

Louisiana Relay 2007 FCC Complaint Report

6/1/07 to 5/31/08

***External Complaints--
Miscellaneous***

Customer's caregiver stated the telephone service was not working.

Customer Service referred the caregiver to local telephone company.

*Inquire Date 10/9/2007
Record ID 10428
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 10/9/2007
Resolution 10/9/2007*

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

Customer stated that the CA made spelling errors.

Customer Service apologized and stated that the CA would be monitored frequently. CA's last typing score was 60 WPM with a 95% accuracy.

*Inquire Date 10/29/2007
Record ID 10462
Call Taken By Customer
Service Rep
CA Number 1359
Responded By Chantell
Response Date 10/29/2007
Resolution 10/29/2007*

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

Customer stated that the CA had several spelling errors.

Customer Service apologized and stated that the CA would be counseled. CA was counseled. CA's last typing score was 65 wpm with 98% accuracy.

*Inquire Date 12/8/2007
Record ID 10731
Call Taken By Customer
Service Rep
CA Number 5363
Responded By Chantell
Response Date 12/8/2007
Resolution 12/8/2007*

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

Customer stated that CA made several spelling errors.

Customer Service apologized and stated that CA would be counseled. CA was counseled and customer was satisfied. CA's latest typing score was 66 WPM with 99% accuracy.

*Inquire Date 3/25/2008
Record ID 11044
Call Taken By Customer
Service Rep
CA Number 1324
Responded By Chantell
Response Date 3/25/2008
Resolution 3/25/2008*

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

***Inquire Date 4/18/2008
Record ID 11113
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 4/18/2008
Resolution 4/18/2008***

Customer stated that CA made several typing errors.

Customer Service discovered that customer equipment was malfunctioning. Customer Service provided telephone number to the Commission for the Deaf. Customer was satisfied.

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

***Inquire Date 4/20/2008
Record ID 11118
Call Taken By Lead CA
CA Number 1331
Responded By Shawwna
Response Date 4/20/2008
Resolution 4/20/2008***

Customer stated that CA made several typing errors.

Customer Service apologized and stated that CA would be counseled. CA was counseled and customer was satisfied. CA's latest typing score was 65 WPM with 95% accuracy.

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

***Inquire Date 4/30/2008
Record ID 11179
Call Taken By Lead CA
CA Number 5224
Responded By David
Response Date 4/30/2008
Resolution 4/30/2008***

Customer stated that CA did not type conversation verbatim.

Customer Service apologized and stated that CA would be counseled. CA was counseled and customer was satisfied. CA continues to be monitored frequently.

***Service Complaints--CA
Gave Wrong Information***

***Inquire Date 3/2/2008
Record ID 10974
Call Taken By Lead CA
CA Number
Responded By LaToya /
Chantell
Response Date 3/2/2008
Resolution 3/2/2008***

Customer stated CA typed incorrect information.

Customer Service apologized and forwarded the call information to the technical department. The technical department could not determine the CA number. Customer Service suggested that the customer may want to note the CA number on future calls. Customer understood.

***Service Complaints--CA
Gave Wrong Information***

***Inquire Date 4/21/2008
Record ID 11176
Call Taken By Customer
Service Rep
CA Number 1291
Responded By Chantell
Response Date 4/21/2008
Resolution 4/21/2008***

Customer stated that CA did not provide accurate information.

Customer Service apologized and stated that CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--CA Did
not Keep User Informed***

***Inquire Date 8/17/2007
Record ID 10285
Call Taken By Supervisor
CA Number 1310
Responded By Karen/Chantell
Response Date 8/17/2007
Resolution 8/17/2007***

Customer stated that the CA did not inform them that the caller hung up.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--CA Did
not Keep User Informed***

***Inquire Date 1/11/2008
Record ID 10784
Call Taken By Customer
Service Rep
CA Number 1324
Responded By Karen
Response Date 1/11/2008
Resolution 1/11/2008***

Customer stated that CA did not provide the information customer requested.

Customer Service apologized and stated that CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--CA Did
not Keep User Informed***

***Inquire Date 2/10/2008
Record ID 10945
Call Taken By Customer
Service Rep
CA Number 1233
Responded By Chantell
Response Date 2/10/2008
Resolution 2/10/2008***

Customer stated that CA did not keep the user informed.

Customer Service apologized and stated CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--CA Did not Keep User Informed

Customer stated that CA did not keep the user informed.

Customer Service apologized and stated CA would be counseled. CA was counseled and customer was satisfied.

Inquire Date 2/14/2008
Record ID 10944
Call Taken By Customer
Service Rep
CA Number 1309
Responded By Chantell
Response Date 2/14/2008
Resolution 2/14/2008

Service Complaints--CA Hung Up on Caller

Customer stated that call was disconnected after giving the CA a number to dial.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the customer's line disconnected. Customer understood.

Inquire Date 6/9/2007
Record ID 10040
Call Taken By Supervisor
CA Number 5167
Responded By Karen
Response Date 6/9/2007
Resolution 6/9/2007

Service Complaints--CA Hung Up on Caller

Customer stated while on hold their call was disconnected.

Customer Service forwarded the information to the technical department. The technical department discovered that the CA did disconnect the call. CA was terminated and customer was notified.

Inquire Date 10/26/2007
Record ID 10466
Call Taken By Customer
Service Rep
CA Number 1313
Responded By Chantell
Response Date 10/26/2007
Resolution 10/26/2007

Service Complaints--CA Hung Up on Caller

Customer stated that CA hung up.

Customer Service forwarded the call information to the technical department. The technical department discovered that the customer disconnected. Customer was notified.

Inquire Date 12/28/2007
Record ID 10743
Call Taken By Customer
Service Rep
CA Number 1375
Responded By Chantell
Response Date 12/28/2007
Resolution 12/28/2007

***Service Complaints--CA
Hung Up on Caller***

***Inquire Date 2/12/2008
Record ID 10934
Call Taken By Lead CA
CA Number 1334
Responded By Terrance
Response Date 2/12/2008
Resolution 2/12/2008***

Customer stated CA hung up.

Customer Service forwarded the information to the technical department. The technical department discovered that the customer disconnected. Customer was notified.

***Service Complaints--CA
Hung Up on Caller***

***Inquire Date 3/7/2008
Record ID 11043
Call Taken By Supervisor
CA Number 1100
Responded By Erica
Response Date 3/7/2008
Resolution 3/7/2008***

Customer stated that CA disconnected the call.

Customer Service forwarded the information to the technical department. The technical department discovered that the customer disconnected. Customer was notified.

***Service Complaints--CA
Misdialed Number***

***Inquire Date 6/22/2007
Record ID 10041
Call Taken By Lead CA
CA Number 1242
Responded By J P
Response Date 6/22/2007
Resolution 6/22/2007***

Customer stated that CA misdialed the number given.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--CA
Misdialed Number***

***Inquire Date 8/20/2007
Record ID 10171
Call Taken By Customer
Service Rep
CA Number 1382
Responded By Chantell
Response Date 8/20/2007
Resolution 8/20/2007***

Customer stated that the CA misdialed a number.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--CA
Misdialed Number***

Customer stated that they had difficulty placing a long distance call through the relay as the CA misdialed the number.

***Inquire Date 12/25/2007
Record ID 10713
Call Taken By Customer
Service Rep
CA Number 1234
Responded By Chantell
Response Date 12/25/2007
Resolution 12/25/2007***

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--CA
Misdialed Number***

Customer stated that CA misdialed the number given.

***Inquire Date 1/18/2008
Record ID 10809
Call Taken By Customer
Service Rep
CA Number 1371
Responded By Chantell
Response Date 1/18/2008
Resolution 1/18/2008***

Customer Service apologized and stated CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--CA
Misdialed Number***

Customer stated that CA misdialed the number given.

***Inquire Date 1/19/2008
Record ID 10808
Call Taken By Customer
Service Rep
CA Number 1100
Responded By Chantell
Response Date 1/19/2008
Resolution 1/19/2008***

Customer Service apologized and stated CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--CA
Misdialed Number***

Customer stated that CA dialed the number incorrectly.

***Inquire Date 2/25/2008
Record ID 10914
Call Taken By Customer
Service Rep
CA Number 5357
Responded By Chantell
Response Date 2/25/2008
Resolution 2/25/2008***

Customer Service apologized and stated that CA would be counseled. CA was counseled and customer was notified.

***Service Complaints--CA
Misdialed Number***

*Inquire Date 3/27/2008
Record ID 11027
Call Taken By Customer
Service Rep
CA Number 1233
Responded By Chantell
Response Date 3/27/2008
Resolution 3/27/2008*

Customer stated that CA dialed incorrect number.

Customer Service apologized and stated that CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--CA
Misdialed Number***

*Inquire Date 4/21/2008
Record ID 11107
Call Taken By Lead CA
CA Number 1286
Responded By Chantell
Response Date 4/21/2008
Resolution 4/21/2008*

Customer stated that CA misdialed the number.

Customer Service apologized and stated that CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--Didn't
Follow Voice Mail/Recording
Procedure***

*Inquire Date 5/10/2008
Record ID 11247
Call Taken By Customer
Service Rep
CA Number 1375
Responded By Chantell
Response Date 5/10/2008
Resolution 5/10/2008*

Customer stated CA did not type recording.

Customer Service apologized and stated CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--CA
Typing***

*Inquire Date 9/26/2007
Record ID 10351
Call Taken By Lead CA
CA Number 1262
Responded By Shawwna
Response Date 9/26/2007
Resolution 9/26/2007*

Customer stated that the CA made several typing errors.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 65 WPM with 99% accuracy.

***Service Complaints--CA
Typing***

***Inquire Date 9/26/2007
Record ID 10378
Call Taken By Lead CA
CA Number 1273
Responded By Shawwna
Response Date 9/26/2007
Resolution 9/26/2007***

Customer stated that CA had poor typing skills.

Supervisor apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 74 WPM with 95% accuracy.

***Service Complaints--CA
Typing***

***Inquire Date 2/20/2008
Record ID 10947
Call Taken By Supervisor
CA Number 1137
Responded By Karen
Response Date 2/20/2008
Resolution 2/20/2008***

Customer stated CA typed incorrect information with several errors.

Customer Service apologized and stated that CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 65 WPM with 95% accuracy.

***Service Complaints--
Fraudulent/Harassment
Call***

***Inquire Date 8/3/2007
Record ID 10199
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 8/3/2007
Resolution 8/3/2007***

Customer has been receiving fraudulent telephone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to local law enforcement. Customer Service explained that if a court order was obtained then we could release the call records to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment
Call***

***Inquire Date 9/18/2007
Record ID 10321
Call Taken By Supervisor
CA Number
Responded By Amanda
Response Date 9/18/2007
Resolution 9/18/2007***

Customer has been receiving fraudulent calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment
Call***

***Inquire Date 10/31/2007
Record ID 10396
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 10/31/2007
Resolution 10/31/2007***

Officer was investigating harassing telephone calls through the relay.

Customer Service explained that if a court order was obtained then we could release the call records to the Court. Officer understood.

***Service Complaints--
Fraudulent/Harassment
Call***

***Inquire Date 12/4/2007
Record ID 10727
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 12/4/2007
Resolution 12/4/2007***

Customer has been receiving harassing phone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to local law enforcement. Customer Service explained that if a court order was obtained then we could release the call records to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment
Call***

***Inquire Date 2/13/2008
Record ID 10869
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 2/13/2008
Resolution 2/13/2008***

Customer has been receiving harassing telephone calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment
Call***

***Inquire Date 3/24/2008
Record ID 11016
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 3/24/2008
Resolution 3/24/2008***

Customer has been receiving harassing telephone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment
Call***

***Inquire Date 5/2/2008
Record ID 11203
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 5/2/2008
Resolution 5/2/2008***

Customer has been receiving fraudulent telephone calls through the relay.

Customer Service apologized and suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment
Call***

***Inquire Date 5/16/2008
Record ID 11204
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 5/16/2008
Resolution 5/16/2008***

Customer has been receiving harrassing telephone calls through relay.

Customer Service apologized and suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--Didn't
Follow Emergency Call
Handling Procedure***

***Inquire Date 5/23/2008
Record ID 11250
Call Taken By Customer
Service Rep
CA Number 1328
Responded By Chantell
Response Date 5/23/2008
Resolution 5/23/2008***

Customer stated that CA did not process emergency call properly.

Customer Service forwarded information to the technical department. The technical department discovered that the CA processed the emergency call properly. Customer was notified. .

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 8/30/2007
Record ID 10286
Call Taken By Supervisor
CA Number 5357
Responded By Ebony
Response Date 8/30/2007
Resolution 8/30/2007***

Customer stated that the CA did not send the relay greeting.

Supervisor apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 10/10/2007
Record ID 10451
Call Taken By Customer
Service Rep
CA Number 1286
Responded By Chantell
Response Date 10/10/2007
Resolution 10/10/2007***

Customer stated that CA did not follow the procedure.

Customer Service apologized and stated that CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 1/28/2008
Record ID 10836
Call Taken By Customer
Service Rep
CA Number 6378
Responded By Chantell
Response Date 1/28/2008
Resolution 1/28/2008***

Customer stated CA did not follow procedure.

Customer Service apologized and stated that CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 2/12/2008
Record ID 10935
Call Taken By Lead CA
CA Number 1137
Responded By Terrance
Response Date 2/12/2008
Resolution 2/12/2008***

Customer stated that CA did not identify themselves.

Supervisor apologized and forwarded the information to the technical department. The technical department discovered that the CA did send the relay greeting. Customer Service explained this to the customer and offered a profile for easier connections. Customer refused at this time.

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 5/17/2008
Record ID 11246
Call Taken By Customer
Service Rep
CA Number 1195
Responded By Chantell
Response Date 5/17/2008
Resolution 5/17/2008***

Customer stated CA did not follow procedures.

Customer Service apologized and stated CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--
Miscellaneous***

Customer stated they were not pleased with the relay service.

Customer Service apologized and asked for specific issues. Customer stated there were no specific complaints and hung up.

***Inquire Date 6/4/2007
Record ID 10043
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 6/4/2007
Resolution 6/4/2007***

***Service Complaints--
Miscellaneous***

Customer stated there was a long delay when CA reaches a voice party.

Customer Service apologized and suggested adding NE and/or NI to customer profile for a faster connection. Customer Service also suggested asking for specific parties. Customer was satisfied.

***Inquire Date 8/20/2007
Record ID 10175
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 8/20/2007
Resolution 8/20/2007***

***Service Complaints--
Miscellaneous***

Customer stated that there was no response at the number dialed.

Customer Service placed a test call and reached a voice party. Customer Service informed the customer of this. Customer was satisfied.

***Inquire Date 8/22/2007
Record ID 10192
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 8/22/2007
Resolution 8/22/2007***

***Service Complaints--
Miscellaneous***

Customer stated they they have had delays in reaching a CA.

Customer Service apologized and stated that the relay had been extremely busy and experienced high call volume at that time. Customer Service suggested that the customer try their call again. Calls were handled at 89% within 10 seconds for the day.

***Inquire Date 9/26/2007
Record ID 10334
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 9/28/2007
Resolution 9/28/2007***

***Service Complaints--
Miscellaneous***

Customer stated that CAs are not doing a good job.

Customer Service attempted to obtain more information, customer disconnected.

***Inquire Date 11/26/2007
Record ID 10551
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 11/26/2007
Resolution 11/26/2007***

***Service Complaints--
Miscellaneous***

Customer reported that CAs request that she repeat the number several times.

Customer Service apologized and offered a profile to allow for a correct connection. Profile was implemented and customer was satisfied.

***Inquire Date 1/31/2008
Record ID 10826
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 1/31/2008
Resolution 1/31/2008***

***Service Complaints--
Miscellaneous***

Customer reported that CAs request that she repeat the telephone number.

Customer Service apologized and offered a profile to allow for a correct connection. Profile was implemented and customer was satisfied.

***Inquire Date 1/31/2008
Record ID 10832
Call Taken By Supervisor
CA Number
Responded By Drek
Response Date 1/31/2008
Resolution 1/31/2008***

***Service Complaints--
Miscellaneous***

Customer stated that CA redialed number several times to get information requested.

Customer Service apologized and stated that CA would be counseled. CA was counseled and customer was notified.

***Inquire Date 2/6/2008
Record ID 10943
Call Taken By Customer
Service Rep
CA Number 5357
Responded By Chantell
Response Date 2/6/2008
Resolution 2/6/2008***

***Service Complaints--
Miscellaneous***

Customer stated that CA did not answer promptly.

***Inquire Date 2/28/2008
Record ID 10951
Call Taken By Lead CA
CA Number 1163
Responded By Shawwna
Response Date 2/28/2008
Resolution 2/28/2008***

Customer Service apologized and stated that CA would be counseled. CA was counseled and customer was notified. Calls were answered that day at 99% within 10 seconds.

***Service Complaints--
Miscellaneous***

Customer stated that CA did not appear to be paying attention and the call took longer than usual, as much of the information needed to be repeated to the CA.

***Inquire Date 4/8/2008
Record ID 11135
Call Taken By Lead CA
CA Number 1375
Responded By Erica
Response Date 4/8/2008
Resolution 4/8/2008***

Customer Service apologized and stated that CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--
Ringing/No Answer***

Customer reported delays in reaching a CA.

***Inquire Date 10/4/2007
Record ID 10443
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 10/4/2007
Resolution 10/4/2007***

Customer Service apologized and explained that the relay had been busy. Customer Service asked that the customer try their call again. Calls were handled at 97% within 10 seconds for the day.

***Service Complaints--
Ringing/No Answer***

Customer reported delay in reaching a CA.

***Inquire Date 10/16/2007
Record ID 10457
Call Taken By Supervisor
CA Number
Responded By Steve
Response Date 10/16/2007
Resolution 10/16/2007***

Customer Service apologized and explained that the relay had been busy. Customer Service asked that the customer try their call again. Calls were handled at 87% within 10 seconds for the day.

***Service Complaints--Speech
to Speech call Handling
Problems***

Customer stated that CA could not understand him and was not following instructions.

Customer Service apologized to the customer and stated that CA would be counseled. CA was counseled and customer was satisfied.

*Inquire Date 6/26/2007
Record ID 10006
Call Taken By Lead CA
CA Number 6378
Responded By Val
Response Date 6/26/2007
Resolution 6/26/2007*

***Service Complaints--Speech
to Speech call Handling
Problems***

Customer stated that a recent call was not handled well. Customer was not understood and the CA did not observe their profile

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

*Inquire Date 7/10/2007
Record ID 10144
Call Taken By Supervisor
CA Number 6585
Responded By Brenda
Response Date 7/10/2007
Resolution 7/10/2007*

***Service Complaints--Speech
to Speech call Handling
Problems***

Customer stated that CA was unable to understand his voicing.

Customer Service apologized to the customer and stated that CA would be counseled. CA was counseled and customer was satisfied.

*Inquire Date 7/20/2007
Record ID 10165
Call Taken By Supervisor
CA Number 6585
Responded By Steve
Response Date 7/20/2007
Resolution 7/20/2007*

***Service Complaints--Speech
to Speech call Handling
Problems***

Customer stated CAs have trouble understanding their voicing.

Customer Service apologized and forwarded the information to management. STS CAs were counseled. Customer was satisfied.

*Inquire Date 10/23/2007
Record ID 10459
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 10/23/2007
Resolution 10/23/2007*

***Service Complaints--Speech
to Speech call Handling
Problems***

Customer stated CA did not voice the correct information.

Customer Service apologized to the customer and stated CA would be counseled. CA was counseled and customer was satisfied.

*Inquire Date 11/9/2007
Record ID 10587
Call Taken By Supervisor
CA Number 6378
Responded By Chantell
Response Date 11/9/2007
Resolution 11/9/2007*

***Service Complaints--Speech
to Speech call Handling
Problems***

Customer states that CAs do not understand him.

Supervisor apologized and stated that CAs would be counseled. CAs were counseled and customer was satisfied.

*Inquire Date 11/16/2007
Record ID 10621
Call Taken By Supervisor
CA Number
Responded By Kerry
Response Date 11/16/2007
Resolution 11/16/2007*

***Service Complaints--Speech
to Speech call Handling
Problems***

Customer stated that the CAs do not handle their call well.

Customer Service apologized and stated CAs would be counseled. CAs were counseled and customer was satisfied.

*Inquire Date 11/19/2007
Record ID 10566
Call Taken By Lead CA
CA Number
Responded By Chantell
Response Date 11/19/2007
Resolution 11/19/2007*

***Technical Complaints--
Carrier Choice not
Available/Other Equal
Access***

Customer requested Budget as their long distance provider.

Customer Service explained that Budget is not a participating provider through the relay. Profile was set up with an alternate provider. As of 5/31/08, Budget is still not a participating provider through the relay.

*Inquire Date 11/10/2007
Record ID 10619
Call Taken By Supervisor
CA Number
Responded By Chantell
Response Date 11/10/2007
Resolution 11/10/2007*

***Technical Complaints--
Carrier Choice not
Available/Other Equal
Access***

***Inquire Date 12/11/2007
Record ID 10728
Call Taken By Lead CA
CA Number
Responded By Angel
Response Date 12/11/2007
Resolution 12/11/2007***

Customer requested Bradenburg as their long distance carrier.

Customer Service explained that Bradenburg is not a participating provider through the relay. Customer Service offered a profile with an alternate provider, but customer refused. Customer Service has contacted Bradenburg to become a participating provider. As of 5/31/08, Bradenburg is still not a participating provider through the relay.

***Technical Complaints--
Carrier Choice not
Available/Other Equal
Access***

***Inquire Date 12/28/2007
Record ID 10721
Call Taken By Customer
Service Rep
CA Number
Responded By Chantell
Response Date 12/28/2007
Resolution 12/28/2007***

Customer requested Affinity as their long distance carrier.

Customer Service explained that Affinity is not a participating provider through the relay. Customer Service offered a profile with an alternate provider, but customer refused. Customer Service has contacted Affinity to become a participating provider. As of 5/31/08, Affinity is still not a participating provider of the relay.
