Complaint Tracking for Colorado

June 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6526X	06/02/03	5	Customer stated agent hung up on her.	07/15/03	Agent understands not to disconnect a call.

July 2003

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3391-I	07/03/03	9	Agent did not type all information to caller.	07/10/03	Coached agent on typing entire recording unless given different instructions by the customer.
3405-I	07/08/03	21	Customer reports that Operator unfriendly and rude.	07/08/03	Agent advised to maintain professionalism and to call over bridge personnel if caller seems to be upset or will not stop talking to agent directly.
3230Z	07/15/03	3	Agent had a rude tone and did not give ID# when requested.	07/18/03	Agent gave her ID number per request. Agent did the correct procedure.
3230Z	07/15/03	17			

August 2003

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3013	08/13/03	21	Customer stated that supervisor told him agent could not advise him when to type or talk when switching during the course of a conversation.	09/09/03	Addressed agent and reviewed the proper procedures with him.

September 2003

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3071-J	09/02/03	21	CO TTY user requested response from agent 3 times, but received none.		Spoke to agent. Will keep an eye on agent and possibly remove from late shift.
3088-J	09/09/03	35	Customer states caller ID information not appearing for relay calls.	11/13/03	TT results - Please contact customer service referencing this ticket number.
2653	09/09/03	3	TTY user reports agent dialed wrong number and did not follow instructions.	09/13/03	CA understands the importance of dialing the correct number as well as following customer requests.
3104-J	09/12/03	29	Customer states that the incorrect number is transmitting to the relay operator causing customer to be unable to complete local calls.	09/15/03	Customer reported that she decided to change cell phone providers from ATT To Verizon and in doing so that corrected the problem.
6665X	09/19/03	5	Agent hung up on OB voice customer.	09/19/03	Reviewed proper procedures with agent.
9006fl	09/24/03	21	Customer reports when agent received number to dial a recording came on along with the voice person. Agent announced call and was heard saying inapporpriate things.	09/24/03	Met with agent regarding complaint. Due to the nature of the complaint appropriate action taken.
3145-J	09/23/03	29	VCO customer does not receive Caller ID from local calls via Relay CO and is missing calls via Relay due to this problem.	09/25/03	TT results - Problem was fixed however it reoccured due to our Relay Platform problem.

Complaint Tracking for Colorado

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

October 2003

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

November 2003

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3282J	11/10/03	8	Customer called to report he was not able to understand the relay operator at all.	12/30/03	Account Manger followed up with the customer. Customer now understands how relay works.
3286J	11/11/03	26	VCO customer continually experiences garbling. TT I001346936.	11/11/03	TT results - Garbling issues for VCO customers have been referred to t&I for further investigation at this time.
6752X	11/11/03	3	Customer states that agent was non responsive to questions.	11/11/03	Coached agent to ask for a repeat if they are not sure what was heard or voiced.

December 2003

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3400J	12/20/03	24	Customer offended that a recording stated all agents were busy then heard tty tones in her ear.	12/22/03	TT results - The recording is functioning as designed.
3410J	12/22/03	35	Customer is unable to make any calls as recording interrupts at home and work.	01/14/04	TT results-Tech resolved the problem. Customer branding has been updated by CS agent.

January 2004

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

February 2004

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3098K	02/15/03	17	TTY user upset that agent hung up on them after they asked if the party they were calling sounded like a teenager.	02/17/04	He stated that after the call ended the customer asked him if the voice person sounded like a teen he was not sure and attempted to explain to the customer but the customer kept asking the same question until the customer evetually hung up.

March 2004

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3232K	03/26/04	7	Caller reported difficulty in understanding what the opr typed back to her.	03/26/04	Coached agent on the importance of always typing accurately, correcting errors and at a moderate speed.
3232K	03/26/04	9			

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
7747D	03/26/04	3	Customer explained to agent they were calling a pager and gave the number to enter. Agent intially said busy...disconnected. Called another agent and it wirked fine.	04/02/04	Coached agent on proper procedures of pagers.
9127fl	03/16/04	3	Customer reports agent did not pay attention to customer instructions.	03/16/04	Coached agent on the importance of paying attention while on a relay call and explained that there was no room for distractions.

April 2004

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3266K	04/06/04	35	Customer upset that agent did not give them a supervisor or take their complaint when requested.	05/09/04	Coached agent to disable turbo code or slow down the wpm.
3265K	04/07/04	35	Customer states they called relay Colorado and the phone just rang and never received a recording or any answering machine message.	05/25/04	No follow up is requested by the customer. No further action possible.
6947X	04/12/04	3	Customer asked agent to leave message on answering machine but agent disconnected call before able to complete message.	04/12/04	Coached agent on proper ans machine procudures.
2952	04/15/04	21	Customer states problems trying to get a hold of Sprint relay customer service.	04/15/04	Account Manager will bring this to the operator's attention for investigation.
2192X	04/15/04	24	Customer states everytime a call is made via TTY through relay CO it comes up busy.	04/16/04	Network switch problem on 4/15 that impacted TRS callers in several states including Colorado. Advised that the problem was corrected.
3302K	04/15/04	24	Caller cannot dial to any number in 719 area code. TT I001701557.	05/25/04	TT results - Apparent network issues that had disrupted service to CO NPA's.
3308K	04/19/04	29	Customer reports caller ID is not transmitting via relay svc on some calls.	05/25/04	TT results - Number in question from 970 has been updated to transmit caller id. Caller id only available for local calls in CO.
3319K	04/21/04	29	Customer upset that she is not being heard immediately by agents when she dialas 711.	05/25/04	TT results - Placed test call and was able to process information without any garbling before and after branding. Customer may need to check settings of device to ensure that it is working properly.
3328K	04/23/04	5	Agent non responsive when provide information and failed to follow instructions.	04/26/04	Coached agent on appropriate procedures and agent now understands vco procedures.

May 2004

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3380K	05/10/04	29	Voice customer caller ID not working correctly. TT 719778939	06/03/04	TT results - Removed the clients from global group.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
5486	05/03/04	0	TTY user reports a significant delay in response time from agent.	05/06/04	Coached agent on being responsive and focused on all calls.
5486	05/04/04	1			
6987X	05/04/04	5	Customer concerned if agent dialed wrong number and response time.	05/24/04	Agent was coached by supervisor on correct procedures regarding VCO function keys as well as relaying information that is heard on outbound line to inbound caller.
9029N	05/03/04	5	Customer stated that when trying to make a second call, immediately after the first call, agent disconnect her.	05/04/04	Operator advised that termination of calls can lead to discharge. Agent advised to report incidents early.

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STATE OF COLORADO

PUBLIC UTILITIES COMMISSION

Gregory E. Sopkin, Chairman
Polly Page, Commissioner
Jim Dyer, Commissioner
Bruce N. Smith, Director

Department of Regulatory Agencies
Richard F. O'Donnell
Executive Director

Bill Owens
Governor

June 23, 2004

Erica Myers
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, S.W.
Room 6-A432
Washington, D.C. 20554

RE: Colorado TRS Annual Summary of Consumer Complaints

Dear Madam:

Attached please find a copy of the Annual Colorado TRS Consumer Complaint Log and the Colorado TRS Tally Summary, both for the period of June 1, 2003 – May 31, 2004.

If I can be of further assistance to you, please do not hesitate to contact me.

Sincerely,

Joe Benedetto
State Relay Administrator
Colorado Public Utilities Commission
TTY: 303 894 2512
Email: Joe.Benedetto@Dora.State.Co.Us

Attachment: CO TRS Annual Consumer Complaint Log & TRS Tally Summary

STATE OF COLORADO

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Executive Director

Bill Owens
Governor

June 20, 2003

Marlene H. Dortch
Commission Secretary
Federal Communications Commission
445 12th Street, S.W.
Room TW – A325
Washington, D.C. 20554

RE: Consumer Complaint Log Summaries

Dear Madam:

As you know, State and Telecommunications Relay Services (TRS) providers must submit annual consumer complaint log summaries with the Federal Communications Commission on or before July 1, 2003.

Attached is the annual complaint log for June 2002 – May 2003 for the State of Colorado as well as the summary and the tally, and four (4) paper copies, as requested.

If I can be of further assistance to you, please do not hesitate to contact me via TDD 303 894 2512 or email at: Joe.Benedetto@Dora.State.Co.Us.

Kindest regards.

Sincerely,

Joe Benedetto

Joe Benedetto
State Relay Administrator
Colorado Public Utilities Commission

Attachment # 1: Complaint Log Summary, June 1, 2002 - May 31, 2003
Attachment # 2: Summary of Complaints, June 1, 2002 – May 31, 2003
Attachment # 3: Annual Tally Report, June 1, 2002 – May 31, 2003

Copy: Erica Myers, Consumer & Governmental Affairs Bureau, FCC
Also forwarded: Attachments #1, #2, and #3

Attachment #1

This file contains the complaint logs for the state of Colorado for the period of June 2002 to May 2003

June 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3066G	06/07/02	22	Customer reports agents do not recognize her call as a VCO user even though her line should be branded as such. I apologized that the branding was failing. I rebranded the line and told her I would open a trouble ticket for techs to investigate further. TROUBLE TICKET # I000222096 Customer would like follow up from the acct mgr.	08/22/02	TROUBLE TICKET results - This is related to an ANI.dat purge that was performed on the 15th of May. 7/23 Tried to call customer no answer, 8/8 - no answer, 8/22 Connected. Wanted me to call back after Sept 3.
3070G	06/08/02	3	Customer sates - The agent did not follow instructions. Customer requested a collect call and agent put it through paid. Supervisor Tara came to assist and the issue was resolved. CRS - I apologized for the error and inconvenience it caused. Customer would like follow up.	06/15/02	Consulted with operator - she remembers that the word COLLECT was not on her screen. Instead 3 or 4 letter accompanied the phone number to dial at the beginning of the call. These letters wee COLL or CLT or something similar which she believed to be a mis-typing of the word CALL. 6/15 - At 3 p.m. I phoned the customer at home with this off (During my call I noticed a good deal of garble coming from the customers TTY) I informed her that I reminded this operator to get clarification if customer instructions are not clear. This user was happy with this follow up.
4702	06/10/02	3	CA did not follow the callers pager instruction and did not respond to the caller after dialing. CA did not keep the caller informed. The caller requested CA to dial again and see if it went through. CA dialed the wrong number and someone picked up the phone then hung up. The caller became frustrated and knew the CA did not know how to process the pager procedure. The caller decided to hang up and call again. A different CA followed her instruction perfectly. Apologized for inconvenience and to make sure that the complaint would be forwarded to CA immediate supervisor for coaching. The caller was satisfied.	08/27/02	Met with agent. Coached agent on the importance of adhering to customer's requests. Also reviewed procedures to follow when processing pager calls.
4702	06/10/02	4			

12522	06/13/02	17	I just received a call from a patient of ours and the agent gave me a difficult time. All she had to do was spell it and she refused to spell the patient's name. It was a difficult name that's why I asked her to spell it. The agent was rude to me and she typed something to the caller that I wasn't being helpful and I want to know what is going to happen to this agent. I apologized to the caller for any inconvenience this may have caused her and informed her that a complaint will be filed. Customer requests a follow up.	06/28/02	CA did the right procedure. Customer understood that the agent was doing the job correctly but does not understand the purpose of CA's not being able to spell names of the customer. Says that only slows down already slow calls and makes the call frustrating. Said agents need to use rationale while deciding what info to give voice users.
3083G	06/13/02	7	This agent took my call and during the conversation there were so many typo's that the conversation just did not make sense. I had to hang up and redial to get another agent so that my call could continue. It was not a garbling issue just many words misspelled and put together that did not make sense. The next agent that I got did great no problem at all. RCS response: Thanked the customer for letting us know and assured that we would turn in the complaint so that it would be investigated further. Customer did not request a call back.	06/20/02	Met with agent. Coached agent on the importance of relaying call impacting background sounds. Also coached agent on the importance of typing accurately to ensure messages are received and understood clearly.
3083G	06/13/02	9			
3082G	06/13/02	29	Customer called in to speak to a manager. She did not wish to speak to the RCS rep or the supervisor but only a a manager. Linda the Operator Admin in charge took the call. The customer then said that we were to change the way that our macros are being used with CO Relay Service and that we are to change them immediately. Customer says that she and other deaf do not want the agents to send the beginning macro of Relay Colorado operator number XXXX(your caller id will send) number calling please Q GA. and also the ending macro of person hung up relay state XXXX GA or SK. The customer says that these macros are a waste of time and the agents need to stop sending them. Relay response: Linda informed the customer that it is not possible to stop this immediately as it is a bigger issue concerning other states and also state contracts and training if this issue was to be changed in any way but that she could certainly talk to Rex Moers the account manager of CO and let him know about this issue. Customer was also told that a call note could be added to her line that st	06/14/02	Called customer. Customer glad I called and the greeting macro will be shortened. The state administrator and I agreed and hope to have it shortened in Aug or Sept. Customer understood the importance of getting the agent # so we can follow p. If experiencing any problems again she will fax me the TTY tape so we can investigate further.

3086G	06/14/02	5	CO VCO user upset that agent disconnected him, after not responding back to him. Agent relayed his VCO call to his brother fine, then after his brother hung up nothing further from the agent. Customer repeatedly asked if agent could hear him. Customer feels agent knew he was still on the line and just hung up intentionally. I apologized for the problem explaining that agents are trained to never disconnect a caller. I told customer I was not sure what might have happened and thanked him of recalling. I let him know I would inform the agent's supervisor. Customer uses 711 and I suggested he try using the designated VCO # or CO to make his VCO calls. Customer would like contact from account manager. He provided his name and number.	06/26/02	The call was locked in on F2- could not switch over. Supervisor was assisting the agent. There was no way to go back to F1 to let the VCO user know. We discussed the situation with the agent.
3086G	06/14/02	21			
3091G	06/17/02	4	When I tried to call a certain number the agent told me that the number was disconnected. I had a hearing friend try the number and it was busy. There are a lot of difference between busy and disconnected. RCS Response: Rep let the customer know that we could try the number and see what happened on the call. The number was dialed and the recording came on saying, "the number you have dialed has been disconnected or is no longer in service" The customer then stated that the agent did not type to him that a recording answered or the recording content but lust that the number was disconnected and that there is a great difference between the two.	06/18/02	Met with agent. Coached agent on the importance of relaying everything heard verbatim instead of paraphrasing. Also coached agent on the importance of adhering to proper procedures.
3091G	06/17/02	9			
3111G	06/24/02	6	The customer called in stating that the agent kept misspelling words and sometimes what she spelled was not a word at all. Sometimes she mis-heard what the voice person said and it would not be a word at all. This operator continued to misspell a lot of words and the customer had to figure out what was being said. I apologized to the customer for the inconvenience and let the customer know that I would write this up immediately and forward it to the appropriate center. Customer does not want to be contacted.	06/24/02	Met with agent. Coached agent on the importance of typing accurately to ensure messages are understood by customers.

3115G	06/25/02	2	Customer asked the agent to dial a number for Senior Transportation but save typing only "ST"" Also the customer has note for the agents to use abbreviations when possible. The agent disregarded the notes and the customer's request and typed out the entire answering mach message. Customer mentioned that she is unhappy with agents in FL call center who disregarded her notes and do not follow her verbal requests and wishes there were a way to avoid that particular call center. I apologized for any inconvenience this may have caused. I told the customer I would document her complaint and forward it to the call center where the agent was located. Since the customer mentioned she would rather not have FL agents processing her calls I suggested she use the dedicated VCO number which primarily handled by a different call center. Customer does not require a follow up.	06/26/02	Met with agent. Abbreviations were used however due to the systems overwrite of abbreviations meaning when an agent types abbreviated word the system will automatically overwrite and spell word out completely. Nonetheless, the agent was coached on the importance of adhering to customers' requests.
3115G	06/25/02	3			
3116G	06/25/02	17	Customer received a call from a TTY user and let the user know that she would transfer the call. She also let the CA know that she was going to transfer the call. The CA told her "Don't talk to me direct all comments to the TTY user". The customer tried to explain why she was letting the her know that she was transferring the call, this time the CA yelled at her "Don't talk to me directly" The call came back to the customer and she finished up the call with the TTY user. . She asked the second time and the CA told her ID#. I let the customer know that the CA is not a part of the conversation and should not have any interaction with either party. She is just there to relay the call. I did not agree that she didn't need to yell at the customer her proper response would have been to either not say anything or politely redirect her. I also let her know that the CA should type the request for her ID number to the TTY user, but she should also give it to the customer upon first request. Customer does not want contact follow up.	06/27/02	Follow up with agent - agent was placed on appropriate disciplinary action level and will be closely monitored.

3122G	06/27/02	35	Customer sometimes uses VCO and his call came in on a non-branded line to CS complaining that when he requested VCO nothing happened, then he was disconnected. He received some typing (a greeting) from agent after sending his 'VCO please' macro. He used 711 to reach relay. Customer feels this agent hung up on him purposefully or is unaware of correct VCO procedures and that is a training issue. I apologized for the problem, explaining that his call did not come in branded as VCO to me either and that the computer has to do a search to determine the correct answer type. I suggested that he use the designated VCO # for CO to make his VCO calls and provided the number. I let him know I would inform the agent's supervisor about this and that I was not sure if the agent had disconnected him. Customer did not want further contact, but wants the account manager informed of the problem.	07/02/02	Met with agent. Coached agent on proper procedures to follow when processing both non-branded and branded VCO calls. Also advised agent of consequences of disconnecting calls.

July 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4741	07/05/02	2	Colorado TTY user frustrated that operator 4970 typed out an answering mach message when user's customer notes said not to. I apologized and assured user that operator's direct supervisor would be informed. User declined to leave name and number and was satisfied.	07/05/02	I consulted with operator on the spot and she knows she was wrong in not reading the DB customer notes.
4742	07/06/02	4	CO TTY frustrated that operator 9602F seemed confused. User typed # to dial and then a number to enter into a pager system. Operator asked what # to enter and "is this a pager?" then sent "your page sent" with no dialing or ringing info. Customer does not want follow up just wants to make sure procedures are followed. I apologized.	07/08/02	This agent ID number is currently unassigned and this number was not logged into our system on this particular day.
12470	07/06/02	4	Customer stated that she made a call to her church and informed them that she was not going to church. Before hanging up she said thank you operator and thank you Tim, the operator did not inform her party had disconnected. She only responded "Your welcome" The customer asked was that Tim who responded or was it operator who responded. The agent then informed the customer that the caller disconnected. I apologized to the customer for the inconvenience this may have caused her and that the agent would be addressed regarding this complaint.	07/06/02	Met with agent. Coached agent on the importance of keeping customers informed at all times.
3148G	07/06/02	11	Customer stated that instead of seeing the greeting with the option to voice or type, she got "number your calling to please q GA" Not knowing if the agent had the voice path open or not she spoke the number that she wanted dialed. There was no response so she again voiced the number. There was still no response, so the customer sent the macro to let the agent know she was a VCO user which was clearly in her notes. The agent sent "voice now GA so the customer again hit the macro that she was a VCO user the agent then started spacing between the letters. The customer at that point hung up an called relay customer service. I thanked the customer for calling in and let her know that I would write this up and forward to proper center. The customer does not want contact.	07/09/02	Met with agent. Coached agent on proper procedures to follow when both non-branded and branded VCO calls.

4751	07/09/02	3	Customer said agent 4940M did not follow his instructions when told to ask for a specific person and the outbound kept hanging up on him. Customer would like a copy of the rules and regulations pertaining to the agent having to announce the call unless they are told not to when dealing with a difficult outbound caller one that hangs up as soon as call is announced) customer said that agent is not leaving control to the customer when they announce the call without the TTY user's knowledge. That agent. That agent should use their brain and not allow outbound caller to hang up. Thanked the customer and informed him that this complaint would be forwarded to this agents supervisor explained that agents are required to announce the call when the outbound answers unless the inbound caller instructs them not to...customer said that is taking control of the call away from customer. Customer wants follow up from acct manager regarding the rules and regulations regarding announcing relay calls.	07/09/02	Note- Agent followed proper call procedure customer finally said "do not announce relay just ask for ????." When agent redialed to do just that the line was busy and that is when customer asked for supervisor. Supervisor follow up with agent: Agent followed customer instruction but outbound hung up as he started to announce the call. Agent did not get chance to ask for person. Agent followed right procedure. B. Bellard -TL Called customer 7/23 - no answer, 8/8 - no answer, 8/22 - Left message thanking him for his time. If he had any more concerns please call me.
4751	07/09/02	4			
3176G	07/16/02	4	Customer instructed the agent to dial a number for MBNA and explained that they would reach a lengthy recording. She instructed the agent to listen for the option for accounts receivable. The agent dialed the number and typed recording. At this point the customer tried to interrupt the agent by typing voice now GA It appears the agent was listening for the proper option to press per customers instructions. The customer is upset that the agent did not type out the entire recording. I apologized for the frustration. I explained that the agent was attempting to follow the customers instructions by listening for proper option number. The agent kept the customer informed by telling her that there had been no option for accounts receivable and that the recording had asked for an acct #. The agent told the customer she was holding for a live rep. I explained to the customer that if she types voice now while the agent is trying to type something to her it could cause garbling. The customer does not require follow up.	07/16/02	Followed up with Ca. According to CA adhered to Vco instructions to reach an option involving an acct. CA dialed out and used the ringing macro and then typed recording playing while CA was waiting for an option VCO interrupted with the text VCO now GA CA then switched the line and interacted w/ the VCO while recording was still on. VCO has made no specific request to type the recording msg. CA followed proper relay protocol.

3197	07/22/02	11	Customer states that CA was told that she could reach answering mach of a very busy church and if so she did not need to type the whole message but just listen for the name of the church secretary. When the agent dialed the number she typed back tot he customer that she had reached a recording saying that it was after hrs but no name of the place that we reached was mentioned to the customer. The customer could not get the agents attentions during this times in order to make sure she was asking the secretary. The agent never responded to the customer typing "Voice please " but ignored the customer. The agent wound up typing the whole message unnecessarily. RCS response: Thanked the agent for letting us know and assured that the complaint would be sent in order to be investigated further.	07/24/02	Spoke with CA. She said VCO caller never mentioned or requested for a specific person. No instruction provided. CA did the correct procedure.
3197	07/22/02	18			
12267	07/22/02	5	Customer comments: "Tell your boss I little mad and upset, why operator hung up too talk, hung up both. I am not understand and I say to her that hurry call again her but wait because I was call to and talk with operator then call to Janna. Both talk with me then janna hung up then to 9400F hung up. I apologized to the customer for the inconvenience and informed her that this matter would be investigated. I also thanked the customer for bringing this to my attention.	07/22/02	Met with agent. Agent did not remember this call however was coached on the importance of disconnecting calls. Laso advised agent of the consequences of doing so.
4783	07/22/02	17	The caller said that the agent used profanity when speaking directly to him. He recommended that the agent be fired. I asked if perhaps the agent was relaying those words and the caller said he was sure the agent was saying them to him directly. I apologized to the caller for the agent's language. The caller did not want to give any info about himself for follow up.	07/23/02	I spoke to the agent. He has no recollection of the call or saying anything of the sort. The agent said he did not even have a call w/ such words. Probably had wrong agent #.
3202G	07/25/02	21	I received a call and identified myself as a VCO user. I then go typing that said "voice now." I said 'who is this?' Again I got typing that said voice now. I asked again who it was. Finally the agent identified himself and the call continued. I thanked the customer for letting us know us know and assured that we would turn in the complaint to the appropriate people.	07/25/02	Coached agent. Agent said he had unintentionally sent the wrong macro. Just reminded him to send the correct macro to announce call first. Agent agreed.

2070	07/29/02	35	This TTY customer reports she reaches a disconnect # recording. Customer states when a hearing person calls w/o relay can get through. Customer states this is an important call and would like immediate follow up contact when resolution so they can place their work related call. Supervisor told her sorry for frustration. Asked to verify # and tried to call and reached a disconnected recording. Assured I would pass this info to our techs. She would like a follow up upon resolution. trouble ticket # 313514.	07/29/02	TROUBLE TICKET results - Since tech cannot duplicate the issue outside of relay, tech is recommended to the customer to open a ticket with Qwest. Tech has not been able to reach the calling to number successfully using any method.

August 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12586	08/02/02	3	The agent did not follow procedures when answering mach answered the line. After agent reached an answering mach she typed (please voice your message when you see GA) without notifying they reached an answering mach. The agent also said (the agent is just following the procedure when answering mach comes on. The macro to be sent is the one the agent sent you, so sorry next time I will ask If there is another number you are calling Q). Apologized to the customer and informed them that I would follow up with this agent.	08/02/02	Met with agent. Coached agent on importance of following proper procedures. Appropriate action will be taken.
3240G	08/04/02	5	VCO reports being on hold to business number for 45 minutes. Instructed agent there is easier way to get through on call and disconnected, redial and enter caller's ss#. Customer gave ss# to agent and agent disconnected. VCO reports that agent's attitude came through during the call and then the agent disconnected VCO when further instructions given. Apologized for problem experienced. Advised complaint would be fwd to supervisor. VCO concerned their phone number will be available to agent. Customer requests contact from supervisor.	08/05/02	CA doesn't remember this call. She wouldn't disconnect the caller. Its possible that VCO user didn't have the correct #. CA didn't relay VCO call or re: SS# that day.
3247G	08/06/02	0	Customer called in with complaint against two agents. The first one never responded when she called in. The customer kept repeating, Hello are you there? An never got a response. She hung up and got the 2nd agent. The greeting was garbled so she hung g up with that one. Thanked the customer for calling in and let her know I would get this written up and fwd to appropriate center. Customer does not want contact.	08/12/02	Met with both agents. Coached on the importance of responding promptly to all calls.
4826	08/06/02	21	TTY frustrated at agent. Recently today this user gave agent a number to dial plus number to enter in a pager. Agent responded "I can't send all those numbers to the pager". I apologized and assured this user that the direct supervisor of the agent would talk to the agent. This user does not want follow up, only to make sure we are doing pager calls properly.	08/09/02	Met with agent. Agent stated that the customer provided three sets of numbers and she was uncertain of which numbers the customer wanted her leave. Coached on the importance of asking for clarification when unsure of customer's requests. Advised agent of the proper way to address customer. Also reviewed procedures with the agent when processing pager calls.

3246G	08/06/02	0	Customer called in stating that she gave the CA the number to dial and let him know that she wanted to leave a message and to simply type, ' we can't come GA' so that she could leave a msg. Instead the CA typed "we can't come to the phone GA'. During this time she was sending "voice please GA' and xxxx to get his attention there was no response from the CA. The customer thought he had hung up. Thanked the customer for calling in and let her know I would fwd to the appropriate center. Customer does not want contact.	08/06/02	CA said he followed customer's instructions to say a few words then open the line but no response. I explained to CA that he needs to let VCO user know when to leave a msg.
4830	08/08/02	4	The caller stated that the CA may not be doing the correct VCO procedure. Slow response and did not keep VCO caller informed. Apologized for his inconvenience. He wants to know what happened and he wants follow up contact.	08/11/02	Agent alerted me as the call was in progress. OB user's info box said "TTY possible" Also first text received from OB was please Ga. (no VCO was on the screen.) Agent processed call properly with available info. I called customer and left message on his answering mach with this info. I called again and again got the answering mach.
4830	08/08/02	11			
4833	08/08/02	5	TTY customer says that agent was very mean to TTY user. Customer is a BRDU user and agent kept typing too fast and then hung up on her OB. I apologized for the inconvenience and assured her that the info would be passed on. Customer does not require follow up.	08/12/02	Met with agent. Coached agent on importance of demonstrating professionalism when speaking with customers. Advised agent of procedures when decreasing transmission speed of text to customers. Coached agent on the importance of not disconnecting calls. Also advised agent of consequences of doing so.
4833	08/08/02	7			
3256G	08/08/02	17	Customer called to say that the Supervisor Bill was rude and very unhelpful when he had problems with making a call in which the person hung up. He was a person who had never received a relay call before and did not understand it was a deaf person calling even though the relay agent gave him the standard explanation. I apologized to the customer and explained and I would write a complaint. Customer did not want contact.	08/11/02	No Supervisor at this center by that name.

5331	08/09/02	17	Voice customer complained that agent behaved inappropriately and very rudely on the call. Voice customer quoted CA as being heard saying, "I wish they'd hurry up and get this #*@* over with." Also CA acted frustrated by giving exaggerated sighs while typing what the voice person said to her grandmother. Voice person save their phone number and wants admin to call them about this rude CA. Voice person said they are the grandfather of the TTY user and its to the grandmother they were speaking on this call. I apologized for the CA's inappropriate behavior. Customer requires follow up.	08/12/02	Appropriate action taken against agent. Contacted customer and apologized to the customer for the inconvenience and informed her that appropriate actions were taken against the agent. The customer was very pleased and thankful for the call back.
12657A	08/16/02	11	The customer called and asked operator to dial a number. When the operator didn't follow his instructions he asked for a supervisor. The customer informed me that he would like a follow regarding this issue.. He stated that the reason he typed that info at the beginning of the call was because there was a recording and he wanted to give the operator the info so that she could process the call properly. However the operator never opened the line to speak with him to find out what the instructions were. He also said that there was a delay when he gave the operator the 1st GA. That was when he typed VCO please GA The operator still did not respond and then just dialed the number. I apologized to the customer for the inconvenience and informed him that the agent would be addressed and that he would be contacted regarding this matter.		Met with agent. Coached agent on the importance of adhering to customer's requests. Contacted customer and apologized to the customer for the inconvenience and informed him that the agent was coached on the importance of adhering to customer's requests. The customer was elated that I returned his call and was satisfied with the resolution provided.
4857	08/17/02	5	Caller does not remember agents number, said possibly 8564 but not positive. Operator became unresponsive after leaving his msg. He continued to type to operator but received no response. He was very upset. I apologized for the inconvenience and explained it was against relay policy for operators to disconnect responsive callers. I asked him to keep us informed if he continues to have this problem and try to pay attention to the operator # so we could address the issue with them directly.	08/21/02	Under this CA number 8565 this CA no longer works here. Has not been here for two weeks. No further follow up possible.
4875	08/19/02	7	Customer does not have agent # but said he reached an agent that did not type fast enough to relay conversation. Apologized to the customer and informed that in the future be sure to note the agent number in order for appropriate supervisor to be able to coached the agent.	08/19/02	Unable to resolve due to no agent #.

12224	08/19/02	17	TTY user complained that operator was very rude. I asked him to translate Spanish to English info from voice mail but he typed out Spanish. I told him I don't understand he started typing in English but did not redial again to give correct info. He messed up my call so I called and the operator who gave me the correct info. I apologized to the customer and assured them that the agent would be addressed.	08/22/02	Met with agent. Coached agent on the importance of adhering to customer's requests. Also coached agent on the importance of demonstrating professionalism when communicating with customers.
4885	08/21/02	5	CO VCO caller user frustrated at operator. At the end of call, operator typed only "sksk" and then disconnected. Customer was expecting "GA or SK" with a chance to say 'thank you' or even make another call. I apologized and said this operator's supervisor will be informed. Customer chose not to leave number only name and was satisfied.	08/26/02	Unable to follow up with this agent as the agent is no longer here. No follow up possible.
2103	08/23/02	4	Person was upset that they called to leave a message and weren't informed that the message was left. It was an important call and they needed to make sure it was left. I apologized for any confusion and assured the customer. Their message was left. She appreciated the confirmation and was fine.	08/23/02	The CA had informed customer twice that message was left but TTY user started typing at same time so they did not receive the macro.
12689	08/28/02	7	Customer complained that they had to repeat the number twice for the agent. Also the agent does not know how to spell medical terms such as Oncology and Cardilogy. I apologized to the customer and informed them that the agent would be addressed and retrained if necessary.	08/28/02	Spoke with agent. Was informed that the calling to number was not clear the 1st time and to ensure that the correct number was dialed the agent asked for verification. Coached agent on the importance of typing accurately to ensure messages are received and understood clearly by customers.
3329G	08/28/02	29	A VCO CO customer called complaining that she was calling from her home phone and trying to make a local call and it keeps coming up that it is am LD call. Apologized for the inconvenience and frustration and explained that I would put a trouble ticket. TROUBLE TICKET #I000375401	08/29/02	TROUBLE TICKET results - CO is a 40 mile radius state. The distance between these two numbers show up as 55 miles in CIS.
6100X	08/30/02	3	Customer instructed agent if answering mach reached to please type "st ga'. Agent reached answering mach typed 'st altg ga' customer began speaking to agent. Agent F5 redialed for customer typed 'st GA' message was left. Apologized to the customer for the problem and assured them that the agent would be spoken to.	08/30/02	Spoke to agent, and informed her to follow customer instructions to the letter if unclear ask customer to clarify.

September 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12713	09/03/02	21	Customer complained that agent did not follow proper procedures. The TTY user did not give the area code only the calling to number the agent dialed the number without the area code as given. TTY user then asked what happened to the area code. The agent asked the customer for the area code and dialed the number. Apologized to the customer and informed him that the agent would be addressed regarding this matter.		Coached agent on proper procedures to follow when an area code is not provided.
12361	09/03/02	21	Customer complained that agent did not follow proper procedures. The TTY user did not give the area code only the calling to number the agent dialed the number without the area code as given. TTY user then asked what happened to the area code. The agent asked the customer for the area code and dialed the number. Apologized to the customer and informed him that the agent would be addressed regarding this matter.	09/02/02	Coached agent on proper procedures to follow when an area code is not provided.
3342G	09/03/02	21	Customer complained that agent had problems making the call and it was very strange things that were typed. "trans voice..etc,". The agent tried to redial the call without the area code and it would not go through. He asked for supervisor. He complained that the supervisor defended the agents actions without scrolling back on the screen to get an example of what the customer was describing. The customer's complaint included both the agent and the supervisor's actions. He claimed that the supervisor basically said relay CO has no way of knowing what is within the area code or what area code to use saying that it was has fault that the area code was not given to the agent. I thanked the customer for providing the info and told him the report would be documented and fwd to the call center. I apologized for his inconvenience.	09/04/02	Met with supervisor. Was informed she attempted to apologize to the customer and let the customer know that the agent did not have the info if it was local or long distance call but the customer became very upset. Met with agent. Coached agent on proper procedures that should be followed when the area code is provided and to remain professional at all times. Agent also coached on keeping the customer informed at all times, and not dialing without informing the customer. Appropriate action will be taken.

12703	09/03/02	26	TTY complained of not being able to understand the agents typed messages frequently. Apologized to the customer for the inconvenience and informed her that I would notify our technicians about incident. trouble ticket number 390941	09/06/02	trouble ticket results - Florida Relay Technician was unable to duplicate the problem stated on the ticket. The "FROM" number provided comes up as an invalid number we reached a VRM that says " the number you dialed has been disconnected, or no longer in service please check the number or dial again...INGLEWOOD UHDS0 023. The "TO" number is coming up busy every time the number is dialed. Ticket is being closed as Unable to reproduced, No customer was reached, Information is incorrect, or incomplete.
3352G	09/05/02	29	This was a Sprint relay online call calling a local number and the customer sometimes gets a recorded message that states the combination of calls is not allowed. It shows as 0 miles in CIS from Denver heights CO to Littelton CO. Did not get the agent ID number and no call back was requested. Apologized for the inconvenience and assured the a TROUBLE TICKET would be sent in on the problem. TROUBLE TICKET I000389383.	09/06/02	TROUBLE TICKET results - This would not be an internet call. Internet calls do not generate calling from numbers. I have placed calls with the IP Relay config and with the CO config. Both calls completed without reaching the error being reported. Need to have agent ID's to determine which center the call was made through.
12715	09/05/02	21	Agent does not pay attention. Agent dialed the wrong number. Apologized to the customer for the inconvenience and informed him that the agent would be addressed regarding this matter.	09/10/02	Met with agent and she stated the call came through as a VCO call and she did not know that she had dialed the wrong number. Coached agent on procedures to follow when the number given is not clear. Advised agent to ask for VCO customer to repeat and if unsuccessful request a supervisor to assist with getting the number to dial.
12707	09/05/02	8	Customer called to complain that she finds it very annoying when she asks agents to repeat what the TTY user previously typed and the agents always says that that can not get involved in the conversation. Customer feels that this is not getting involved it is just repeating because she either did not hear what was said due to the low voice tone or heavy accent. She feels that this is rude and there should be a change or modification in policy. She feels that it would be more polite and help facilitate the call. I apologized to the customer for the inconvenience and advised her that her complaint would be directed to the proper dept. Customer requests contact.	09/13/02	Agents are following correct procedure. Follow-up : Contacted customer. Apologized for the inconvenience and informed her that all agents are following proper procedures. Also informed the agent that if an agent has an accent or is speaking in a low tone that it is acceptable if the message is repeated. Customer was also advised that her suggestion would be forwarded to Sprint as well as our training department for review. The customer was thankful for the return call and satisfied with the resolution provided

12707	09/05/02	21			
4926	09/16/02	3	Agent failed to acknowledge when customer sent 'Interrupt reg' 4 times. Customer asked agent if agent saw "Int reg" agent answered with GA. Apologized to the customer and informed that agent's supervisor would be advised and agent coached. Thanked customer. No follow up needed.	09/18/02	Spoke with CA. She backed out and waited for a response after the caller interrupted CA. Same problem four times - CA did the correct procedure.
12748	09/17/02	24	Customer tried to call AT&T Broadband. Each time the call is placed she is connected to a recording asking her to call the correct number from her bill. Then the call disconnects. The customer says this is the only number on her bill and that earlier today she was able to get through when she used video relay. I advised the caller that I would take this info and fwd it to our techs for a resolution and a call back.	10/19/02	Could not follow up with customer due to lack of customer information.
12739	09/26/02	21	Customer complained that the agent inappropriately handled their call. During the call the TTY user sent <interrupt request> 3 times and the agent continued typing. Then the TTY user typed "did you not read me?' Agent responded by typing what. The customer then typed 'how much of my message was garbled qq GA" the relay are you there qqga. Then the agent typed "operator did not understand your question is there another number you would like to dial." I apologized to the customer for the inconvenience. Customer did not request follow up.	09/26/02	Immediately after the call the agent was addressed regarding this complaint. Agent was coached on how to properly handle customer calls when she sees <interrupt request> on the screen. Agent was also coached on remaining professional at all times and displaying a positive attitude.
3440G	09/30/02	9	Caller said the agent upon reaching a recording just typed "recording playing". Agent did not type to customer any ID of what number was reached. I apologized to the caller for the problem and let them know a complaint would be sent to agent's center. No follow up required.	10/02/02	CA didn't recall the call. She stated she would type recording unless she has to follow the callers database notes.
6119X	09/09/02	21	Customer wanted a message left and the agent dialed the wrong # to leave msg. Customer felt it was very unprofessional. ACU apologized to customer and offered to redial to leave the msg.	10/11/02	Coached agent on proper procedures for messages and if ever any doubt to ask supervisor.
3800	09/14/02	2	This agent did not read my customer notes and I would like a more experienced agent to finish my call. Apologized to the customer and sent a new agent to finish her call.	09/14/02	Coached the agent regarding reading customer notes.

October 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3449G	10/03/02	3	Customer was transferred to SRCS by agent without informing her first. Customer provided 800 access for the agent to enter pin for her calling card. Agent informed her line was restricted and when she asked to try again as she was not sure the agent understood he or what. Agent transferred to CS. I placed the call at customer's request on my outgoing line so I she could reach her DR before they closed and was able to leave contact info for her. Apologized for the agents performance and thanked her for letting us know about the problem. No follow requested.	10/05/02	Agent was coached on procedures to follow when placing a calling card call on professionalism on following the customers request and on keeping the customer informed through out the call process. Agent also advised that if he is unsure of the request and is not able to get clarification to request a supervisor immediately for assistance also advised of the consequences of transferring a customer without their authorization. Due to the nature of this complaint appropriate action taken.
3449G	10/03/02	4			
3465G	10/08/02	3	Customer states that she asked the agent to call her insurance co and she also let the agent know that they would be reaching a recording. She asked that they have reached the right number got a recording. The agent typed voice please three times but never told her the name of the company she had reached. Thanked the customer for letting us know and assured that the complaint would be sent in as mentioned.	10/10/02	Consulted with C. He remembered the call. He followed customer's instructions to ask for a specific person. He did the correct procedure.
5344	10/09/02	21	The TTY user complained that she was receiving a lot of garble while the CA was leaving their msg. The CA was unaware that if info scrolls off the screen you can page up to retrieve it so they typed message scrolled off the screen the CA can no longer see it. The TTY user was confused. I explained to both the CA and TTY user what happened and the CA then left the message and continued the call.	11/01/02	CA coached to beep for assistance when encountering technical problems on a call. No further action possible.

3472G	10/10/02	2	Customer called in stating that she gave the agent to dial. The agent dialed the number and instead of following the customer notes that state 'if answering mach type only name of a person or company'. The agent simply typed 'answering mach GA' The customer then asked for the supervisor and was unclear as to what the supervisor was referring to when the customer questioned why the agent didn't follow her instructions the supervisor responded, 'would you like the agent to redial and do that for you?' Customer was unsure exactly what that was referring to. Thanked the customer for calling in let her know that I would write this up and fwd it on to the appropriate center. Customer did not want contact only that a copy be sent to the CO acct mgr.	10/31/02	No further action possible. CA was coached to follow customer notes to ensure correct call processing.
3475G	10/10/02	29	Customer called in from her cell phone trying to reach her husband's TTY answering mach. When she tries to connect the number without the relay the call completes correctly. Thanked her for calling in with that info let her know that I would have the techs check into this. trouble ticket# 485217. Customer does want contact back on her cell phone with resolution.	10/11/02	Technical support determined that customer's cell carrier is blocking direct relay calls. Told customer to get ahold of her cell carrier.
3478G	10/11/02	29	Customer reporting a problem of local calls showing as long distance calls. I apologized to customer for the problem and offered her a temporary work around solution which worked for the customer. TT#461402	10/17/02	TROUBLE TICKET results - Test calls made with the numbers provided and they completed as a local call. Contacted the tech in ticket, Shannon, and had her do a test call. Her number appeared on the test screen as 719-219-1001. She stated she was calling from 970-491-1010. They have a Nortel FL-100 on site and it is passing the incorrect ANI.
2206	10/11/02	21	Customer asked to speak to supervisor to make complaint on CA. Was upset that CA made agent switch in middle of her trying to give option selections back to CA. Felt she lost control of the call and needed to repeat info to new CA taking over call. Apologized for her inconvenience and said CA would be talked to and she wanted to continue with call.	10/14/02	Reviewed contact with CA. Coached CA on waiting for appropriate time for agent switch.

4964	10/12/02	4	"Agents have and in FL used to be really good. Lately you have been going down hill. I called Safeway and the agent typed recording playing. She never typed that I had reached Safeway. I don't feel the agent followed procedures and should be sent back to school. Also let the person that trains your agents know to teach this is class. I apologized for the inconvenience and advised her supervisor would coach her and I would be letting the senior training know of her concern.	10/11/02	CA said this customer instructed up front to ask for Mike so CA did not type recording. CA followed correct procedure.
5347	10/14/02	3	VCO inbound complained CA gave poor service. VCO asked CA to get directory assistance number for the City Hall in their city. CA responded 'this is not an info svc.' I told VCO the CA made mistake and said he misunderstood the request - thought it was for the # to the DA, not a # from DA. I also told VCO I would get extra coaching for this CA. but thought the CA should be well enough trained before they take calls. Before I could ask if this VCO would like to be contacted by Admin they hung up. I advised this CA's supervisor. I thought the CA's response was inappropriate and the CA should beep if they are uncertain.	10/14/02	CA coached that it is ok to dial directory assistance for a number. No further action taken.
3485G	10/15/02	4	Customer said they wasted their time all morning trying to place relay call to the courthouse and of times relay agents just a mess no communication back to him just left him hanging there. Agent was bad went to supervisor trying to call on a traffic violation it was mess. I apologized for the inconvenience and told customer we would send the repot to the call center where the agent was located. I thanked them for letting us know.	10/22/03	Operator remembered that customer became angry with agent after outbound callers transferred TTY user and left him on hold and outbound hung up on her. Agent was relaying info and keeping the customer informed and caller was frustrated with things out of the agents control.
3499G	10/18/02	9	"I am calling about a recurring problem. Agent this tome hen he reached a recording message he only typed recording playing. They are to type the recording heard at least the name of the place so that I will know reached my party. I had no idea of the right number had been reached. It took 20 minutes for this one call as he put me on hold and I just kept holding and holding for m pharmacy. " I thanked the customer for letting us know and apologized for the inconvenience. Told her the report would be sent to the call center.	10/18/03	Supervisor responded to complaint that customer later called into customer svc. Agent had been instructed to get the pharmacy and was given a number. Agent dialed number and got recording informed customer of this by using macro (recording). Then agent selected prompt for pharmacy. Agent did not type recording because of instructions to get pharmacy. The procedure was correctly followed by the agent. When customer instructs agent to dial a number and get a dept via automated choices no recording is typed. Agent merely keeps customer informed of process of call to get proper dept.

6189X	10/18/02	4	Customer called in and gave number to agent and asked to be connected to pharmacy. Agent kept customer advised of progress of call typing (recording playing) (processing etc. Customer complained that she did not know what number had been called because agent did not type recording to let her now what number she had dialed. Supervisor tried to ask several questions to clarify customers complaint. Customer said she was too busy and did not have time she would call in complaint to customer svc.	10/18/02	If supervisor understood complaint correctly agent was not t fault. Agent processed call according to procedure. Agent and supervisor reviewed procedure.
4978	10/20/02	4	VCO person was upset because agent did not type GA for her to leave a message VCO person also is upset because agents don't leave messages. She was going to call customer svc because she was tired of this. I explained there was a GA on what I could see explained the agent had put GA and also explained there was a GA on what I could see explained the agent had put GA and also explained answering mach playing and tried to get GA for GA doe VCO to leave msg. The answering message says to leave your message 'so agent typed GA' the 3rd time per VCO instructions VCO wanted agent # again and supervisor name which I gave the info said she would call customer svc and hung up the phone.	10/23/02	After speaking w/ agent and supervisor on duty learned the agent did type a GA for VCO to leave msg. Agent followed procedures.
12790	10/24/02	29	Customer wanted to complain about my service. Customer was upset because I could not fix the technical problem that was occurring at the time. TTY tones were heard throughout the call. I apologized to the customer and advised that a TROUBLE TICKET would be entered. Follow up requested by technician.	10/24/02	Supervisor Henry stated that VCO user became upset when he was not able to stop the TTY tones that were heard every time the agent started to type. After several attempts to resolve the problem he informed the customer that a TROUBLE TICKET would be entered so that a tech could investigate further. TROUBLE TICKET I000486570 TROUBLE TICKET results - Technician determined that transformer was loose from the cubicle outlet. Tech secured the transformer and console is back online.
12775	10/29/02	21	The TTY user complained that the agent sent the wrong macro. Agent sent person hung up instead of informing the customer that the recording hung up. TTY customer became very confused. I apologized to the customer and coached the agent on call handling procedures. No follow up requested.	10/29/02	Met with agent. Coached agent on the importance of accurately keeping the customer informed of the progress of the call and paying close attention on the call. Agent also coached on customer care. Agent very receptive to feedback and understands how not processing calls correctly can cause confusion.

November 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3056H	11/02/02	4	Customer called in stating that she received a call from her daughter via relay. She picked up the phone and typed "voice please GA," the response back was "voice now GA". At this point she asked "who are you what is your number?" and was finally told the agent ID. This seems to be happening more and more with the FL agents. Thanked the customer for calling in and letting us know about this. Let her know I would write this up and fwd to the center. Also that I would pass it along to our trainer. Customer does not want contact with resolution.	11/09/02	Met with agent. Agent stated he became confused and thought the VCO user was inbound. Thoroughly coached agent on procedures to be followed. Materials were also provided to the agent.
3061H	11/04/02	4	Customer states that this agent reached an answering machine and did not identify who it was that she reached. The agent never typed any of the msg. I had asked her not to type the whole message but instead she did not even let me know who I had reached. Apologized for the inconvenience and assured a complaint would be sent in so that the problem could be investigated further. Thanked the customer for letting us know about the problem.	11/05/02	Followed up with CA on this call. CA does not recall this particular call. I then asked the CA what would the procedure be in this situation. She elaborated which followed with proper call processing procedures. CA was coached.
3060H	11/04/02	2	Customer states that this agent reached an answering machine and did not identify who it was that she reached. The agent never typed any of the msg. I had asked her not to type the whole message but instead she did not even let me know who I had reached. Apologized for the inconvenience and assured a complaint would be sent in so that the problem could be investigated further. Thanked the customer for letting us know about the problem.	11/07/02	Met with agent. Agent stated she was confused concerning customer instructions. Coached agent on the importance of adhering to customer instructions at all times and keeping the customer informed throughout the call. Also advised agent if not sure to have customer to repeat instructions so customer instructions are adhered to.
3060H	11/04/02	3			
3064H	11/05/02	7	Caller said the agent was very slow typing. I apologized to caller for the problem with the agent and let her know a complaint would be sent. No call back requested.	11/17/02	Talked with CA. Coached her to be more aware and she will improve on her normal skills.
3067H	11/06/02	11	VCO user reported that agent didn't hear her instructions of number to call first time when she reached Relay VCO had to repeat number to call at end of call VCO told agent thank you operator goodbye agent didn't respond VCO hung up. Waited at least one min maybe longer and tried to make another call Relay call. Agent still online agent didn't disconnect VCO stated that svc at center where 9 series agents are located is atrocious.	11/10/02	Met with agent. Coached agent on making sure that proper call procedures are always followed and how important it is to keep the customer informed throughout the call. Also coached on phone etiquette and professionalism. Agent also advised to make sure that when processing a VCO call to open bridge for communication.

3068H	11/06/02	21	Customer states this agent broke transparency on her call. The customer had called her insurance company and when they answered she was asked her policy number. She gave it and the woman at the company asked for it again and the agent interjected that she was switching back and forth so that her voice could be heard. The customer feels that this should have not been interjected in on her call and should not have been discussed until the call was completed. Customer would like a call back from the supervisor on this as she would like to know what breaking transparency means exactly. Thanked the customer for letting us know and assured that the complaint would be sent in so that the supervisor could investigate further. Did assure that a supervisor would be notified that she would like a call back on this.	11/20/03	Not an agent error. Outbound could not hear VCO inbound. VCO kept yelling operator, operator switched it over. Agent typed (agent is switching to VCO). I answered bell after outbound hung up and I am on the screen. Customer called agent liar. Not agent error. No phone# given to contact customer back.
3071H	11/06/02	5	Customer states that agent dialed the number for her and typed ringing 1,2,3,4 the typed some xxx's then type (person hung up.) Customer then stated to the agent. "I know if they were not there they would have an answering mach on and if they did answer they would not hang up. What happened on that call?" The agent then proceeded to disconnect the call and hung up on the customer. Thanked the customer for letting us know and assured the complaint would be send in to be investigated further. Customer did not request a call back.	11/06/02	Reviewed system reports and discovered that this number is not assigned at this particular time. Also checked back several days and this number was not used into the system. Will need additional info to complete this complaint.
2248	11/09/02	1	VCO customer was upset that CA did not dial out immediately and told her # was invalid. She said had to repeat number two times and felt CA was not paying attention. I apologized for inconvenience and told customer I would meet with the CA. Customer would like a call back.	11/09/02	Met with CA. CA said customer was hard to understand and CA typed wrong area code. Number then came up invalid number. When CA informed customer of this VCO became very angry and repeated number. At end of call VCO asked for supervisor. CA indicated an understanding of importance of dialing correct number.
3160H	11/12/02	21	I was calling form Ireland and this supervisor said she could not help me. She never referred me to International Relay. Customer wants to be contacted regarding the situation after the supervisor is addressed. Apologized several times and thanked the customer for taking the time to let us know.	05/15/03	Called and left message for customer to call back if customer was unsatisfied with explanation given.

December 2002

Tracking #	Date of Comply.	Cat. # of Comply.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12927	12/20/03	3	Customer complained that agent was typing to slowly and was incompetent while processing their request of retrieving their messages from their voice mail. I apologized to the customer for the inconvenience and informed her that the agent would be addressed.	12/23/03	Agent's speed meets the FCC requirements. Met with agent. Coached agent on the importance of adhering to customer's requests. Also advised agent of procedures for retrieving voicemail messages.
12927	12/20/03	7			
4035Z	12/15/02	3	CO VCO user frustrated because for an answering machine call she says she was very clear in her instructions up front that if agent reaches an answering machine agent should type first few words of message then 'beep GA'. Instead agent typed 'answering machine playing GA'. I apologized and passed along that agent thought that the specific words voiced referred to what user was going to voice into machine. Customer wants agents to listen to instructions more carefully but does not want a follow up contact.	12/15/03	I spoke with the agent on the spot. She understood that instructions differently from what customer intended and apologized to customer. Agent knows to ask for clarification if unsure of future instructions.
3240H	12/21/02	21	Customer called in originally upset because an agent didn't follow her notes unfortunately another agent has removed the note on 12/20 without the customers knowledge. The note should have read 'use abbreviations , type 1st words of answering mach or recording if answering mach or recording. if answering mach give GA. Customer was calling a pharmacy the agent simply typed 'recording playing' customer had no idea of whether or not it was the correct place that she was trying to reach. Thanked the customer for calling in with this info let her know that I would update her notes again also that I would take care of this situation. Customer does not want contact.	01/03/03	Coached agent on proper procedures.

January 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3273H	01/06/03	3	Customer states that agent interrupted her conversation while she was on a call. The customer stated that she had asked the agent to ask for specific person or just say it was Grandma calling when she placed her phoen call to her daughter. When the phone was answered the agent typed (grandma calling) then the call started. The agent never did tell the customer who was on the phone or who had answered. My daughter started telling me about her son who had been sick for a week and after she was finished and then the customer stated "when it was my turn to talk I stated is this you Susan?. The agent never dfid tell me who was on the phone." Then the agent interrupted the call and typed to me (F) announced grandma was calling as you requested. She interrupted my call right in the middle of it. I then told my daughter never mind I'll talk to the agent about this after the call. At the end of my call the agent sent me the normal macro but cut off at the end thinking that I wld not get her agent id. I did get it at the beginning of the call. SHe needs to be told not to interrupt in the middle of the call	01/07/03	Met with agent. Was informed that the customer instructed her either ask for Susan or just say grandma is calling. When the line was answered the agent informed the voice person that grandma was calling and set the call up according to procedures. She also informed the customer of which announcement was used by typing. (grandma calling). When the VCO user responded she commented that the agent did not tell her who answered the line. Thinking that the customer did not receive her initial message re-sent the gender and informed her which announcement was used and typed the voice person's response. Coached agent on the importance of keeping the customer informed.
3273H	01/06/03	17			
3277H	01/07/03	2	Customer made a call and reached an answering machine Her customer notes instruct the operator "on answering mach or recording type 1st 5 words then give ga. "CA did not follow the instructions given instead just typed "answering mach playing" and did not type any msg. When the customer asked the CA what happened the CA told her the answering mach hung up but it said to leave a message after the beep. Ca still did not tell customer what party had been reached then the line disconnected from the CA. I apologized for the inconvenience and thanked the customer for letting us know and told her the report would be sent to the call center supervisor.	01/08/03	Met with agent. Coached agent on the importance of adhering to customer notes and honoring customer's requests.
3301H	01/15/03	2	CA just typed "recording playing" when we reached a recording and did not follow the database instructions that instruct "on answering mach or recording type 1st 5 words then give GA". She must not be reading the instructions. I apologized to the customer for the inconvenience and told her the report would be sent to the call center supervisor. No follow required.	01/18/03	Met with agent. Coached agent on the importance of reading and adhering to customer notes to ensure customer satisfaction.

3317H	01/18/03	3	Customer states her notes were not followed. She told agent to please say 'grandma calling'. Agent dialed and customer read the line was ringing then agent typed the words answering machine playing GA. Customer told operator to get a supervisor. Supervisor did not provide their name but when customer stated her notes. the notes say the agent is to type the first 5 words in an answering machine recording then give GA. Customer states its usually the FL agents that need training but this time it is a different operator. CS rep advised customer that a report would be provided to the operator's supervisor. Customer would like a follow up.	01/30/03	Unable to contact customer. CA coached to follow customer note instructions.
3317H	01/18/03	18			
12977	01/20/03	3	TTY user called back into the relay svc after the voice person told them that the reason for the confusion on the call was due to the agent not relaying all the info given. He also stated that the agent was rude and unpleasant. I apologized to the customer for the inconvenience and informed him the agent would be addressed on this matter. Customer requests follow up.	01/21/03	Met with agent. Coached agent on the importance of relaying everything heard verbatim. Also coached agent on the importance of demonstrating good customer svc skills. Contacted customer and apologized for the inconvenience. Informed her that the agent was coached on the importance of relaying everything heard verbatim. Also informed her that the agent was coached on the importance of demonstrating good customer svc skills.
12977	01/20/03	8			
12977	01/20/03	17			
3347H	01/27/03	11	Caller said she gave operator the DA number to dial. Then instead of relaying the call, the agent simply reported back to caller what the operator said. I apologized to the caller for the problem and let her know that a complaint would be sent to the agents place of work. No call requested.	01/30/03	Coached CA on proper procedure.

3354H	01/28/03	02	VCO customer called in stating she was calling to a toll free number and had let the operator know that he didn't need to type the recording, just identify for her that she had reached the company called. This is in her notes. The operator dialed the number and typed "recording playing hold pls". She typed in "voice pls" three times before the agent responded with "agent ga". She asked why he didn't follow her instructions and his reply verbatim was "maam there is no need to get irritated agent is just trying to make it easier on u so that u don't have to sit thru the record anyway u should know the name of the company ur calling". The operator never did read her notes. She hung up on the operator after his comments were made. Customer Service rep thanked the customer for calling; let her know that I would write this up and forward it on to the appropriate center. Customer does not want contact with resolution.	03/14/03	Agent stated it was so long ago that they do not remember. I instructed agent anytime he has a problem call a TL. Also he is never to type anything to a customer that could be considered rude or sarcastic.
3354H	01/28/03	03			
3354H	01/28/03	17			
3363H	01/29/03	5	Customer sates operator had problems spelling words and hung up on him in the middle of a call. Customer further advised that he has been getting a lot of typos lately and mainly from the Miami agents. I told customer the supervisor in the Miami center would be notified. No follow up necessary.	02/07/03	Met with agent he stated that he did not remember the call. Coached agent on the importance of demonstrating good customer svc skills also reviewed proper call procedures that should be followed if experiencing difficulties. Agent advised to always backspace and correct all spelling errors. Also advised agent of the consequences of disconnecting calls.
3363H	01/29/03	6			
3375H	01/30/03	2	Caller said she gave agent number to dial and an answering mach was reached. Instead of typing the 1st 5 words of message and typing (answering mach) the agent typed "ringing 1--ringing 2 (recording playing) (voice please now). Caller said the agent did not follow her DB instructions. I apologized to the caller for the problem and let her know that a complaint would be sent to agent's workplace. No call requested.	01/31/03	CA coached to follow customer note instructions.
3373H	01/30/03	5	Customer states she gave operator number to call and nothing happened. Operator disconnected. Customer svc rep apologized and advised the supervisor would be notified. No follow up requested.	01/31/03	Met with trainee. Coached agent on the importance of not disconnecting customers. Advised trainee of the consequences of disconnecting a customer. Also reviewed various types of VCO procedures with her.

3372H	01/30/03	5	Customer states she gave operator number to call and operator hung up. Customer svc rep apologized and advised the supervisor would be notified. No follow up requested.	03/21/03	When the complaint was received CA no longer worked here.
3371H	01/30/03	4	During the call set up customer gave instructions to operator and operator typed back 'would you like to leave a message?' Customer didn't mind that the operator asked her that question but it frustrated customer to reach on her printer that the phone was answered by 'M' on moment. Customer assumed when she got the GA that she was talking to someone but later found out that it was an answering machine. Operator later explained no one answered. Normal answering machine procedure was not followed. Customer svc rep apologized and advised the supervisor would be notified. No follow up requested.	02/03/03	Coached CA on proper procedure.
3371H	01/30/03	18			
3370H	01/30/03	3	Customer requested a LD number and it was dialed incorrectly. Operator did not offer to obtain LD credit. Customer svc rep apologized and will send customer a prepaid calling card. No follow up requested.	02/20/03	Followed up with CA. Said if did dial a wrong number on her part. Would have informed CA error wrong # (redialing correct #) that she does verify # given without # dialed through macro that sends. If knows dialed wrong # would have requested supervisor and follow their instructions.
3384H	01/31/03	4	VCO customer called to say that operator did not handle her DA call properly. Operator only typed 'recording playing and holding' she says this happens all the time with FL center. The customer has notes that say on recording type 1st 5 words. Apologized for the problem and assured customer this would be documented and the operator's supervisor would be notified. No customer follow needed.	02/04/03	Met with agent. Coached agent on the importance of adhering to procedures in place. Reviewed automated directory assistance procedures with agent.
3384H	01/31/03	9			

February 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3438H	02/16/03	0	TTY customer upset that she keeps being placed in holding when calling to CO relay or the phone rings up to 10 times and this happened to her today 3 times. Customer says her friends have the same problem when calling her. I apologized for the problem explaining that the call volumes may have been high. I called to both TTY and the voice CO #'s and the line answered in 5 rings. Customer does not want contact.	05/20/03	Unable to follow up to contact customer, due to no name or phone number. Supervisor has already apologized to the customer due to high call volume causing center to be unable to accept calls.
13039	02/24/03	24	The TTY user wanted to complain about both Tam mgr and agent. He stated that when called in he received the general greeting and a gave number to dial. However agent did not receive the message on the screen what he did receive was I gave you a message what is the problem on your end please? The operator attempted to explain that he was sorry. But he did not get the number and asked for the number to be repeated. The TTY user asked to speak with a supervisor. Team mgr assisted the agent on the call. The customer felt that the supervisor did not introduce himself correctly when coming on the line. Team mgr apologized to the customer for any problems and tried to explain that the call had come in on the wrong line and the agent had not heard the wrong number when given.	02/24/03	Supervisor was called over to the agent on the call. The agent informed him that the line switched to voice which was the reason the agent did not received the message from he TTY user the first time. Advised caller that a trouble ticket will be completed. TROUBLE TICKET# I000750160 The agent was coached on remaining professional at all times. The program mgr met with the Team mgr. Customer svc procedures were reviewed with him and he was informed to make sure that when assisting on a call he identify himself along with his number.
13039	02/24/03	35			
3483H	02/27/03	21	CO TTY user called to say that agent insulted me by using language that was not necessary. This was after the person I had called hung up and I asked agent a question and that was the response. I apologized to the customer for the agent's bad language and explained that a complaint would be written up and sent to this agents supervisor.	03/04/03	Met with agent. Agent did not recall the situation. Agent assured that he would not use profanity against a customer. Explained to agent that if observed acting in such an unprofessional manner, the consequences can lead to termination. Coached agent on the importance of always keeping a professional image during a call.

3486H	02/28/03	32	Customer is trying to call a 900 number. Customer wants to be emailed with solution. TROUBLE TICKET# I000763371	03/03/03	Tech support was unable to repeat the problem that customer had experienced. In fact the tech emailed, and got a bounced email. Account manager called customer but was unable to leave message due to full mailbox. Left message days later asking for customer to call back to discuss results from tech support.
3435H	02/15/03	24	Customer states that the supervisor was very rude to him and would not allow him to be transferred to Relay customer svc. HE also said that he refused to give his agent ID number. And the customer also stated that he is not happy that it is taking so long to reach relay CO he had to wait ten minutes before an agent picked up the phone. He wants a formal complaint to be issued on both of these problems. Thanked the customer for letting us know and assured that a complaint would be sent and the problem would be investigated further. Customer also stated that he would like a call back on these issues.	02/15/03	Program Mgr met with Team mg concerning this complaint. At the time of the complaint the agent was being evaluated by Quality assurance at no time was the Team mgr rude or disrespectful to the customer. He remained very professional and helpful throughout the call. At no time did the team mgr refuse to transfer customer to customer svc but offered several times. When the customer dialed into the relay center he immediately began to complain on the delayed service. Team mgr apologized and tried to explain that the network was busy.The supv was unsure which agent nbr he wanted the current agent or the agent from the previous call. When customer was asked which agent he accused the team mgr of refusing to give him the info. Team mgr explained he was not refusing he was simply trying to inquire which agent nbr the customer was referring to. Called the cusotmer2/28 - left a msg on answering machine informing that I wld call back later. Called 3/3 and 3-4 and left msg on answering machine that I was calling with a resolution.

March 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3069-I	03/26/03	3	Customer asked agent to use abbreviations whenever possible. She said the agent told her we are not allowed to so that. Upon Further questioning she was really asking agent to paraphrase and leave out non essential words. Apologized and explained to the customer that agent can use approved abbreviations but that agents are required to type every word and not allowed to paraphrase. Told her the report would be sent to the call center supervisor. No follow up requested.	03/30/03	After the agent explained to the customer that were required to type verbatim the agent requested supervisor assistance. At that time the customer disconnected.
4128z	03/21/03	11	Late yesterday afternoon customer tried to make a VCO call through operator but she seemed unfamiliar with VCO procedures, She did not type voice now or activate VCO functioning after customer typed VCO please several times at start of call and during call. Thanked customer and let her know supervisor would speak with the agent.	03/24/03	Coached agent on how to connect to VCO customer and also how to look for a VCO connection after TTY computer and voice connection failed. Agent said she understood.
3059-I	03/24/03	2	VCO reports operator did not follow CDB notes and standard relay policy of typing answering mach operator typed answering mach playing VCO CBD notes "type all answering mach messages and recording" request complaint be fwd to training personnel and call center supervisor. Apologized to VCO for problem encountered fwd complaint to call center and training personnel No contact requested.	03/27/03	Agent typed the 1st message but did not re-type when customer requested a redial. Informed the agent to be mindful of customer notes. 3320F - Agent did not type message because the agent would not have been able to give the customer the beep to voice on time.
3059-I	03/24/03	4			
3059-I	03/24/03	15			
4124Z	03/28/03	2	CA didn't follow VCO callers database instructions. CA ignored the caller by getting the number. Apologized for his inconvenience. I will make sure that CA will be coached by her immediate supervisor.	03/19/03	Spoke with CA and she couldn't remember the call. Coached her to follow the database instructions and to ask and clarify for right info.
3497H	03/03/03	5	Agent hung up on caller. Apologized to customer letting her know I would pass this info on to the agent's supervisor for follow up. Changed customer notes to customers request. No contact needed.	03/20/03	Agent said they did not disconnect. Knows that must have supervisor approval for disconnect. CA displayed knowledge of disconnect process.
3496H	03/03/03	15	"I got voice or type. I said voice she dialed the correct # I think. She says recording playing and that's all I tried to get her attention. I hung up and she was still on the line." Apologized to customer letting her know I would pass this info on to the agents supervisor for follow up. Changed customer notes to customer's request. No contact requested.	03/05/03	CA does not remember this call. I reminded the CA to always type out recordings unless otherwise directed by customer. CA said she always types out recordings unless told not to.

2462	03/13/03	3	VCO customer was upset that agent typed the entire recorded message and the line disconnected before the dept she requested could be reached. Apologized to the customer and told her I would follow up with the agent. No follow up requests.	03/13/03	Coached CA on following customer instructions.

April 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3084-I	04/01/03	21	Agent changed the customers notes without her knowledge or permission. As a result of this a different agent following the customer notes did the wrong thing. The note that the customer svc rep put in stated to type the first 5 words of answering mach or recordings. The note had not been changed by this agent to type all answering mach messages and recordings. The customer was not able to complete her call which was an urgent situation. Thanked the customer for bringing to my attention. Let her know that I would write up the agent copy the trainer with the complaint and put the note back the way it was. Also will update the third note that I had put in to include for the agents not to make changes to the customer's notes. The customer does not want contact with resolution.	04/30/03	Agent stated that she didn't change the note. She remembers beginning to type out the answering machine message when the VCO person interrupted her after two words. Coached agent to ring for a supervisor to change an existing note.
3173-I	04/30/03	21	Customer called to report that CA dialed a wrong number but customer did not notice until the CA connected to a recording. CA typed recording playing give your name on recording. Then a person interrupted the recording and answered the phone so the agent typed holding explaining relay talking in background. I was calling my church and the Ca had dialed the wrong number. I apologized for the inconvenience and told the customer this report would be sent to the call center supervisor. Thanked the customer for letting us know.	05/01/03	Agent believes she dialed the number given by the customer. Coached agent to avoid long explanations and to get supervisor assistance when a customer expresses concern.
3098	04/06/03	2	This customer said that agent did not read her notes which say to type the first five words of the message then give the GA to leave her message. Instead the agent typed 'recording playing', and GA never told who or what party customer had been reached. RCS response : Thanked customer for letting us know and said a complaint would be sent in and the problem investigated further. Did not request follow-up.	04/07/03	Met with CA who remembered the call. He said he read notes and did not send macro saying 'recording playing' because live person came online. This CA followed proper procedure, and said call went as normal.
4137	04/07/03	17	Customer very concerned that he received poor service from an operator whose number started with '90'. Said the agent was rude and also said the supervisor who answered the supervisor request was name d 'Escondido'. Customer is not certain of complete name. Customer was unhappy with the supervisor's conduct. Said the supervisor was also rude. Customer wants a call back and to pursue matter further.	05/20/03	Told customer I would have the account manager contact him. Customer seemed satisfied with my response. Account manager called 5/20/03. Phone number customer gave is disconnected.

May 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3208-I	05/08/03	2	Caller said the agent just typed "recording playing" when she reached a recording. Customer's notes request that agent type an identifying name as to what recording has been reached. Apologized to the caller for the problem. No call-back was requested on this issue.	05/12/03	CA discussion : Coached CA on reading and following customer notes carefully before dialing out. CA said she'll be more careful.
8812	05/12/03	17	Customer said that the Relay operator was rude to the customer and was playing around with the other caller. Customer wants to make a complaint. Customer said he usually makes 30 calls a day because he works for the Post Office. Customer said he needs professionals at relay because most of his vendors get upset with relay and it hurts his job. Apologized to the customer and assured that the agent would be spoken to.	05/15/03	Appropriate action taken. The phone number is the main office #. Unable to get hold of this customer due to fact he works in another section of the PO which is not at that same number.- Van Scheppach
4164Z	05/13/03	21	During a recent relay call, agents changed places during the call. Customer felt the agents should have waited until the call was over to before switching agents. Customer didn't have agent numbers and only wanted us to be aware of the problem.	05/20/03	I explained to the customer the guidelines we operate under for agent changes. Customer doesn't want a call back.
2524	05/15/03	3	VCO user was upset because her customer notes and instructions weren't followed. The CA has sent the "answering machine playing" macro instead of the "recording playing" macro, and the customer didn't instruct the CA to give the name on the answering machine and that wasn't typed.	05/19/03	Apologized to the customer. The CA had some confusion with 1b notes and accidentally sent an incorrect macro. CA knows to read customer notes before dialing out and was coached to clarify before dial out if unsure.
3234-I	05/15/03	5	Customer called to report that the agent didn't allow customer to finish typing their entire message to leave on the answering machine. The CA dialed and left an incomplete message before the person had a chance to type in the number to contact them. Then, when the person asked the CA why she did that, the CA disconnected the call.	05/15/03	Met with the agent, who said she had processed calls where she left messages, but doesn't remember this call. She also said that she always waits for the go-ahead before processing the call. Coached the agent on not disconnecting calls, if experiencing any type of problem to request a team manager for assistance. The agent was also coached on making sure that she follows all customer notes and requests, and when dialing to leave a message wait for the go-ahead from the customer before dialing the number.

2534	05/21/03	9	TTY user upset that CA wasn't doing her job correctly. Customer wanted to leave a message. CA redialed to leave the message but was answered by a voice person. CA then announced call but the voice person only said "hello hello hello?" then hung up. CA then typed back that the person hung up. TTY wanted to know why. CA typed that it seemed the voice person could not hear the CA. TTY was upset that the CA didn't voice the message to the voice person and requested a different CA. Agent change was done. Told TTY would that supervisor would meet with CA after this call to discuss the incident. Customer requests a follow-up	05/21/03	Assisted on call, observed CA with the call. Problem appears to be a possible bad phone connection. Met with the CA who did not see any problems with previous calls. CA dialed out in an attempt to leave message at TTY's request, announced call when voice person got on the line. CA followed the correct procedure. Communicated with customer on TTY - he understood his role and will work with me to file a trouble ticket in future to tackle this problem. Customer satisfied and appreciated that I called. Team leader made four attempts to contact the customer from 6/10 to 6/12, with no success.
3255-I	05/26/03	3	Customer told the agent that she was calling the Safeway store and would be reaching a voicemail menu. She asked that the agent wait for the name of the store and then get the customer service department. The agent typed "recording" but didn't identify that it was the Safeway store in question. Customer that agent didn't follow her instructions. RCS' response : Apologized and suggested that a call note be put in stating that on recordings or messages to please identify the business of name of the person being called.	05/28/03	CA does remember this call. Caller gave no additional instructions other than to call the store for the customer service department. CA dialed the number given, typed "recording playing" and waited for the customer service department as requested by the customer. CA followed the correct procedure.
6521X	05/29/03	2	Customer upset that all agent do not follow customer notes to disable turbocode and turn typing speed down. Thanked customer for expressing her concerns. Team leader told her that she would speak with the agent and talk to training.	05/29/03	Coached agent on following customer notes and disabling turbocode procedures. Passed information on to lead trainer.

Attachment # 2

Summary Log for June 1, 2002 – May 31, 2003
Colorado Relay

For the period of June 1, 2002 through May 31, 2003, Sprint processed more than 961,919 outbound calls on behalf of Colorado Relay, receiving a total of 145 (< 0.001 %) customer complaints. All 145 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 145 complaints were escalated for action to the State of Colorado or to the Federal Communications Commission.

Sprint

Colorado Relay

June 2002 - May 2003

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT
	SERVICE COMPLAINTS														
#00	Answer Wait Time	0	0	2	0	0	0	0	0	1	0	0	0	3	2%
#01	Dial Out Time	0	0	0	0	0	1	0	0	0	0	0	0	1	1%
#02	Didn't Follow Database Inst.	1	1	0	1	1	1	1	4	0	2	1	2	15	12%
#03	Didn't Follow Cust. Instruct.	3	1	2	1	3	1	2	5	0	2	0	2	22	17%
#04	Didn't Keep Customer Informed	2	4	2	0	5	2	0	2	0	1	0	0	18	14%
#05	Agent Disconnected Caller	1	1	4	0	0	1	0	3	0	1	0	1	12	9%
#06	Poor Spelling	1	0	0	0	0	0	0	1	0	0	0	0	2	2%
#07	Typing Speed/Accuracy	1	0	3	0	0	1	1	0	0	0	0	0	6	5%
#08	Poor Voice Tone	0	0	0	1	0	0	0	1	0	0	0	0	2	2%
#09	Everything Relayed	2	0	0	1	1	0	0	1	0	0	0	1	6	5%
#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	2	2	0	0	1	0	1	0	1	0	0	7	5%
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	2	0	0	2	2%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	2	1	3	0	0	0	0	3	0	0	1	1	11	8%
#18	Problem Answer Machine	0	1	0	0	0	0	0	2	0	0	0	0	3	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	1	1	1	7	3	2	1	0	1	0	2	1	20	15%
	TOTAL	14	12	19	11	13	10	5	23	2	9	4	8	130	
	TECHNICAL COMPLAINTS														
#22	Lost Branding	1	0	0	0	0	0	0	0	0	0	0	0	1	9%
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24	Trouble Linking Up	0	0	0	1	0	0	0	0	2	0	0	0	3	27%
#25	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#26	Garbled Message	0	0	0	1	0	0	0	0	0	0	0	0	1	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	1	0	1	1	3	0	0	0	0	0	0	0	6	55%
	TOTAL	2	0	1	3	3	0	0	0	2	0	0	0	11	
	MISC COMPLAINTS														
#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	1	0	0	0	1	25%
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35	Other	1	1	0	0	0	0	0	0	1	0	0	0	3	75%
	TOTAL	1	1	0	0	0	0	0	0	2	0	0	0	4	
	TOTAL CONTACT	17	13	20	14	16	10	5	23	6	9	4	8	145	