



MISSOURI
FCC COMPLAINT LOG
2008

Complaint Tracking for MO (06/01/2007-05/31/2008). Total Customer Contacts: 32

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	05/28/08	Voice Carry Over customer's customer database notes not showing to relay operators. Apologized for the problem and opened Trouble Ticket was created. Follow up not required on this issue.	05/28/08	Updated and verified ani.dat file for the customer on call controllers. Customer did not requested follow ups.
2	05/13/08	Western Union call center in Missouri and throughout the nation dials to the National Relay number. Instead of reaching a voice answer, their representatives reach TTY tones. Ticket was opened. Follow up requested.	05/13/08	This appears to have been an issue with the branding of the number. The ani.dat file showed the customer's phone number is branded ASCII High 2400 answer type and English for language. The ani.dat file has been updated to show the customer to be branded as voice and a test call was made to confirm this. The Relay Program Manager spoke to the customer and stated that the problem has been resolved and she is very satisfied with the resolution as well as well as 'excellent' customer service. All is well.
3	05/09/08	TTY customer shows clear on her screen but garbled on the agents end so unable to place call. Calls happened today, 2:55 PM to 3:31 PM. Apologized, assigned Trouble Ticket. No follow-up requested.	05/09/08	It was garbling issue using Nextalk VM Software and that the customer representative tried to gather more reports from the customer and tried to contact the customer but the customer has not responded. The Customer Service Representative have not been able to find a way to duplicate the issue and there have been no further reports from the customer at this time. The customer did not request follow-up.
4	05/09/08	Customer unable to place call via relay from a TF #. Apologized, Trouble Ticket was created. No follow-up requested.	05/09/08	The customer was not able to place a relay call because 800 number calls are not valid for outbound calls - a valid ten digit number needs to be provided by the customer for outbound call to complete. This issue has been referred to the trainer and the customer did not request follow-up.
5	05/14/08	Customer experienced problem with setting up the CapTel.	05/14/08	Advised customer of the importance of using an in-line filter when connecting the CapTel phone to a DSL line.
6	05/13/08	Customer had problem regarding the dialing prefix in the CapTel.	05/13/08	Advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.

7	03/15/08	Communication Assistant was like zombie! The customer was not sure of the agent relay message or if voice was speaking or not.	03/15/08	The customer was not pleased with the agent's voice. So, the customer gave the agent's ID number but the customer may have given wrong date and it was confirmed that the agent didn't work on the date that the customer made complaint about. However, the team leader trained the agent on appropriate voice expression just in case.
8	02/27/08	Relay Customer Service placed a call to the Voice Carry Over customer via this agent and was unable to speak to the agent due to a very loud noise that came on the line. The call took place at approximately 11:30 a.m. CT. No follow up requested.	02/27/08	The customer was a new VCO (Voice Carry Over) user and the Customer Service was assisting him to try test calling him and when the Customer Service called the customer via Relay, the agent dialed and the customer said, "Hello" and the relay agent said, "One moment, please." and there was a long pause, then a very loud noise on the line. The Customer Service was never able to speak with the VCO customer or the agent since they (meaning VCO user and agent) hung up. Then the Customer Service hung up. The Supervisor spoke to the agent to see what happened with the call and agent stated loud noise and hung up. Then Customer Service representative tried again and different agent connected with the VCO user and experienced no issues. There were no ideas where the loud noise came from. It was perceived that it may be from the customer's equipment or from an environmental background.
9	01/30/08	Captions Lag too far behind voice	02/08/08	Investigated incidence reported. Shared finding with customer and reported calls in question to Call Center management for follow up with the captionists involved. Captionists' supervisor will monitor Communication Agent for smooth transcription. Transcription speed on these calls well exceeds FCC requirements. Work will be done to minimize the seconds of delay the CapTel user experiences between the voice and captions.
10	12/17/07	MO TTY user wondered why they can't use 711 from home. Customer is able to dial the toll free number but gets recording "number is not in service," when calling via 711. Apologized, explained I would let the technicians know the issue. Submitted Trouble Ticket. Customer wants contact with resolution from Program Manager.	12/17/07	Relay Program Manager contacted the customer three times (on Wed., Thurs., and today). No answers. However, the Communication Assistant department stated that the customer (or Relay Program Manager if necessary) will have to contact Line Exchange Carrier Communication Assistant to verify 711 translation in switch. Relay Program Manager wrote a letter to the customer and explained the situation and that Relay Program Manager will be happy to assist in that matter.
11	11/08/07	A Voice Carry Over user said agent did not follow data base notes to verify the number before dialing. Advised customer that team leader would let the appropriate parties know and apologized for any inconvenience. No follow-up requested.	11/12/07	The agent number identified by the customer is not assigned to any employee. While specific agent coaching is not possible, we will communicate the importance of following customer instructions.

12	10/20/07	Operator typed recording to Voice Carry Over user and then operator hung up on her.	10/20/07	Calls were dropping from computers all day. Agent said she did not hang up on customer, call just got disconnected. Multiple Trouble Tickets done for the problem. It was related to the platform issue and the platform now has been updated. Also, Non agent error.
13	10/19/07	Customer stated the Communication Agent hung up on her on 10/19 at approximately 8:20 CST. The customer has a printer on her TTY and provided the sequence of the conversation. The caller reached the pharmacy and the Communication Agent typed "Pharmacy (F) (Recording) (Holding . . . , . SKSK). The customer explained that she was surprised that no information was given and that the Communication Agent abruptly ended the call. Apologized. Supervisor will be notified. No follow up. Customer trusts it will be taken care of.	10/19/07	Team Leader spoke with this agent and the agent stated that she did not disconnect the call, the call just disconnected for no reason. This center had been having difficulty with calls dropping the entire day. This is considered a technical issue and non agent error. Also, this was related to the platform issue and the platform has now been updated.
14	10/18/07	MO TTY customer using mini-com is experiencing garbling. The garbling is on the relay operator's side of the conversation. While speaking to customer service, customer service also received garbling from the customer. Customer Service apologized to the customer, turned in Trouble Ticket. Customer would like follow up from the Program Manager.	10/18/07	Resolution confirmed that it was related to the platform (with the Phoenix issues). The Priority of this Service Call was set back to a Priority 3 to match the Service Level established for this service. Relay Program Manager attempted to contact the customer 3 times. No answers and no answering machine as well. Case is now closed.
15	10/10/07	MO TTY user complained that she was unable to make her long distance calls through relay with ATT.	10/10/07	The Customer Service Representative apologized, verified we have ATT loaded as her carrier for long distance with relay. Encouraged customer to contact ATT for assistance, and let her know Sprint Relay is working to obtain correct information from ATT. Customer will be in contact with program manager. No contact information or ticket numbers. Relay Program Manager is unable to contact the customer. Case is closed.
16	10/04/07	Customer contacted the CapTel Customer Service regarding billing/carrier of choice.	10/04/07	Customer was being billed for long distances by Sprint, which was not the correct long distance provider of the customer's. Customer's telephone provider has been registered and updated regarding the Carrier of Choice.
17	10/02/07	Dialing Issue - Phone line does not require 1 when dialing 800 number	10/02/07	Customer's office is unique in that a 1 is not required to dial out long distance calls. Technical Support made adjustment so CapTel user can successfully make outgoing captioned call. This resolved the customer's experience.

18	10/01/07	The hearing person contacted the CapTel Customer Service because the hearing customer had trouble contacting the CapTel user.	10/01/07	Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make captioned calls to CapTel user successfully.
19	09/28/07	Customer had difficulties retrieving captions in the CapTel to get messages from the answering machine.	09/28/07	Customer shared feedback regarding accuracy of captions for external answering machine. Customer thought it was a technical issue within the CapTel phone and contacted the Customer Service. Customer Service Representative apologized for incidence and thanked customer for the feedback. Confirmed muffled sound quality with answering machine by placing a test call. Customer Service suggested tips to enhance sound quality. Suggested customer continue to document any calls that show difficulty with date, time, and Communication Assistant ID #. Customer was appreciative.
20	09/25/07	CapTel customer contacted the CapTel Customer Service regarding the Carrier of Choice. Customer received a bill from the default relay carrier, thus prompting them to register their own carrier.	09/25/07	Discussed needs to register long distance carrier of choice with caller and registered CapTel user's long distance preference accordingly.
21	09/24/07	On 9/24/07 at 11:15 a.m. CST - Customer placing important call to her son. Told agent she wanted to leave a message if answering machine picked up. Agent did not let her know if her messaged had been left and got no response from agent. Wants to be kept informed of the call's progress. Apologized to the customer and assured her that this would be forwarded to the agent's supervisor.	09/24/07	Operator did not remember this call, but was coached on the importance of following customers' instructions and contacting the supervisor if there are any technical problems.
22	09/07/07	Captions Lag too far behind voice	09/19/07	CapTel user expressed concern that some of her calls have a lag time in the captions behind the voice. Customer service apologized for this incidence and promised to research this further and report findings to the customer as well as the Call Center for further investigation. Explained to customer in detail how captions are generated, how customer can speak to the other party at any time even when captions are being received. Shared some consumer education tips such as using the signal meter to know when the voice is done talking. Customer expressed appreciation for this detail and the follow up taken.

23	09/05/07	Customer reports wrong information was left on her answering machine on 9/5/07, between 1:30-2:30 PM. The Voice Carry Over customer read from her printer. Three times the macro saying MO Relay CA XXXX with a call. It wasn't a live call because the Voice Carry Over customer wasn't in her apartment at the time; her answering machine picked up. No message was left, only the Communication Assistant's identifier. Apologized. No follow up.	09/05/07	Agent was not able to recall but suggested this: Voice person had the agent called back 3 times and each time after hearing tones, agent sent the macro MO Relay CA xxxx with a call. Because the answering machine did not come on the agent's screen but tones were heard may have been trying to connect because the agent thought a person answered but was unable to get connected.
24	08/22/07	MO Voice Carry Over (Voice Carry Over) user complains she has to wait over a minute when calling relay and people have trouble reaching her on 711. Customer does want contact via relay.	08/22/07	Apologized, performed successful test call, encouraged her to use the dedicated Voice Carry Over # to make her calls and provided the toll free MO Voice # to give her callers to reach her. Branded for Voice Carry Over, offered to establish customer profile and also sending her further information on Customer Database. Relay Program Manager called her twice yesterday and once today. No answers. Relay Program Manager sent her a letter explaining that her phone number has been branded as Voice Carry Over and contact Customer Service if any continuous problems.
25	07/18/07	Accuracy of captions	07/18/07	Customer shared feedback of a random word during the call. It was an agent error. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that we would appreciate documentation of the date, time, and Communication Assistant ID# should the customer desire us to follow up. Explained and educated the customer of the captioning process and customer was satisfied.
26	07/16/07	Sound Quality - Static	07/16/07	It was a technical issue and the customer may have experienced technical problem inside the CapTel phone. Customer Service Representative advised customer to send the phone in for repair at the National Service Center.
27	07/09/07	TTY customer complained that this agent hung up on her.	07/09/07	Spoke with agent and learned that the call came in as ASCII and cycled through, then answered it as voice but no response, cycled back through again as TTY but no answer. After three attempts, the agent did not see anything on screen and disconnected call per to the relay protocol to do so. Tried contacting customer twice this afternoon but no answer nor was there an answering machine to leave a TTY message. After several attempts to contact the customer, this case is now closed.

28	07/04/07	Customer complained that operators were not typing out entire answering machine messages. Her profile was worded so that that the word "don't" in the second line actually fell directly in front of and below the first line of "type answering machine messages". I apologized for any confusion or inconvenience and told her I would reword the profile to see if it helped. No follow-ups needed.	07/04/07	It was the customer's wish to include "not to type answering machine messages" in the profile. The profile has been reworded. Customer Service Representative closed this ticket due to the fact that the customer does not want follow up and no operator to coach.
29	06/26/07	CapTel customer contacted the CapTel Customer Service regarding the Carrier of Choice.	06/26/07	Discussed need to register long distance carrier of choice with caller and registered customer accordingly.
30	06/19/07	Voice customer states that this agent was very rude, she just kept talking and would not stop. They don't get a lot of relay calls but the person that answered the phone could not get anywhere with this agent and had to hand the call over to her supervisor who had the same problem and eventually said they were transferring them to the legal department and at that time the agent sighed. Customer spoke to one of the attorneys in the office and he had the same experience recently, could it be the same operator? The supervisor at one time told the agent she had a terrible attitude and the agent was better after that. Call took place 6/19/07, approx 9:30 CST. Apologized, no follow-up requested.	06/19/07	Agent was spoken to by her Team Leader on the importance of customer service and following the customer requests. Needs to be polite and respectful of the customer. Communication Assistant was also coached on her attitude and the need to be friendly and not sound angry or upset.
31	06/05/07	A MO TTY customer called to report again that she is still not able to place long distance calls via MO relay. The last time this happened was 6/5 at approximately 8 p.m. with 2 different agents. Customer wants a resolution, as this problem has been going on for about three months now. Apologized. Re-opened Trouble Ticket with new information. Follow-up requested.	06/05/07	After third tries, Relay Program Manager mailed a letter stating that there was a test call through her phone number and that it worked. Relay Program Manager also encouraged the customer to contact if the problem continues.

32	06/01/07	<p>Customer Complaint: Caller reported that the Communication Assistant did not speak clearly when reading the typing so she had to keep asking her to repeat or even to spell the word clearly so she might understand. Instead of speaking more clearly or spelling out the word, Communication Assistant kept stating "operator does not engage in conversation, speak directly to the caller." As a result, the caller believed the customer using relay did not receive the requested information from the business.</p> <p>Customer Service Response: Explained the policy to speak directly to caller, apologized that the Communication Assistant did not speak clearly enough to be understood. I told her the report would be sent to supervisor. No follow up requested.</p>	06/07/07	Agent # does not belong to this center. No phone number provided , therefore, further investigation is not possible
----	----------	---	----------	---