was because he was being rude to the agent. The supervisor did tell him that he was going to disconnect the call before he did. Let the customer know that we would this written up and fwd on to the appropriate center. Customer would like contact with resolution.</p>	10/22/02	<p>Supervisor stated that the customer was calling through Creole and was making calls. At one point he began to talk rude to the agent. After agent asked if there was another number to dial he started to use profanity. When the supervisor assisted on the call the customer kept interrupting the supervisor stating that the agent was no good and started to use profanity against the supervisor. After several attempts to have the customer refrain from profanity and provide the number to dial the supervisor informed the customer that the call would be disconnected due to the profanity being used. Supervisor also documented the incident in the QA department. Attempted to contact customer Nov 4 -no answer; Dec 10 no answer; Dec 18 - no answer. - Ken Goulston</p>
12243	10/14/02	21	<p>The customer stated that they had to pace every to words. Agent said the word and then spelled it to the voice customer. I apologized to the customer and promised to address the agent. No follow up needed.</p>	10/17/02	<p>Agent was addressed and remembered this call. He stated that a TTY user spelled words to the voice person such as rehabilitation at which the voice person became upset. The voice person thought the agent was being funny by spelling words which is how the TTY user typed it. The voice person also spoke fast which required pacing - agent was coached on making sure his role is defined and how to better handle this type of situation.</p>
12669	10/15/02	21	<p>VCO user upset that agent could not understand the number that was given after 4 attempts. Apologized to customer for the inconvenience and confirmed the correct number that the customer wished to dial. Also switched agents to complete the call.</p>	10/15/02	<p>Met with agent. Agent stated that she could not clearly understand the number the VCO user wanted to dial. When the supervisor came over to assist the call he also had a difficult time understanding the number to dial. The agent was coached on how to handle situations where a customer is not clear. Agent advised that by requesting a supervisor early this type of situation could have been avoided and the customer would not have become upset.</p>

12789	10/20/02	29	HCO customer experiencing technical problems. Customer stated that when I type HCO GA there is no response. This problem has happened several times also with outgoing calls I would dial the relay and then got no answer. I apologized to the customer and advised tat a trouble ticket would be entered. Follow requested by technician. TROUBLE TICKET # 1000484486	10/23/02	TROUBLE TICKET results - Contacted the caller she indicated that she had a new Ameriphone Q90. The conversati9on we had it appeared to me the problem was that the caller was not very familiar with how her new equipment works. Suggested to customer she should refer to the equipments owner manual and to follow the directions and instructions on how her new equipment operates. The problem did not appear to be that of the relay svc system but rather a user's operating the new equipment.
3819	10/21/02	12	Customer was placing a 2 line VCO call. She had asked the OB person she called to hold. When she came back on the line the agent was having a conversation with the voice OB. Customer wants follow up from acct mgr. Apologized to the customer and offered to file a complaint.	10/21/02	When agent logged in to take over this call she was only informed that the IB wanted the call muted. Immediately after logging in the inbound asked that the OB hold. At the same time the agent announced the agent change to the OB. The OB began asking questions and the agent tried to explain The IB came back on line and the agent sent 'agent xxxx continuing your call ' macro and began typing everything the OB said. This agent was not aware this was a 2 line VCO. She clearly understands she is not to verbally announce agent changes on 2 line VCO.
3006H	10/21/02	24	Customer filed complaint in May 2002 and did not receive follow up. There was a ticket opened at that time. I gave the customer the info about how the ticket was closed out. Customer is not satisfied with the resolution and is in the process of filing an FCC complaint. I told the customer I would document her complaint regarding the way the previous complaint was handled. I told her it would be fwd to the acct mgr who would follow up with her. I gave the customer the acct mgrs name and contact info. Customer would like follow up from AM.	10/21/02	Followed up with the customer by email on 10/21. Explained Bell South's new number 611.
12670	10/24/02	5	TTY user states that agent hung up on them. Apologized for the inconvenience and informed caller that this matter be fwd to the appropriate dept for follow up.	10/29/02	Met with agent. Coached agent on the proper procedures to adhere to when relaying. The agent was also informed on the consequences of disconnecting calls.

3012H	10/25/02	21	The customer called after going through 4 operators in Miami call center that refused to put her cell phone call through as necessary. Customer svc dept has instructed the customer correctly that all she needs to do is tell relay operator that she is calling from a cell phone and the call will be put through promptly. This is not the case. This time supervisor Maggie got on the on the line and still refused top put the call through for her cell phone to Virginia using FL relay svc. I apologized to the customer for the inconvenience and using up all cell phone minutes trying to put the call through as directed. Explained that the report would be sent to the call center as well as the acct mgr and to the training dept. No customer follow up requested.	12/18/02	Met with supervisor. Supervisor stated that she attempted to place the call for the customer several times however reached a recording stating that the call could not be placed. Local override was used however she reached the same recording. The customer was advised of the technical problem and disconnected. Coached the supervisor on the importance of entering TROUBLE TICKET when the technical problems arise.
12671	10/28/02	3	The customer complained that the agent does not follow instructions. The caller says the agent takes too long to enter the number as instructed. He wants something done. Thanked the customer for taking the time to speak to me. I told him we appreciate all the feedback good or bad. Also advised that I would speak with the agent and give additional training if necessary. No follow up requested.	11/28/02	At the time this complaint was taken the agent was still in training. Trainer coached the agent on the importance of dialing the number given within 3 seconds of the TTY customer giving the Ga. The agent understood fully and agreed to be much more prompt in dialing the number.
12805	10/30/02	4	Customer advised that CA was to call Discover Credit card svc. It took about 25 minutes the CA asked for her card# without a svc rep. Being on the line. She kept calling over and over again. After she wanted to know if the credit card was old or new one without the rep being on the line. Customer them asked why was CA asking these questions without Discover rep being on the line. She stated that the CA said she was just trying to help her out, the TTY user. Apologized to the customer for the inconvenience and got a different operator to complete her call. No further follow up requested.	10/30/02	At the time this complaint was taken agent was still in training. Agent stated that she had the rep on line but the rep had technical difficulties which was relayed to the TTY user. Trainer coached the agent on the proper procedures to use to keep the customer informed and request assistance whenever there is a problem processing a call or a customer becomes upset. The training dept will closely monitor agent ensuring that all calls are processed according to procedures.

November 2002

COMMENDATION	Totals
Agents	8
Service	0
TOTAL	8

SERVICE COMPLAINTS	
#00 Answer Wait Time	0
#01 Dial Out Time	0
#02 Didn't Follow Database Inst.	0
#03 Didn't Follow Cust. Instruct.	1
#04 Didn't Keep Cust. Informed	1
#05 Agent Disconnected Caller	6
#06 Poor Spelling	0
#07 Typing Speed/Accuracy	0
#08 Poor Voice Tone	0
#09 Everything Relayed	0
#10 HCO Procedures Not Followed	0
#11 VCO Procedures Not Followed	0
#12 Two-Line VCO Procedures Not Fo	0
#13 Background Noise Not Typed	0
#14 Feelings Not Described	0
#15 Recording Feature Not Used	0
#16 Noise in Center	0
#17 Agent Was Rude	4
#18 Problem Answer Machine	1
#19 Spanish Service	0
#20 Speech to Speech	0
#21 Other Service Type:	0
TOTAL	13

TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	0
#24 Trouble Linking Up	0
#25 Line Disconnected	0
#26 Garbled Message	0
#27 Database Not Available	0
#28 Spit Screen	0
#29 Other Technical Type:	1
TOTAL	1

MISC COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type:	0
TOTAL	0

TOTAL COMPLAINTS		14
OTHER CALLS		
#36 Branding/Database entry		23
#37 Request Directory Assistance		13
#38 Test Calls		28
#39 Instructions/General		254
#40 Send Information		4
#41 Billing Question		11
#42 Purchase TTY		128
#43 Referred to LEC		51
#44 Wanted Sprint Cust Svc		18
#45 Other		0
TOTAL		530

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0
TOTAL	552

November 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12816	11/03/02	17	Customer stated agent was very rude person asked for a Spanish relay agent and the agent placed caller on hold without informing her overall the caller stated the agent was very rude. Apologized to the caller for any inconvenience this may have caused her. Informed caller that this matter will be fwd to the proper dept.	11/04/02	Met with agent. Coached the agent on the importance of being polite and remaining professional when relaying. Also coached the agent on the proper procedures to follow when a customer asked to be transferred.
12852	11/07/02	17	Customer called complaining that the TTY user had called 4 times in the past 15 minutes and calls all the time at night from 8pm to 12am knowing that there is no TTY user at home. Customer would like follow up from acct mgr. Apologized to the customer for the inconvenience and informed her that a report wd be filed and sent to the acct mgr for follow up.	11/07/02	Tried to reach customer. Called the number provided. Number no longer in service.
6226X	11/07/02	5	Agent hung up on caller twice. Apologized to customer informed them I would speak to the agent to see what happened. No call back needed.	11/07/02	Spoke with the agent. Didn't recall hanging up on anyone did have a few calls that didn't connect the popped on the screen then off.
9352	11/08/02	17	I called into relay svc and was screamed at possibly the number was 9236F. Apologized to the customer for the agent being rude. Customer would like a call back.	11/08/02	Met with agent and coached on the consequences of being rude and unprofessional. Agent advised that inappropriate behavior would not be tolerated. Called customer on 11/8/02 number tat was given is not in svc.
3082H	11/08/02	5	TTY reports that agent hung up on caller when TTY requested agent call directory assistance. Apologized for problem encountered advised complaint would be fwd to supervisor.	11/08/02	met with agent. Coached agent on making sure that proper call procedures are followed. The agent was also informed of the consequences when calls are disconnected.
5551	11/09/02	18	When the call came in the TTY user gave a message to CA. She dialed the call and when an answering machine came on she left the msg. After she left the message the TTY user was upset that the CA did not type out the answering machine's message and wished to make this complaint. CA was following correct procedures but the TTY user did not inform her that the message was to requested when the OB answered the phone and not the answering mach. Apologized to customer and the time the complaint was taken. Will make sure it does not happen again.	11/09/02	CA followed correct procedure. Customer does not want to be contacted. No further action taken.

9353	11/11/02	3	Customer Called stating the operator did not follow her instructions when dialing and seemed ignorant at relaying. She called the wrong number and typed entire message twice. She also responded to a question asked by the 411 operator and gave incorrect info without allowing the customer to respond. Apologized to the customer and advised that the agent would be addressed. Customer did not request follow up.	11/12/02	Met with agent she stated she only announced the call to DA. Agent also stated that she dialed the number that was provided by the VCO user. Coached agent on the importance of following the customer request and keeping the customer informed. Agent also coached on etiquette and professionalism.
9353	11/11/02	4			
3095H	11/12/02	29	Caller said he asked agent to call info for Atlanta GA and kept I can not read you. Caller said he repeated message 5 times then agent got a supervisor named Magee to hang up on him. I apologized to customer for the problem. Call back not requested.	12/06/02	Met with agent and supervisor. Was informed that all messages received were garbled. Caller was informed of this and no response was received for quite a while as a result the call was disconnected.
3136H	11/21/02	17	The customer called to complain that supervisor Dell behaved in a very rude unprofessional manner. He was trying to contact the FL secretary of state and had mistakenly dialed the really nbr that was listed in the front of his telephone directory. Once he spoke to the relay agent he asked to speak to the supv for clarification of what the relay svc provided. When supv Dell came on line he said she told him she could not transfer him to the Sec of state ans was very rude and abrupt with him. He asked to speak to her supv but she refused to put him through to that person. She did however provide his name but refused to give a phone nbr where he could be reached. At this point the customer may have been transferred to the customer svc dept. his comment was the even though he may have reached the nbr in error once the person told him they were with Sprint that this rude behavior displayed reflected badly on the whole Sprint Company. I apologized and thanked them for letting us know and offered to give him that phone nbr. The caller said he trusted that if I was going to m	11/25/02	Program Mgr met with Supervisor. Although supervisor doesn't recall being unprofessional or sounding rude to customer he did apologize and advise the customer that she was unable to assist him with his request. Supervisor was coached on proper customer procedure remaining professional at all times. Contacted customer. Had a very positive conversation concerning the incident. The misunderstanding stemmed from him wanting to call the Florida Sec of state and somehow got us instead and didn't fully understand our function and not being able to provide directory assistance for him. He clearly understands now is apologetic for the confusion. Ended cordially and on a good note.
12855	11/21/02	5	The customer stated that the agent did not respond after typing. "hello is anyone there?" for 15 minutes. The caller eventually hung up. I apologized to the customer and informed him that his complaint would be documented and that the agent would be addressed.	11/26/02	Met with agent. The agent was thoroughly coached on the importance of responding in a timely manner. Also advised agent of the consequences of not adhering to this policy.
12871	11/24/02	5	Customer was waiting for her response when she was calling a friend. Agent hung up for no reason. Customer is very frustrated. I apologized to the customer for the inconvenience and informed her that the agent would be addressed regarding this matter.	11/26/02	Met with agent. Coached agent on the importance of not disconnecting calls and responding to customers in a timely manner. Also advised agent of the consequences of disconnecting calls.

12882	11/30/02	5	Customer stated that the agent hung up on them. I apologized to the customer for the inconvenience and informed him that his complaint would be documented. Customer does not request follow up.	11/30/02	Met with agent Coached agent on the importance of paying close attention to the buttons that she presses to prevent this from occurring. Agent was also advised of the consequences of disconnecting calls.
3155H	11/30/02	5	VCO customer gave agent number to call waited for him to dial but he disconnected from her. Customer svc rep apologized to the customer. Customer would like follow up.	12/04/02	Met with agent. Was informed that he experienced technical difficulties at his terminal which resulted in the call being dropped from the system. Supervisor was alerted regarding the situation. Contact customer. Apologized for the inconvenience and informed her that the agent experienced technical difficulties at his terminal. The customer was thankful for the follow-up and was satisfied with the resolution.

December 2002

COMMENDATION	Totals
Agents	5
Service	0
TOTAL	5

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

TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	0
#24 Trouble Linking Up	1
#25 Line Disconnected	0
#26 Garbled Message	0
#27 Database Not Available	0
#28 Spit Screen	0
#29 Other Technical Type:	1
TOTAL	2

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type:	0
TOTAL	0

TOTAL COMPLAINTS		17
OTHER CALLS		
#36 Branding/Database entry		8
#37 Request Directory Assistance		12
#38 Test Calls		18
#39 Instructions/General		259
#40 Send Information		2
#41 Billing Question		6
#42 Purchase TTY		100
#43 Referred to LEC		49
#44 Wanted Sprint Cust Svc		11
#45 Other		0
TOTAL		465
NON-STATE REPORTED		
#46 Request Relay Number		0
		0
		487

December 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12883	12/03/02	3	Customer stated that when she placed a call to the deaf service center the operator spoke to softly. She constantly asked the operator to speak louder because her party was not able to hear her. Her party asked that she called back with a different operator. I apologized to the customer for the inconvenience and informed her that her complaint would be documented.	12/05/02	Met with agent. Coached agent on the importance of following customer's instructions. Also coached agent on the importance of projecting to ensure that the voice person can hear the message clearly.
12883	12/03/02	8			
3169H	12/03/02	21	Customer called to complain about supervisor. He said that he was willing from a pay phone and needed the drawer to pop out with the TTY. When he dialed the TTY line number for relay FL the line was answered by voice operator. He asked the operator to switch to TTY so the drawer would pop out but the operator called a supervisor. Supervisor came on the line and said that the operator could not switch over to the TTY line. The customer said he knew this was not true because he has a friend that used to work at FL relay and the friend brought home the instruction manual for relay FL and showed it to him. The friend no longer works at the FL relay center.	12/12/02	Supervisor tried to switch over to FL but call came in one voice line would not switch over. Customer wanted to be transferred to customer service supervisor complained.
12891	12/04/02	5	Customer stated that agent hung up when she gave him the calling to number. I Apologized to the customer for the inconvenience and informed her that her complaint would be documented.	12/09/02	Met with agent. Coached agent on the importance of dialing numbers requested and not disconnecting calls. Also advised agent of the consequences of doing so.
12902	12/09/02	21	Customer complained that agents do not speak clearly and when he asks them to repeat that info is relayed back to the TTY user to repeat. HE said that agents need to be trained properly. I apologized to the customer for the inconvenience and explained to him that the agents are following proper procedures. Also informed him that if the agent has given him the GA to respond the info can not be repeated. He stated that our policy is stupid and needs to be changed. I informed him that I would fwd this info to our acct mgr. Customer requested contact from the acct mgr.	01/15/03	Tried to call number provided but it was an invalid number. Called DA to find number but there was no listing. Not able to reach customer due to invalid #.

12896	12/13/02	24	Customer complained that they are not able to call xxx xxx xxxx through relay service. I apologized to the customer for the inconvenience and informed her that I would let our tech aware to see if anything could be done. trouble ticket 1000595802	12/17/03	TT results - Customer has a long distance blocking code on his PBX system, and it was not given to agent to process the call. 12/16/02 14:35:30 (TGP5767):Correction:TRS#5977807 @ SOSC. 12/16/02 13:52:16 (TGP5767):TRS#5977801 @ SOSC at this time. 12/16/02 13:48:03 (TGP5767): TRS#5977801 @SOSC at this time. 12/16/02 13:02:45 (TGP5767): SAMC entered TRS ticket for investigation. Included CDR of call: SearchID: 1223221.432 SwitchID: 432 RecNum: 2 SeqNum: 15689586 Anisp: 9046807700 Anipre: 1 Anisuff: 4 Anivalid: 1 Anstype: 0 Dialedno: 8505615600 Lnrdip: 0 Lrn: 0 CC: 0 Faccode: Calledno: 8505615600 BillNum: Acctcd: 0 Acctype: 0 Adin: Univacc: Pindigs: 0 CnPredig: 0 Predig: 0 Infodig: 60 Cpipvd: 0 O-Date/Time: 12/16/2002 18:33:51 D-Date/Time: 12/16/2002 18:34:30 O-Grp.Mem: 436.682 T-Grp.Mem: 0.0 F-Sid.Grp: 0.0 Outpdgts: ORIGOPRT/OPART: 0 RTELIST/NUM: 0/0 Calldur: 0 Compcode: 1 Trmtcd: 2 Coss: 0 Cosove: 0 Crid: Cdrbcid: 7 Cic: 0333 Colltime: 3 Confcall: 0 Csi: 3 Eccntl: 0 Lecmccs: 0 Opbridge: 0 Svctype: 0 Isact: 0 Namedisp: 0 12/16/02 13:20:16 (DEW1557): Under ticket #
4058Z	12/17/02	0	The VCO was getting tired of waiting for CA to type GA so the caller could leave answering machine msg. The caller repeatedly said "Hello operator" but no response. CA needs more training how to do the correct procedure. Apologized for the inconvenience. Will make sure CA will be coached by his supervisor.	12/20/02	Met with trainee. Coached trainee on the importance of responding to customers in a timely manner. Also coached him on the proper procedures to be followed when a VCO user wants to leave a msg.
4058Z	12/17/02	11			
12888	12/17/02	3	The voice customer stated that she asked the agent to call a VCO user and ask for a specific person. When a male answered the line the agent did not ask for the person. She heard the male voice saying hello hello. The outbound hung up after he did not get a response from the agent. She said that the agents need more training. I apologized to the caller and told her that we would follow up with the agent regarding her complaint. I connected the call for her and the call was successfully.	12/18/02	Met with agent. Coached agent on the proper procedures to follow when asking for a specific person. Also coached agent on the importance of adhering to customer's requests.

12894	12/17/02	8	I called the pizza place and the operator voice was very bad. The hearing person could not hear the words that operator voiced to them. I apologized to the TTY customer for the inconvenience and informed him that the agent would be addressed regarding this complaint. Customer does not request contact.	12/19/02	Met with agent. Although agent does not remember the call coached agent on the importance of proper voice inflection.
3231H	12/18/02	17	Caller said this agent spoke to rudely to her throughout this call. She would ask her to repeat a lot and agents tone of voice was not very nice. I apologized to caller for the problem and let her know a complaint would be sent. No follow up requested on this issue.	12/19/02	Met with agent Coached agent on the proper customer service and the importance of a professional phone image when processing calls.
3230H	12/18/02	29	TTY user reports experiencing problems for past few weeks dialing two numbers. Relay advises a loud tone a busy signal and line going dead . Sprint is COC for work place. Apologized for problem and advised TROUBLE TICKET would be entered regarding this matter. Customer requests contact from acct mgr and or relay tech. TROUBLE TICKET 604701	12/18/03	TT results - A previous ticket was entered by one of Florida Relay Service Center Supervisor's for the same customer, for the same problem. Tickets were opened with Bell South, and a TRS Ticket was also opened. Initial investigation led us to believe that there might be a translation problem at the Tandem, as test call were failing when the call processed using ATT as COC. What was ultimate discovered, was that the caller is calling from work, a PBX system that is designed to have the user to enter a code for making long distance calls. This code must be provided to the Relay Operator after the tone, as described in the ticket. Customer Service Rep. Linda was contacted by Florida Relay Technician, and advised her that there has been a previous ticket entered for the same customer, and same problem. Asked Linda to also refer to Service Center Ticket # 595802, as this ticket contains more information on what was done, when it was done, ticket number with Bell South, TRS Ticket number. Florida Technician attempted to reach the caller after the first ticket was entered, however only
2313	12/19/02	0	VCO user is upset. He said that every time he calls into the VCO gate he is put on hold before his call is answered. He is upset because he feels if were that busy we need to have more operator in the phones. He said when he got his phone they told him to use VCO gate but he never had this problem regular relay. Apologized to the customer for the delay and said I would fwd his concerns to customer svc.	12/19/03	No agent record - apologized to customer and no need to follow up.

12932	12/29/02	21	Customer felt that the agent was lying about the line being busy and said all agents lie to her about this.	12/29/03	When agent requested a supervisor per customer request, apologized for the inconvenience. Customer asked that the supervisor try using a different carrier. Sprint was selected and the call was connected and processed without further incident.
12833	12/30/02	3	Customer complained that the agent did not press one when he requested it. Agent pressed one as requested however did not press one again when the recording requested it a second time. After reviewing the agents screen I did not see any instructions for the agent to press one a second time. Apologized and explained to the customer that agents are required to follow customer's instructions. I advised the customer that I did not see where the agent had been instructed to press one a second time and the caller disconnected.	01/06/02	Met with agent. Was informed that she adhered to the customer requests to press one once. After which point the call was processed according to proper relay procedures. Supervisor also stated that the customer only instructed the agent to press one once. Although proper procedures were followed coached agent on the importance of adhering to customer's requests.
40502	12/26/03	5	Customer typed something to outbound plus GA. Agent sent 'person hung up' macro and customer doesn't believe the person hung up without saying more. He believes agent disconnected the outbound line. Customer wants follow up. Apologized to the customer.	12/31/02	Spoke to operator who handled this call. She had no recollection of this call and stated that she would not lie to a customer about something like this happens for verification. Rules on hanging up on customers were reviewed. Contacted customer and after lengthy discussion informed that operators were coached. Customer satisfied and thanked me for getting back with him promptly.
40502	12/26/03	17			

January 2003

COMMENDATION:	Totals
Agents	11
Service	0
TOTAL	11

SERVICE COMPLAINTS		
#00 Answer Wait Time		0
#01 Dial Out Time		1
#02 Didn't Follow Database Inst.		1
#03 Didn't Follow Cust. Instruct.		1
#04 Didn't Keep Cust. Informed		3
#05 Agent Disconnected Caller		1
#06 Poor Spelling		0
#07 Typing Speed/Accuracy		2
#08 Poor Voice Tone		1
#09 Everything Relayed		1
#10 HCO Procedures Not Followed		0
#11 VCO Procedures Not Followed		2
#12 Two-Line VCO Procedures Not Fo		0
#13 Background Noise Not Typed		0
#14 Feelings Not Described		0
#15 Recording Feature Not Used		0
#16 Noise in Center		0
#17 Agent Was Rude		1
#18 Problem Answer Machine		0
#19 Spanish Service		0
#20 Speech to Speech		0
#21 Other Service Type:		5
TOTAL		19

TECHNICAL COMPLAINTS		
#22 Lost Branding		0
#23 Charged for Local Call		0
#24 Trouble Linking Up		0
#25 Line Disconnected		1
#26 Garbled Message		0
#27 Database Not Available		0
#28 Spit Screen		0
#29 Other Technical Type:		1
TOTAL		2

MISC. COMPLAINTS		
#30 Rates		0
#31 TTY Operator Service		0
#32 900 Number Access		0
#33 Carrier of Choice		0
#34 Network Recording		0
#35 Other Miscellaneous Type:		0
TOTAL		0

TOTAL COMPLAINTS		21
OTHER CALLS		
#36 Branding/Database entry		25
#37 Request Directory Assistance		11
#38 Test Calls		28
#39 Instructions/General		396
#40 Send Information		14
#41 Billing Question		17
#42 Purchase TTY		124
#43 Referred to LEC		48
#44 Wanted Sprint Cust Svc		17
#45 Other		0
TOTAL		680
NON-STATE REPORTED		
#46 Request Relay Number		0
TOTAL		0
TOTAL		712

January 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3262-H	01/02/03	4	Agent did not follow customer instructions. Agent did not do the call. Agent typed hold and then nothing else, no one was on the line. Agent cant transfer me, I did not ask to be transferred. Apologized to customer for inconvenience, report would be sent to call center supervisor. Thanked customer for letting us know.	01/14/03	Reviewed call procedures with agent, agent is aware of proper procedures for handling calls and knows this is not correct call procedure. Agent will be monitored.
3272-H	01/06/03	21	Caller called FL relay and could not understand operator. Operator spoke very broken English and it made it hard to make call. Apologized for problem and complaint will be forwarded.	01/07/03	Agent was unable to translate TTY user's ASL, therefore read verbatim. Agent followed relay procedures by relaying message verbatim since unsure of translation.
3275H	01/07/03	21	Customer called Customer. Service. Wanting to know number for XXX company. After advising customer they would need to call relay and ask to call DA, customer informed me Relay told them to call customer service for that info. Apologized to customer and located number for them. Let them know for future reference, agents are supposed to dial DA for them.	01/07/03	Met with agent. Coached agent on proper procedures to follow when customer requests a number. Also coached agent on importance of adhering to customer's requests.
2021X	01/09/03	21	Operator did not respond to TTY user. Customer would like to be emailed back. Apologized to the customer.	01/21/03	Met with agent. Coached agent on the importance of responding to customers in a timely manner. Advised agent of the consequences of not responding to customers. Sent follow up email to customer with explanation of agent protocol and apologized for her inconvenience. - Ken Goulston
12976	01/15/03	21	Police dept called to follow up on an emergency call they received. Police dispatcher stated that operator called and stated that she was reporting an emergency at 4:37p but when asked for the TTY user telephone number the agent provided the relay svc number. Advised customer that operator should have provided the calling from number at the beginning of the call. I apologized to customer and advised her that we would follow up with the agent.	01/22/03	CA coached to provide any necessary info when processing emergency calls. CA coached to beep for supervisor further assistance and explanation.
2020X	01/09/03	07	Operator did not respond to TTY user for a very long time. Operator typed very slow and very badly. Apologized to the customer.	01/15/03	Speed meets FCC requirements. Coached agent on importance of responding in timely manner and typing accurately to assure messages were clearly received. Sent follow up email to the customer. - Ken Goulston
2020X	01/15/03	21			

12952	01/24/03	8	Operator processed my call and the other party could not hear the operator. Operator's voice was soft and party asked agent to repeat. Apologized to customer for inconvenience and advised her complaint would be documented.	01/25/03	Met with agent. Coached agent on the importance of increasing microphone volume to ensure messages are heard clearly.
4075Z	01/24/03	3	Customer said Agent dialed the wrong number twice. Customer would like operators to confirm number before dialing out if they do not understand. Apologized to customer, informed complaint would be documented and supervisor would coach agent.	01/28/03	Coached agent on the importance of verifying the calling to number when experiencing difficulties understanding the VCO customer.
12936	01/26/03	1	VCO customer felt agent did not contact person calling fast enough. Customer unsure of ID number, however provided 9210F.	01/30/03	Coached agent on importance of dialing out within three seconds.
12953	01/26/03	9	Outbound customer felt agent was not typing the entire conversation because the VCO user was not answering questions properly. Apologized to the customer for the inconvenience and informed customer complaint would be documented.	01/27/03	Coached agent on the importance of relaying everything verbatim and accurately.
12949	01/26/03	11	Agent did not recognize caller as a VCO user and kept sending the announcement 7 or 8 times. The call was never processed. Customer unsure of ID number. Apologized to customer for inconvenience and advised agent would receive follow-up.	01/26/03	This ID number is currently unassigned. Reviewed Rockwell reporting and this number was not logged into on the system on this particular day.
3346H	01/27/03	2	VCO unable to place her call via operator. Operator continued to ask for LD carrier info and calling to number. Customer reports having problems on Sunday making LD calls thru FL relay. Apologized for problem. Advised complaint would be forwarded to supervisor. ATT is listed as COC in Customer Database info. Unable to provide FL VCO number to confirm VCO calls to FL relay before customer hung up.	02/04/03	Met with agent. Coached agent on importance of reading customer notes prior to connecting calls. Also coached agent on importance of adhering to customer notes.
3345H	01/27/03	11	VCO customer unable to place her call. Operator continued to ask for calling number. Customer reports having problems placing LD calls on Sunday thru FL Relay. Apologized for problem and advised complaint would be forwarded to supervisor. Unable to provide FL VCO number or confirm VCO calls to FL Relay before customer hung up.	02/04/03	Coached agent on the proper procedure to follow when processing VCO calls.
3352H	01/28/03	4	Operator did not inform customer when person called had hung up. Operator then hung up on customer. Thanked the customer for calling in. Complaint would be written up and forwarded to appropriate center.	03/09/03	Agent could not remember the call. Coached agent on proper procedures to keep customer informed. Also discussed consequences of disconnecting calls.
3352H	01/28/03	5			

3358H	01/28/03	4	TTY user made a call thru Relay and person hung up. Operator indicated person hung up. TTY user instructed operator to type the standard relay explanation. Operator ignored the request and redialed the number previously called. Apologized for the problem encountered. Provided the standard relay explanation to the TTY user. Discussed option of TTY user requesting their own announcement. Advised complaint would be forwarded to supervisor.	03/14/03	The agent was coached on proper procedures for following proper instructions.
3358H	01/28/03	17			
3360H	01/29/03	29	TTY user made call thru FL Relay Feb 28, @ approx 3:30PM. CA dialed to local 7 digit number provided by customer. Number dialed to customer was XXX area code, not area code TTY user was calling from. Supervisor assisted with call and used proper area code, causing call to be long distance. Advised customer complaint/trouble ticket would be entered. trouble ticket 690771	03/04/03	TROUBLE TICKET results - Tech found no problem. All calls were 850 area code in the window. Making test calls to check the problem. Spoke with the customer and explained the result of TROUBLE TICKET. She understands and mentioned there was no problem on relay calls lately.
12954	01/30/03	7	Operator did not give correct sentences of what I talked about at 2:59pm. I told operator 2-14, operator told them 2-4. Apologized to customer for inconvenience and informed that agent would be addressed.	1/31/093	Coached agent on importance of relaying messages verbatim unless message is in ASL. Also advised agent of consequences of adhering to policies and procedures that are in place.
3392-H	01/31/03	25	Caller complained relay call was cut off 10 minutes into her conversation with relay. Apologized to caller for the problem and let her know a trouble ticket I 000702614 would be opened to check the problem.	03/08/03	TROUBLE TICKET results - Tech made test calls using the callers number and left them connected for 15-20 minutes, and not once did a call disconnect. At the suggestion of Jun Moon, tech dropped a call in from the customers data to simulate network traffic, and that did not produce any disconnects. Tech can find no reason for the disconnects to be occurring. Customer should gather more info when it occurs. Tech has a suspicion that the TTY is overheating. Spoke with the customer and explained to her the results of the TROUBLE TICKET and she is okay and has had no problems lately.

February 2003

COMMENDATION	Totals
Agents	7
Service	0
TOTAL	7

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

TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	0
#24 Trouble Linking Up	0
#25 Line Disconnected	0
#26 Garbled Message	0
#27 Database Not Available	0
#28 Spit Screen	0
#29 Other Technical Type:	0
TOTAL	0

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type:	0
TOTAL	0

TOTAL COMPLAINTS	14
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OTHER CALLS	
#36 Branding/Database entry	22
#37 Request Directory Assistance	17
#38 Test Calls	33
#39 Instructions/General	446
#40 Send Information	10
#41 Billing Question	8
#42 Purchase TTY	128
#43 Referred to LEC	56
#44 Wanted Sprint Cust Svc	4
#45 Other	0
TOTAL	724

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL	745
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February 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3386H	02/02/03	4	Customer states that this agent made a call for him and when the voice person answered the phone they hung up on relay. The customer asked the agent what the person said when the relay announcement was made and the agent said that the info was no longer on the screen. The customer then asked for another agent to make his call again and the agent typed 'hold' there was a long pause and finally they came back on line and typed 'person hung up so the customer asked relay 'who is this' but the relay just typed relay will disconnect. Customer wanted to know why this happened. Thanked the customer for letting us know and assured that the info that they had given would be sent to the supervisor in charge so that the call could be investigated further. Apologized to the customer and again thanked them for letting us know about the incident.	02/27/03	Coached CA. Due to nature of complaint appropriate action taken.
3390H	02/03/03	3	Agent was not discourteous and quite sarcastic Agent misdialed the prefix then informed the customer that there was no answer. When customer pointed the error out agent informed customer that they should have told her or maybe customer would like to give the correct area code. Customer politely informed agent of their rudeness and disconnected not feeling comfortable in further svc from this agent. Apologized for agent rudeness and let customer know I would fwd this info to the agents supervisor so they can address it with the agent. Customer would like contact from AM.	02/17/03	Met with agent. The agent recalled the situation and disputed all allegations of being rude and discourteous. However the agent assumed full responsibility for dialing the number incorrectly. The agent was blind monitored and appears to conduct business in a polite and professional manner to the satisfaction of both the customers and Sprint relay standards. The agent was thoroughly coached on remaining focused professional and courteous while relaying and that providing high quality customer svc is always priority. Spoke with the customer and explained and apologized to her for the problem. She was satisfied. - Ken Goulston
3390H	02/03/03	17			
3390H	02/03/03	21			
12995	02/04/03	21	Customer complained that agent used profanity after leaving a TTY users msg. She played the answering mach message for me which you could clearly hear the agent using profanity. I Apologized to the customer and informed her that appropriate action would be taken.	02/05/03	Met with agent. Reviewed policy on using profanity. Appropriate action will be taken.

13035	02/16/03	0	Operator did not respond to the TTY user at all. After the TTY user mentioned he knew her operator number the call was quickly disconnected. Apologized to the customer.	02/19/03	Met with agent. Agent denies having ever disconnecting the call. Agent was coached on provided quality svc to customer. It was stressed that disconnecting calls is strictly prohibited and if it determined that such an action was taken appropriate measure would be pursued.
13035	02/16/03	1			
3451H	02/19/03	21	TTY user requested the relay operator confirm that caller id was blocked customer recently called relay customer svc instructing to permanently block caller id and block was entered by rep. Relay operator did not have info regarding caller ID block. Supervisor assisted and typed customer DB notes and didn't know how to access caller id block in system. TTY unhappy that supervisor would not have that info and would not know how to access it. Apologized to the customer and confirmed the caller id in place for TTY users ph number advised customer the caller id automatically blocks caller id when calling through relay to a ph number having caller id capability advised the info does not appear to relay operator. advised TTY user does not need to request the block with each relay over. Customer requests call back regarding this issue. Customer reported that mgmt never calls back is requested.	02/25/03	Coached operator on proper procedures for customer database notes and caller id blocking. Also talked with supervisor. Customer satisfied.
3450H	02/19/03	2	FL TTY customer called to say that operator did not follow the customer notes Notes say to give tone of voice on all calls. The customer asked the operator after the call ended what the tone of voice was and the operator stated she could not answer the question. I explained to the customer the operator was correct that our policy states we cannot answer questions like once a call has ended. Customer thinks operator should make sure to read all the notes before the call begins. Apologized for the problem and told her would be sent to supervisor.	04/18/03	Coached new agent on importance of reading customer notes before dialing out. That's why they are there.
3456H	02/21/03	7	Customer states that agent did not leave correct info when she left her order at a restaurant. Customer states that she was very explicit when leaving her order with the agent and when she got her order delivered that it was not correct. Rep suggested that possibly restaurant may have not take order correctly. Then thanked the customer for letting us know and assured that the complaint would be sent so the problem would be investigated.	04/17/03	Rep recalled placing the order as the TTY requested exactly. Perhaps the restaurant got it wrong as there was a lot of background distractions and phones ringing and the man taking the order was foreign and may have misunderstood. Coached agent on importance of typing everything verbatim.

3476H	02/27/03	18	VCO users daughter called via FL relay and operator was very slow and when the VCO answering mach was reached the relay operator told her daughter sorry answering mach operator didn't read msg. When her daughter told operator she wanted to leave message the operator was very slow finally said answering mach wasn't working. the VCO user receives type messages on her VCO phone answering mach all the time there is no problem with equip. Apologized to VCO for pro blem encountered advised complaint would be fwd to supervisor	03/04/03	Employee in training at the time of the complaint. Trainer met with employee to review proper call procedures that should have been used.
2414		5	Agent hung up on customer. Agent was rude for hanging up. I apologized for any inconvenience caused and thanked them for taking the time to let us know about it. Customer wanted to place a call after letting us know of situation had agent place the call.	04/10/03	Met with agent concerning complaint but agent stated she had no recollection of the call. Agent was coached on always keeping a professional phone image on every call and not being rude for any reason. Agent was also coached on never disconnecting a call and that doing so it can lead to and include termination.
2414		17			
13012	02/26/03	3	Customer stated that she told the operator to leave a message on the voice mail. The agent dialed the number and allowed the line to ring 5 times. The operator hung up on the customer without informing her that the message was left. Team mgr apologized to the customer for the agent not following instructions and call procedures.	02/26/03	The team mgr met with the agent concerning the complaint. The agent is a recent graduate from training. The agent stated that she remembered the call. She was experiencing technical difficulties and called for a supervisor to assist with the call. The screen went blank while the call was in progress and both parties were disconnected from the line thereafter. Agent was coached on following the CA feedback policy if something of this nature occurs. Team mgr also documented incident acknowledging the agent's screen went blank.

March 2003

COMMENDATION	Totals
Agents	12
Service	0
TOTAL	12

SERVICE COMPLAINTS		Totals
#00 Answer Wait Time		0
#01 Dial Out Time		0
#02 Didn't Follow Database Inst.		1
#03 Didn't Follow Cust. Instruct.		1
#04 Didn't Keep Cust. Informed		1
#05 Agent Disconnected Caller		4
#06 Poor Spelling		0
#07 Typing Speed/Accuracy		0
#08 Poor Voice Tone		0
#09 Everything Relayed		0
#10 HCO Procedures Not Followed		0
#11 VCO Procedures Not Followed		0
#12 Two-Line VCO Procedures Not Fo		0
#13 Background Noise Not Typed		0
#14 Feelings Not Described		0
#15 Recording Feature Not Used		0
#16 Noise in Center		0
#17 Agent Was Rude		2
#18 Problem Answer Machine		0
#19 Spanish Service		0
#20 Speech to Speech		0
#21 Other Service Type:		2
TOTAL		11

TECHNICAL COMPLAINTS		Totals
#22 Lost Branding		0
#23 Charged for Local Call		0
#24 Trouble Linking Up		1
#25 Line Disconnected		0
#26 Garbled Message		1
#27 Database Not Available		0
#28 Spit Screen		0
#29 Other Technical Type:		0
TOTAL		2

MISC. COMPLAINTS		Totals
#30 Rates		0
#31 TTY Operator Service		0
#32 900 Number Access		0
#33 Carrier of Choice		0
#34 Network Recording		0
#35 Other Miscellaneous Type:		0
TOTAL		0

TOTAL COMPLAINTS		Totals
OTHER CALLS		13
#36 Branding/Database entry		14
#37 Request Directory Assistance		18
#38 Test Calls		39
#39 Instructions/General		924
#40 Send Information		14
#41 Billing Question		9
#42 Purchase TTY		92
#43 Referred to LEC		59
#44 Wanted Sprint Cust Svc		7
#45 Other		0
TOTAL		1176
NON-STATE REPORTED		
#46 Request Relay Number		0
TOTAL		0
TOTAL		1201

March 2003

Tracking #	Date of Compl.	Cat: # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3487-H	03/01/03	3	Customer reports she uses a Cingular Wireless phone and the operator tells her "the call cannot be processed because the number you gave me is not showing on my screen." Customer states its not her problem that her actual number isn't being sent by Cingular. Customer states that FRS should be able to dial the local number she requested. CS rep told customer that Cingular Wireless no longer participates with relay AAS of 12-12-02. I recommended she contact Cingular and customer stated she and or her mother would talk to Cingular about their need to us Relay.	03/09/03	Spoke with agent regarding this proper procedures and changing numbers. Also reminded agent about procedures if a customer says they are using a cell phone. Agent understands and will get supervisor in the future if she has anymore problems. Attempted to contact the customer the customer on 3-10, 3-12, and 3-14 but could not reach the customer.
14014	03/03/03	5	Operator hung up on me while I was typing to the pharmacy. I tried to stop her from pressing the space bar many times she refused and then she hung up on me. Apologized to the customer for the inconvenience and advised that the agent would be addressed. Customer does not want a follow up .	04/04/03	Met with agent. The agent did remember the call and submitted a CA feedback form documenting the incident. The agent stated the TTY user gave specific instructions to get a live person. She announced the call and typed the greeting When she received text from the TTY user it was garbled. and she attempted to inform the customer. Each time she tried to inform the customer the customer would also start to type at the same time and she would hit the space bar to stop her action.
13072	03/10/03	17	Agent was rude and obnoxious. Did not get right info from directory assistance from which was Pause for a cause" listing in Jacksonville FL. No listing only a listing for Paws and claws which was the incorrect listing. I apologized for the inconvenience and advised him that I would take the report. Agent continued the call. Observed the call and agent also had difficulty with TTY user as he was giving us the wrong info. No follow up requested.	03/14/03	TM observed the call as another agent continued the call and observed that that the second agent was also experiencing difficulties processing the call because of the incorrect info provided by the customer. QA rep met with agent regarding complaint. The agent stated that she followed the customers instructions for the DA call but when finished processing the call the info that was provided from DA operator was not the info the customer wanted. Coached agent on the importance of remaining professional throughout the call and also to follow customer instructions at all times.

3019-I	03/11/03	17	Customer states that this agent was very rude to her during the call. The agent was not clear in relaying the info given and when the customer asked her to repeat what was just said the agent had a very rude attitude and said I am not allowed to repeat that info." The agent never informed the TTY person of any of this. She never typed that she was asked to repeat the info at all. This agent was very rude and unprofessional. Apologized got the problem and thanked the customer for letting us know and assured that the complaint would be turned in so that it could be investigated further.	03/15/03	Met with agent concerning complaint. Agent stated that she did remember the call and that the customer asked her to repeat after the GA. Coached agent on appropriate phrases to use when customer ask you to go repeat after the TTY user has started to type also so on remaining professional and polite throughout the call process. Also coached agent on the importance of keeping the TTY user informed.
3042-I	03/18/03	2	Customer reported that she had placed a call and less than 10 into the call the original CA turned the call over to another CA. The first opr was not on the line long enough to follow the database instructions note that says type background noise tone of voice and conversations verbatim. Before the other opr took over the call. The second opr did not follow the DB instructions during the call. No tone of voice was provided per customer notes. Since that info was never provided during the call the customer asked the opr at the end of the call. What was my party's tome/disposition during the call? The opr responded that she did not have this info and that the call had ended and she couldnt answer her question because it was against the law. The customer asked for the supv or to transfer her to cusotmer svc Instead the opr disconnected the call. The customer then called the customer svc dept on her own to file this complaint. I apologized to the cusotmer for the inconvenience and explained that it is possible the database notes may hav ebeen removed from the screen before the second opr	03/18/03	Met with CA who said she took over this call for shift change. Call was under 10 minutes not under ten minutes as stated. Supervisor verified this on tracking sheet). The call ended in approximately 2 minutes and the CA let the customer know that her notes had been read. Customer was very irate that during the call tone of voice wasn't indicated CA said it was a normal call which only lasted 2 minutes for her at the most and nothing was said to prompt informing the customer anything. Customer continued to insist CA didn't do job etc and asked to be transferred to customer svc which CA did immediately upon request. She did not ask for a supervisor. she asked to be transferred and Ca followed instructions. Ca followed procedures by not answering questions about previous call. Contacted customer and explained about agent protocol and policy. she understands. - Ken Goulston
3042-I	03/18/03	5			
3047-I	03/19/03	4	Caller said the agent was given a number to call and from that point on was not kept informed of the process of the call. There was no dialing ringing nothing no response at all. Customer svc apologized for the problem with the agent and let her know that a complaint would be sent for review with the agent by a supervisor. No call back necessary.	03/24/03	At the time of this complaint the agent was training. Trainer met with the agent concerning the complaint the agent stated that she was slow on her call set up and did not open the bridge on time to hear the VCO customer which caused the customer to become upset and disconnect the call from the agent. Agent was coached by the trainer on handling VCO calls and responding to the customer in a timely manner.

7667A	03/20/03	26	TTY user upset that agent did not type right. Said she misspelled words. Supervisor scrolled up and did not see any typos. Possibly the transmission was garbled. Agent disabled turbo code during the call after complaint from customer. Apologized to customer for technical problem no follow up required.	03/20/03	Discussed this with the agent. Determined from the screen that agent did nothing wrong. Service report (trouble ticket) sent to Sprint.
3057-I	03/23/03	24	TTY customer called in to say that he cannot reach a LD number using FL relay svc. The RCS rep did try to make the call with the customer on line with the agent and the call would not go through. A recorded message came on that stated your call cannot be completed as dialed. RCS rep hung up and then tried calling the RCS office phone and the call went through fine. The customer would like a call back with the problem fixed. TROUBLE TICKET# I000811968	04/23/03	Relay tech said : Customer called in and said he had a problem calling long distance. He had chosen MCI in his database and the call would not go through. Thinking that it might be a relay issue it was sent to the technicians. Inadvertently the calling-from number was left off of the ticket and the ticket was closed without resolution. In the mean time the customer called in to RCS and talked to a tech on 4/22 and took MCI out of the database as his carrier. No further problem was reported by the customer. Our rep called the technician and let him know that the problem no longer needed a resolution. Ticket has been closed and filed and emails were sent to all involved.
14020	03/03/03	5	TTY user stated that agent hung up on her. Apologized to the customer for the inconvenience and advised that the agent would be addressed. Customer does not wish for follow up contact.	04/04/03	Met with agent. The agent did not remember the call. Agent stated tat he would never hang up on a customer. Coached the agent on the importance of processing calls for customers. The agent was made aware of the consequences of disconnecting calls. Explained to agent tat if a call is disconnected either by fault or due to technical difficulties a Team mgr should be informed and the incident should be documented on a CA feedback form.
14027	03/24/03	21	Voice customer complained that the conversation was hampered by the operator's accent. Team mgr apologized for the inconvenience and advised the customer that the complaint would be fwd to the appropriate center. No follow up requested.	04/02/03	Met with agent. Agent did not remember the call but stated that he would never fake an accent and tries to sound clear on every call. Agents does not have an accent and was coached on the importance of voicing calls with clear and accurate pronunciation and maintaining a conversation flow through the call.

14039	03/31/03	5	Tried to make a call op gave the number to dial but the operator hung up on me. I waited on the line for 3 minutes. Apologized to the customer for the inconvenience and advised that would fwd to the proper dept for follow up. No follow up requested.	04/06/03	Met with agent. Agent did not remember the call but stated that he has never and would never hang up on a customer. Agent was coached on the importance of never hanging up on a customer. Agent was also advised of the consequences of such an act.
14039	03/31/03	21			

April 2003

COMMENDATION	Totals
Agents	6
Service	11
TOTAL	17

SERVICE COMPLAINTS		Totals
#00 Answer Wait Time		0
#01 Dial Out Time		0
#02 Didn't Follow Database Inst.		0
#03 Didn't Follow Cust. Instruct.		0
#04 Didn't Keep Cust. Informed		0
#05 Agent Disconnected Caller		4
#06 Poor Spelling		0
#07 Typing Speed/Accuracy		0
#08 Poor Voice Tone		0
#09 Everything Relayed		0
#10 HCO Procedures Not Followed		0
#11 VCO Procedures Not Followed		0
#12 Two-Line VCO Procedures Not Fo		0
#13 Background Noise Not Typed		0
#14 Feelings Not Described		0
#15 Recording Feature Not Used		0
#16 Noise in Center		0
#17 Agent Was Rude		3
#18 Problem Answer Machine		0
#19 Spanish Service		0
#20 Speech to Speech		0
#21 Other Service Type:		1
TOTAL		8

TECHNICAL COMPLAINTS		Totals
#22 Lost Branding		0
#23 Charged for Local Call		0
#24 Trouble Linking Up		0
#25 Line Disconnected		0
#26 Garbled Message		0
#27 Database Not Available		0
#28 Spit Screen		0
#29 Other Technical Type:		0
TOTAL		0

MISC. COMPLAINTS		Totals
#30 Rates		0
#31 TTY Operator Service		0
#32 900 Number Access		0
#33 Carrier of Choice		0
#34 Network Recording		0
#35 Other Miscellaneous Type:		0
TOTAL		0

TOTAL COMPLAINTS		Totals
8		
OTHER CALLS		Totals
#36 Branding/Database entry		15
#37 Request Directory Assistance		24
#38 Test Calls		48
#39 Instructions/General		590
#40 Send Information		6
#41 Billing Question		11
#42 Purchase TTY		122
#43 Referred to LEC		53
#44 Wanted Sprint Cust Svc		5
#45 Other		0
TOTAL		874

NON-STATE REPORTED		Totals
#46 Request Relay Number		0
TOTAL		0
899		

April 2003

Tracking #	Date of Compl.	Cat: # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
5561	04/10/03	17	Voice user said they were unable to give out some info to TTY user requested and the CA was very rude and broke transparent. The CA said "this is a relay for the hearing impaired." and the voice person said I know and the CA responded "obviously you don't and proceeded to tell off the voice user. I apologized and explained they would be spoken to.	04/14/03	Met with the agent but she did not remember this call. Coached agent on the importance of remaining transparent caller control and remaining professional on all calls. Appropriate action will be taken.
3109-I	04/10/03	17	A FL voice customer called to sat that this agent placed her call but that the agent was very nasty rude and not in the least professional. Apologized for the handling of this call and explained that a complaint would be sent to the proper personnel. No contact requested.	04/19/03	Met with the agent regarding this complaint. Agent did not remember this particular complaint. Agent was coached on the importance of remaining professional on each and every call, also coached agent on remaining focused and displaying a pleasant attitude. Advised agent that by voicing with clarity her voice would come across as more professional.
3109-I	04/10/03	21			
3152-I	04/24/03	17	Voice caller reported unprofessional call processing from agent regarding call to busy doctor's office from TTY user 4-11-03 Caller advised that operator typed to TTY user that she whispered she didn't have time for this right now later in the conversation agent typed (sounds rude). TTY user had print out of conversation either from internet relay or TTY printer tape and took it to doctors offices. Explained to customer that relay operator is required to type everything that is heard also required to type how the voice person sounds apologized for any problem however relay operator was working within relay guidelines for processing a call customer requested complaint be filed and changes made to reflect professional svc. Customer did not want contact. advised complaint would be fwd to supervisor.	05/27/03	Met with agent, and coached agent on voice and on descriptive words. Agent was following proper procedures and typed verbatim what she heard person say.
4138Z	04/07/03	5	Customer called in wanting to know what happened. Gave the agent # to dial. Somehow call customers lines was disconnected. Customer would like follow up find out when the problem occurred. Apologized to the customer.	04/10/03	I spoke to the agent. The agent said she did not hang up on anyone and does not remember accidentally hanging up on anyone. Agent does not know anything about the complaint. Contacted customer and told them what the agent had said and that we would keep an eye open. Customer was satisfied with this response.

4148Z	04/21/03	5	Customer said agent hung up on him or line disconnected wants to know what happened. Wants a call back. I apologized to the customer and said would document the complaint and have agents supervisor call them back.	05/07/03	I called on 4-28-03 left msg. Called on 5-5-03 no answer; no return call.
4149Z	04/21/03	5	Customer said agent hung up on him or line disconnected wants to know what happened. Wants a call back. I apologized to the customer and said would document the complaint and have agents supervisor call them back.	04/28/03	Spoke to operator Operator doesn't remember. It could be computer frozen up but we have no log track. Coached operator to never hang up and make sure this notified if 3 minutes limit to disconnect. Operator will comply and not hang up and notify to TL not to do so. Supervisor called the customer but they hung up on them.
6473X	04/24/03	5	Customer gave CA the number and instructions and waited for CA to dial but there was no response and then the line disconnected. Customer wants to know if CA hung up or if something else happened. Customer would like a call back. Apologized to customer. Said would give to CA's supervisor who would speak to CA.	05/05/03	Spoke to agent. Agent doesn't remember any technical difficulties and said she did not hang up on anyone. She recalls nothing else. Spoke with customer on 5/5/3 due to difficult time trying to meet with agent. The customer thinks it could be a technical problem and was glad that I called.

May 2003

COMMENDATION	Totals
Agents	7
Service	0
TOTAL	7

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

TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	0
#24 Trouble Linking Up	2
#25 Line Disconnected	0
#26 Garbled Message	0
#27 Database Not Available	0
#28 Spit Screen	0
#29 Other Technical Type:	3
TOTAL	5

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	1
#35 Other Miscellaneous Type:	0
TOTAL	1

TOTAL COMPLAINTS	17
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OTHER CALLS	
#36 Branding/Database entry	17
#37 Request Directory Assistance	14
#38 Test Calls	46
#39 Instructions/General	332
#40 Send Information	8
#41 Billing Question	4
#42 Purchase TTY	111
#43 Referred to LEC	57
#44 Wanted Sprint Cust Svc	7
#45 Other	0
TOTAL	596

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL COMPLAINTS	620
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May 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3187	05/02/03	29	Florida voice customer says that when their son used to call them using Florida relay his call ID always transmitted. Within the past week the caller ID says out of area when he calls. Their son's number is a local call for them. CRS tried to explain how caller ID works through relay. CRS said will turn this in to a tech. Customer would like a call back regarding this, leave a message if there is no answer. Trouble ticket 905182.	05/05/03	trouble ticket results - Began to make test calls using the caller's son's phone number and dialed out to my 1FB line and as expect it the caller ID did not transmit. Caller ID is designed to work in local calls, and also is not guaranteed to work 100 %. I also made a call using the other number and dialed out. I noticed that after hitting the COMP key the "TO" number turned red, which is an indication that Caller ID is transmitting. I was unable to speak to the customer but a voice message was left on the answering machine, The message to the customer was that I had made test calls, and that every thing appears to be working fine, but if he continues to experience the problem, that I made my self available for further test calls. I will check back with the customer at the end of business day today.
3197-I	05/06/03	29	This customer called in to get her records updated in TRS. Upon completion of the update one of the RCS reps noticed that the computer switched the billing method to Optional Card COC instead of sent paid. This has been happening sporadically on different customers and a trouble ticket was turned in so that the problem could be noted. Trouble ticket # 1000911790.	05/07/03	trouble ticket results - Forwarded ticket contents to T&I for investigation. They are monitoring.
3209-I	05/08/03	3	Customer says a patient using TTY called through the Florida relay, and agent mumbled throughout the entire call. Customer asked agent to turn up her volume and enunciate clearly. Agent became defensive and rude. Customer states their office depends on clear communication from the relay agent. Apologized and advised that the operations supervisor would be notified. No follow-up requested.	05/12/03	Met with agent and she did remember the call. She stated that when she was asked to adjust the volume on her headset she did but was never rude or defensive to the voice customer. Agent was coached on voicing a clear voice, to adjust her headset volume as needed. She was advised that every agent was expected to be professional on each call and that being rude to a customer would not be tolerated.
3209-I	05/08/03	8			
3209-I	05/08/03	17			

15087	05/08/03	5	Customer said that the operator hung up on him when he was requesting a supervisor. He also said that the operator was saying that he was talking too fast. Customer stated that he is the President of a Deaf Associate Center and on Monday he had a meeting which everyone was going to learn about this. Customer sounded very upset. Apologized to the customer and advised that the agent would follow up on this and would forward it to the Quality Assurance department. Customer didn't request a follow-up.	05/08/03	Team Manager met with the agent after getting the complaint. The agent said that she did remember the call, and that the voice customer was the outbound caller. She didn't hang up on the call, but the system timed the call out due to the inbound caller hanging up. She said that she tried to warn the customer the line would disconnect and he would have to call back, but the customer continued to request a supervisor. Agent also said that the customer wasn't happy because she had to pace him, due to him speaking very quickly. The agent also documented the incident on a CA Feedback form. The agent was coached on pacing the customer effectively, and remaining professional throughout the call process. Also advised the agent of the consequences of hanging up on a customer.
3227-I	05/13/03	4	Florida VCO user received a TTY answer machine message that said "FRS operator #___ with a message" and ended with three dots but no message. Customer was concerned her equipment wasn't working or maybe it was an agent error. I apologized for the problem and did 3 test calls via the Missouri, California, and Florida relays, and had no problem leaving complete messages. Let customer know I would inform agent's supervisor for follow-up with the agent. Customer doesn't want follow-up.	05/15/03	Agent thought VCO wanted to leave a message so sent the appropriate macro to identify relay but VCO decided no to leave a message but rather call back later. Coached agent on answering mach procedures.
3227-I	05/13/03	9			
3235-I	05/15/03	34	Voice customer says that Frequently Dialed number to his mother doesn't work through Relay. Problem first occurred two months earlier. Relay operator hears recording "number incomplete". Apologized to the customer and rechecked Frequently Dialed number listing in the Database. The number is correct in the system. Agent reentered the number to hopefully resolve the issue. Advised the customer that a complaint and trouble ticket would be entered. Trouble ticket number is 931770. Customer requests contact from account manager.	06/17/03	TT results - Spoke with the customer on phone to follow up with his experience. He said everything is solevd and able to make a relay call to his mom with frequently dialed nbrs.

3258-I	05/26/03	24	Voice customer calling from this number could not call her mother in F1 using the FL relay svc. The RCS rep tried the number with the customer on the line with agent and the call would not go through. Even though the COC of SBC was chosen in the database the billing window came up on the call. On further investigation in the database it was found that the preferred billing method of collect had been selected. This was removed. The customer was able to make her calls. This is being reported as a trouble ticket because the database computer has been showing the wrong preferred billing method is showing in the database and this is often the problem when calls cannot be dialed. TT#I000952331	06/17/03	TT number is invalid. New TT issued I000987094. unable to reproduce in lab - monitoring database.
3258-I	05/26/03	29			
3271-I	05/29/03	24	Voice customer could not call her mother in Florida using the Florida relay service. RCS rep tried the number with the customer and agent both on the line and the call would not go through. Even though the COC of SBC was chosen in the database, the billing window came up on the call. On further investigation, in the database it was found that the preferred billing method of "collect" had been selected. This was removed. The customer was then able to make calls. This is being reported as a trouble ticket because the database computer has been showing the wrong preferred billing methods and this is often the problem now when calls cannot be dialed. Trouble ticket 961138. This was previously assigned to trouble ticket number 952331 in Texas.	06/17/03	Similar problem with database, T&I are monitoring and investigating the preferred billing methods.

3276-I	05/30/03	5	Customer says that the Florida supervisor was rude. Customer says he asked for a different agent because the one taking his call couldn't understand the number he wanted to have dialed. The operator brought the supervisor onto the line. Customer asked the supervisor what the operator had said. Supervisor hung up on the customer without giving him an explanation. Apologized to the customer for the frustration involved. Customer requested a follow-up.	06/01/03	Agent stated that she remembered the call and that the customer tried to engage in a personal conversation. She stated that she asked him several times for the number that they wanted to dial but the customer again tried to engage in a personal conversation. When he requested a supervisor the agent followed the instructed and got a supervisor to assist on the call. The agent followed procedures by not engaging in a conversation and requesting a supervisor for assistance. Called the customer and apologized for the inconvenience and advised the customer that the agent was following his request by requesting a supervisor to change agent and that the agent stated that she at no time received the number to dial. Customer was satisfied.
3276-I	05/30/03	17			
2547	05/30/03	18	CA didn't ask to redial to leave message, operator should have waited for me to finish typing. Please train that person. Apologized to customer for inconvenience and thanked customer for their time. Would like call back at cell # given after CA is talked to.	06/04/03	Met with CA who did remember the call. The caller requested a nbr to dial with instructions to ask for a specific person. CA dialed out reached an ans mach anf began typing the ans mach msg. TTY interrupted the CA and typed that they wanted to leave a msg and began typing the msg. The A then disconnected the ans mach and was waiting for the tty to finish typing their msg. The Ca said they did redial to leave the msg while the tty was still typing their msg and also did no send the appropriate redialing macro to the tty instead just sending the macro that the CA was leaving the msg and that the msg was left. When the tty asked if the CA has redialed to eave the msg the ca said yes. TTY became abusive at this point swearing at the CA saying they did not instruct the CA to redial to leave a msg just that they wanted their msg left. The ca tried to explain that the ans mach had hung up while the tty was typing their msg and that they needed to redial in order to leave the msg. CA was coached on proper call back procedure and is aware of the correct steps when reaching an ans m
2547	05/30/03	21		06/04/03	

3277-I	05/30/03	5	<p>Customer advises that the FL supervisor was rude. Customer states he asked for a different agent because the operator could not understand the number he wanted to be dialed. The operator brought the supervisor on the line. Customer asked the supervisor what the operator had said. Supervisor hung up on customer without giving him an explanation. Apologized to the customer for the frustration involved. Follow up requested.</p>	06/01/03	<p>Program mgr met with Team mgr concerning this complaint. Team mgr stated that the customer requested a different operator to process the call. When he informed the customer that he was sorry but no French agent was available to take his call, due to the operators being on other calls. The customer became upset and disconnected the call. At no time was the Team mgr rude or unprofessional to the customer but attempted to assist with the call. Called customer and advised customer that the supervisor had been addressed concerning him being rude and disconnecting him. Also informed the customer that the supervisor stated that when he assisted on the call, he did not receive a response from the customer and the call disconnected, he thought that the customer had hung up. Customer satisfied with resolution but stated he type to the supervisor.</p>
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Attachment # 2**Summary Log for June 1, 2002 – May 31, 2003
Florida Relay**

For the period of June 1, 2002 through May 31, 2003, Sprint processed more than 3,832,931 outbound calls on behalf of Florida Relay, receiving a total of 224 (< 0.001%) customer complaints. All 224 complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these 224 complaints were escalated for action to the State of Florida or to the Federal Communications Commission.



Florida Relay

June 2002 - May 2003

SERVICE COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT
#00	Answer Wait Time	2	2	1	0	0	0	2	0	1	0	0	0	8	4%
#01	Dial Out Time	0	1	0	2	0	0	0	1	1	0	0	0	5	3%
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	1	1	1	0	0	3	2%
#03	Didn't Follow Cust. Instruct.	3	0	0	4	1	1	3	1	2	1	0	1	17	9%
#04	Didn't Keep Customer Informed	3	2	0	2	1	1	0	3	1	1	0	1	15	8%
#05	Agent Disconnected Caller	5	10	5	5	4	6	2	1	1	4	4	3	50	26%
#06	Poor Spelling	0	4	0	0	1	0	0	0	0	0	0	0	5	3%
#07	Typing Speed/Accuracy	0	0	0	0	0	0	0	2	1	0	0	0	3	2%
#08	Poor Voice Tone	0	0	0	2	0	0	2	1	0	0	0	1	6	3%
#09	Everything Relayed	0	0	1	0	0	0	0	1	0	0	0	1	3	2%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11	VCO Procedures Not Followed	0	1	0	0	0	0	1	2	0	0	0	0	4	2%
#12	Two-Line VCO Procedure Not F	0	0	0	0	1	0	0	0	0	0	0	0	1	1%
#13	Background Noise Not Typed	0	0	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	0	0%
#15	Recording Feature Not Used	0	1	0	0	0	0	0	0	0	0	0	0	1	1%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	3	5	5	1	0	4	2	1	2	2	3	2	30	16%
#18	Problem Answer Machine	0	1	0	0	0	1	0	0	1	0	0	1	4	2%
#19	Spanish Service	0	0	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	0	0%
#21	Other Problem Type Complaint	6	1	5	4	3	0	3	5	3	2	1	1	34	18%
TOTAL		22	28	17	20	11	13	15	19	14	11	8	11	189	

TECHNICAL COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT
#22	Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#23	Charged for Local Call	0	1	0	0	0	0	0	0	0	0	0	0	1	3%
#24	Trouble Linking Up	0	3	0	1	1	0	1	0	0	1	0	2	9	28%
#25	Line Disconnected	0	1	0	0	0	0	0	1	0	0	0	0	2	6%
#26	Garbled Message	0	2	0	0	0	0	0	0	0	1	0	0	3	9%
#27	Database Not Available	0	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	0%
#29	Other Technical Type Complaint	4	0	4	2	1	1	1	1	0	0	0	3	17	53%
TOTAL		4	7	4	3	2	1	2	2	0	2	0	5	32	

MISC COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT
#30	Rates	0	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	0%
#32	No 900 Number	0	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	0%
#34	Network Recording	0	0	1	0	0	0	0	0	0	0	0	1	2	57%
#35	Other	0	1	0	0	0	0	0	0	0	0	0	0	1	33%
TOTAL		0	1	1	0	1	3								

TOTAL CONTACT	26	36	22	23	13	14	17	21	14	13	8	17	224
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