

Complaint Tracking for TX (06/01/2007-05/31/2008). Total Customer Contacts: 103

Index	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	5/29/2008	Customer gave agent instructions to leave a message and the agent did not relay the message. Agent called back and was told to forward this information to the supervisor.	5/29/2008	Complaint forwarded on to supervisor for follow up on the proper procedure for leaving a message on answering machine. Agent called back with this information and was told to leave a message and living a message. Agent apologized for the inconvenience.
2	5/22/2008	Accuracy of captions	5/22/2008	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for the inconvenience and informed them that this information was shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.
3	5/21/2008	TX Voice Carry Over complains when requesting message. The agent dialed the customer's own number, then there was a long delay and finally she hung up, not sure if agent was there or not. Agent called back and was told to use the agent supervisor for follow up with the agent. No contact wanted.	5/21/2008	Met with Communication Assistant and the described the procedure she followed which was exactly per protocol. Communication Assistant said when she chose the name on the frequently dialed list that customer wanted, customer said it was her own number. Communication Assistant said it was her own number. Communication Assistant followed procedure correctly. It may be that FD list contains an incorrect number, but Communication Assistant appeared to be following protocol.
4	5/21/2008	TX Voice Carry Over has used relay for years and very thankful to have the service. She complains that when she reaches a 7 series agent there are continual problems and agents never understand how to use FD #s. Apologized, explained I would be sure to inform the agents supervisor and the trainers about the issues. Customer does not want contact.	5/22/2008	The customer's concern will be brought to the attention of the training department with a request to provide a review of frequently dialed number procedures.
5	5/21/2008	TX Voice Carry Over has used relay for years and very thankful to have the service. She complains that when she reaches a 7 series agent there are continual problems and agents never understand how to use FD #s. Apologized, explained I would be sure to inform the agents supervisor and the trainers about the issues. Customer does not want contact.	5/21/2008	Agent does not remember this call, but was coached about FD procedures.
6	5/19/2008	TX Voice caller complains she and her family can't reach her Mom, using the toll free TX number. She says she has called the toll free number many times and never understood how to use FD #s. Apologized, explained I would be sure to inform the agents supervisor and the trainers about the issues. Customer does not want contact.	5/19/2008	From technician: FL Worth call controllers were pointing to the incorrect platform database. Call controllers were advised to check the platform database. Call controller on 5/22/2008 at 2:35 pm to explain resolution. Customer satisfied. Closed.
7	5/13/2008	Business customer reports dialing the TX voice number on 5/13/2008 between 11:11-15 AM and received a TTY answer. Apologized. Customer Service branched the line for voice and put in a customer note. Transferred to TX voice Relay. Ticket 6406566 was opened. No follow up.	5/13/2008	From technician: FL Worth call controllers were pointing to the incorrect platform database. Call controllers were reconfigured and restarted. Closed.
8	5/7/2008	Accuracy of captions	5/7/2008	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for the inconvenience and informed them that this information was shared with appropriate captioning service staff for follow up. Provided research information and call specifics to call center management for follow up. Advised customer accordingly.
9	4/29/2008	Customer reports reaching TTY tones when she dials to TX 1-800-832-8282. Trouble ticket 6331168 was opened. Follow up requested.	4/29/2008	From Operations: On 4/29/2008, left a message at the customer's office with the information to contact the LEC and provided a voice 800 #. Also provided my number if she needed further assistance. Closed.
10	4/29/2008	Customer gave the operator the number to dial two times. The agent never responded back and never dialed the number. No follow up is needed.	4/29/2008	Customer did not request follow up. Case is closed.
11	4/16/2008	Accuracy of captions	4/17/2008	Customer shared feedback regarding captions during a call. Customer Service Representative apologized for the inconvenience and informed them that this information was shared with appropriate captioning service staff for follow up. Thanked customer for the feedback and shared information with call center management for follow up with the captionist.

21	3/5/2008	Disconnected/Reconnect during calls	3/5/2008	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
22	3/4/2008	Disconnected/Reconnect during calls	3/4/2008	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
23	2/27/2008	Voice Carry Over user is concerned that there is not better communication regarding Relay services to Sprint store employees. He would like to see a technician at the store assure him would work as Voice Carry Over. If he just programmed it for Relay. No contact wanted.	2/27/2008	Apologized, explained additional devices necessary for Voice Carry Over calling with cell phones and provided numbers to call for information. Told him that the Program Manager would be informed about the issue.
24	2/27/2008	TTY customer states they typed out a message for the relay operator to leave if an answering machine comes on, or to read the message if a live person answered. Live person did answer relay. The outbound person said "I'm not interested" and disconnected. Customer is mad because the operator did not read pre-recorded message to the outbound customer. Customer would like to see Supervisor, and suggest we change our policies.	2/25/2008	Operator explained to the customer that they are real time and cannot read a pre-recorded message to the customer. Verified that Relay does not read pre-recorded messages to live person. Relay can announce differently. The agent is aware that she did not read the message and she will be speaking with her supervisor that going forward, she will follow instructions given by a customer. The agent has been advised that our policy does allow an agent to read a pre-recorded message when the customer has given instructions to do so. The agent will be sure that the customer is informed that the appropriate action has been taken to review the agent on procedure.
25	2/11/2008	Captions - dropped characters/garbled text	2/11/2008	Customer Service suggested customer document the date, time, and Communication Assistant # for more specific follow up.
26	2/11/2008	Captions - dropped characters/garbled text	2/11/2008	Customer shared feedback regarding the captions not being garbled and dropped characters. Customer Service Representative apologized for incidence and thanked customer for the feedback and suggested Communication Assistant # so that we can assist customer in identifying cause. Noted that voice recognition sends whole words thus something outside the center is causing this incidence. Shared this would be related to line or network routing conditions causing such incidence.
27	2/1/2008	Disconnected/Reconnect during calls	2/1/2008	Customer shared feedback regarding disrupted calls. Customer Service Representative apologized for the incidence and thanked customer for the feedback and explained that disruptions were caused by phone line conditions (disconnect/reconnect). Problem seems to have been isolated to two calls.
28	1/16/2008	Voice Carry Over customer says that the agent was dialing - they were not sure which one to dial. Apologized numerous times. No follow-up requested.	1/16/2008	Customer Service did not get the time of the call. Reminded the agent of the importance of following customer notes and instructions. The agent is aware of the need to read all customer notes and instructions and the agent will get a supervisor in the future if any issues occur.
29	1/11/2008	Captions - stop in middle of call	1/11/2008	Customer reported captions stopping mid-conversation. Customer Service Representative apologized for the incidence and thanked customer for reporting this. Customer Service Representative suggested customer document the date, time and CAR of a specific call. Customer Service Representative will attempt to be unable to identify incident or cause.
30	1/9/2008	Voice user says that when calling 711 to return a message to the relay operator and 411, they had no idea how to call relay or what number to use. Customer suggests providing those agencies Relay education.	1/9/2008	Customer Service apologized, and advised that some phone companies include information regarding relay. Provided the RTX site address and sent various RTX literature.
31	1/9/2008	Customer states that his message was so garbled he had to hang up. Call back requested.	4/29/2008	Customer Service response. Apologized for the problem and advised that the problem has been resolved. Trouble Ticket #6571483. Program Manager called customer via TTY (per notes) on 5/2/2008 at 11:15 am EST but a voice answering machine picked up. Called customer via TTY on 5/2/2008 at 11:32 am EST and spoke with my call back number. Mentioned that if he do not receive a call back within a week, I'll call them again. Called customer on 5/6/2008 at 3:30 pm. Left another message on the answering machine. Called customer on 5/14/2008 at 11:32 am EST. Left a message on the answering machine saying that we trust everything has been satisfactory with Sprint Relay services today.

32	1/3/2008	Customer states she has to by several times in order to reach Relay. It was working fine but now it is not. She has a problem. No call back requested.	4/29/2008	Customer Service response. Apologized for the problem and assured that a trouble ticket would be turned in. Trouble Ticket #6531761. Customer needs to have their LEC check their phone line to make sure that the Relay number is not being blocked during off-peak.
33	1/2/2008	Customer states that her line is disconnecting when calling through Relay. Call back requested.	4/30/2008	Customer Service response. Apologized for the problem and assured that a trouble ticket would be turned in. Trouble Ticket #6520776. Program Manager spoke with customer and assured that all has been working fine and thanked for the follow up.
34	12/26/2007	TX Voice Carry Over user unable to transfer from Customer Service to TX Relay agent. Apologized and entered Trouble Ticket 5592949. Customer did not request contact.	12/26/2007	Customer did not request a call back. Case is closed.
35	12/24/2007	Customer service received this complaint through email. Customer states they tried to transfer to TX Relay but the agent was not able to service what was said (and repeated the number wrong). Customer gave the number again and the operator dialed the wrong number. Customer said they are tired of being treated the way the operators are careful to be polite but customer can feel their hatred. Customer emailed the customer back and apologized for the misal. Customer would like follow up via email.	12/24/2007	Spoke to the agent regarding this. The agent doesn't remember this call in particular. There is an issue with the agent's ability to transfer to TX Relay. Supervisor reviewed proper disconnect procedures with the agent. Follow-up email sent at 1:50pm on 12/27/07. Spoke to the agent about this call. The agent remembered this call and stated that she was not sure if she was right regards to getting the correct number. The agent does not remember being rude to the caller but just trying to get the phone number necessary to make the call. The agent was apologetic for the problem and stated that she was assisting the caller. The supervisor reminded the agent to be polite when talking to customers. Agent understands. Follow-up email sent on 12/27/07.
36	12/18/2007	Customer states that the agent sent all transmissions in Spanish and refused to stop when asked to use English. Customer also stated that the agent disconnected the call. The customer requests a follow up call.	12/18/2007	Agent does not remember this call. Spoke to the agent about following customer instructions. Agent understands. Attempted call back to customer on 3 occasions (12/19/07, 12/21/07, 12/24/07) and never received an answer.
37	12/12/2007	Customer stated that the agent kept hanging up in the middle of her calls. She stated that she was not able to hear anything and that she had to let the agent that because she was not able to hear her calls. Thanked customer for letting us know and informed her that we would forward this to the appropriate supervisor. Customer would like follow-up via phone.	12/19/2007	Agent had no idea. Stated "Don't hang up on people. Customer stated that she was not able to hear anything and that she had to let the agent that because she was not able to hear her calls. Thanked customer for letting us know and informed her that we would forward this to the appropriate supervisor. Customer would like follow-up via phone. Supervisor left a message and asked her to call back if any additional questions.
38	12/10/2007	TX Voice Carry Over user thought agent was mad at her and wonders what she did wrong after requesting agent give her the QA to leave a message. Customer asked to redial to try again and agent hung up without giving her the QA. Customer stated that she was not able to hear so snotty. All my 2's are usually extremely so nice, and do an excellent job. Verified customer's notes/instructions, which were not followed. Customer would like follow-up actions per customer request. No contact wanted.	12/10/2007	Agent said she misunderstood customer. Customer wasn't sure if her message was left in its entirety on the first attempt. Agent stated that she would know if customer wanted to leave another message on the second attempt or to see if someone would answer. Agent just informed customer that the answering machine was on an answering machine. The customer left a message and agent apologized for the misunderstanding.
39	12/7/2007	Agent asked customer to repeat number three times and then hang up on customer. Complaint received via email on 12/7/07 am. Forwarded to correct center for follow up.	12/7/2007	Agent does not remember the call. The supervisor went over correct procedures for the strictness of calling. Number is not understood. I also educated the agent never to disconnect on a customer, but get a supervisor to assist with the call.
40	12/4/2007	Voice Carry Over customer explained she's having a difficult time reaching a Relay operator. Customer stated that she was not able to hear the line. Opened ticket 5462866. Follow up requested.	12/4/2007	"Difficult time reaching Relay" is a result that all lines are currently busy which occurs during the busiest times of the day. It is not a Relay service problem. Managers contacted customer three different days and times via email for follow up. Closed.
41	11/19/2007	This customer called into Sprint customer service (agent 2896) to inquire about 2 line Voice Carry Over and the customer service agent stated that the customer was not able to hear about. This customer is hard of hearing and very frustrated. Call came in on 11-18-07 at 12:55 am. Follow up is requested.	11/19/2007	Called customer. agent number is not valid. customer will re check the number and get back to Team Leader. Customer stated that she was not able to hear the service Representative and the supervisor on the ability to use 2 Line Voice Carry Over using Internet relay. Also coached when not able to help to get assistance from supervisor and never hang up on a customer or serious customer. Customer stated that she was not able to hear and assured customer the operator will be trained for better response.
42	11/19/2007	Disconnected/Reconnected during calls	11/19/2007	Sent customer information explaining the difference between disconnected and reconnected. Information to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

43	11/7/2007	TX Voice Carry Over user complains she is unable to hear the relay agent. The relay agent is very upsetting for her as she has health issues as well. Apologized, provided dedicated Voice Carry Over relay technician for further research. Submitted Trouble Ticket#5294754. Customer does want contact from Program Manager with resolution.	11/7/2007	No Trouble Ticket issue was found on the system therefore unable to resolve this complaint. Status Closed.
44	11/6/2007	Customer reported agent was rude and hung up on her three times. Customer is angry that agent was rude and hung up on her. (Complaint received from MA Customer Service). Customer requests contact from supervisor ASAP.	11/30/2007	Team Leader spoke with Communication Assistant and supervisor. Communication Assistant feels a disconnect is needed, they must call person at the bridge down to document it.
45	11/6/2007	TX Voice Carry Over user really appreciates relay but lately she has trouble with agents not knowing how to access FD #'s. Customer also gets some garbled messages and comments from relay agents. Apologized, explained would inform the relay technicians for further research. Asked caller to obtain agent ID #'s for further trouble shooting issues. Customer does not want contact.	11/6/2007	Lack of detailed information needed from the caller to investigate the problem. Requested access to the Frequent Dialing numbers. Status Closed.
46	11/7/2007	TX Voice Carry Over customer unable to reach relay agent. Apologized and turned in Trouble Ticket 5249789. Provided designated Voice Carry Over number. No follow up needed.	11/7/2007	Submitted trouble ticket to Tech. Follow up not requested.
47	10/26/2007	Customer filed the deflected TX Voice number and asked for a transfer to TRS Customer Service. Twice she was transferred to a Spanish speaking relay operator in error. Apologized for the problem. Provided TRS Customer Service number. Ticket 519175 was opened. No follow up.	10/26/2007	Trouble Ticket 5198175 was opened and it indicated that it was a training issue with the agent. Supervisor spoke with the agent and advised her to transfer the entire relay center as a friendly reminder that to transfer calls properly by clicking the drop menu to be able to link to the correct transfer request. Status closed
48	10/23/2007	Voice Carry Over customer experiencing repeated words transmitted via Relay TX during relay agent. Customer is frustrated that although she uses Turbo Code equipment and call received as Turbo. Customer has two Turbo units, home and work. Equipment is new and/or has been checked for any possible problems. No complaint would be entered) Trouble Ticket. Customer requests contact from agents and expects contact to be made regarding this issue.	4/8/2008	No Trouble Ticket found no solution to this problem. Status Closed.
49	10/21/2007	Customer was upset that she had to repeat everything twice to the agent because agent could not understand her. She felt this was very disruptive to the call. Supervisor Denis S took over the call. Supervisor Denis S and the customer did have quite a heavy accent. Forwarded on to connect center. No follow-up requested.	10/21/2007	Spoke to the Communication Assistant regarding this call. The Communication Assistant indicated that both the inbound and outbound parties were very difficult to hear. The Communication Assistant was being very helpful. The Communication Assistant felt very frustrated as well.
50	10/16/2007	10/18 9:45PM Customer complained that the agent did not send "GA" or "GA to SK" during call. Supervisor explained possibilities - perhaps the agent was not speaking or when to send GA. Customer requested follow up at the email address provided.	10/19/2007	Supervisor spoke to the agent about the complaint. The agent is aware of the importance of using "GA" and "SK". The agent doesn't remember a call where she didn't use GA or SK. A follow-up e-mail was sent to the customer on 10/22/07.
51	10/16/2007	Voice Carry Over customer very upset that during her lengthy conference call about 35 minutes into it, the text being sent to her is coming out doubled. The has been going on a lot lately and in turn her long distance relay agent is having a hard time reading the text being doubled. Also, on the agents screen about 40 minutes into the call the agents screen went blank. All the text that was being typed from that point on was not coming out on the agents screen but it was being transmitted to the inbound user, but it apparently was coming out doubled. Customer said she wants program manager to inform her on ASAP.	10/16/2007	RPM staff attempted to make several contact and the customer's phone did not answer the call. Unable to connect with the customer for a follow up. Status closed
52	10/16/2007	Voice Carry Over customer is not being heard by relay operator and/or by the people she is calling. Customer requests contact from supervisor ASAP.	10/16/2007	IT staff resolved the problem and Trouble Ticket was filed and it was a minor update the platform. Status Closed.
53	10/15/2007	Technical - General	10/15/2007	CapTel Technical Staff identified there was an issue with the number of CapTel calls to 800 numbers outside vendor. The problem was identified and resolved. Customer was notified and thanked.

54	10/15/2007	Caller ID	10/15/2007	A technical problem was reported that affected how Caller ID propagates through the CapTel system. This affected a small number of users. Caller ID detail, Tech support has been contacted and is working with the equipment vendor providing permanent resolution. This remedied the circumstance.	10/15/2007	A technical problem was reported that affected how Caller ID propagates through the CapTel system. This affected a small number of users. Caller ID detail, Tech support has been contacted and is working with the equipment vendor providing permanent resolution. This remedied the circumstance.
55	10/10/2007	On the evening of October 9 and early morning of October 10, 2007, Voice Carry Over customer could not reach Relay TX by dialing 711. Ticket 5054381 was opened. No follow-up.	10/10/2007	Voice Carry Over cannot reach Relay with 711 or dedicated toll-free number. It was two separate outages that affected both Phoenix call centers last night (Oct 9) and TX customers specifically this morning (Oct 10). Customer contacted Phoenix Support, Tech Support and Local Exchange Company State Telecom. Now outage has been corrected. Status closed.	10/10/2007	Voice Carry Over cannot reach Relay with 711 or dedicated toll-free number. It was two separate outages that affected both Phoenix call centers last night (Oct 9) and TX customers specifically this morning (Oct 10). Customer contacted Phoenix Support, Tech Support and Local Exchange Company State Telecom. Now outage has been corrected. Status closed.
56	10/9/2007	TTY customer unable to make or receive calls with area code 979 Problem began Friday, 10-5-07. Customer relies on Relay service and must be able to make and receive local calls. Customer contacted Phoenix Support and was advised Sprint IP as alternative until problem resolved but customer does not have computer access) Trouble Ticket: 5079812 Customer request contact ASAP	10/22/2007	IT staff resolved the issue with TMCC and Test. Status Closed.	10/22/2007	IT staff resolved the issue with TMCC and Test. Status Closed.
57	10/4/2007	TX Voice Carry Over customer says trying to dial 800 but not getting through. Customer was wpm. Apologized for the problem and opened Trouble Ticket 5054381. Follow-up needed for problem resolution.	10/4/2007	Due to lack of information needed to remedy this solution of the problem. Status Closed.	10/4/2007	Due to lack of information needed to remedy this solution of the problem. Status Closed.
58	10/2/2007	TX Voice Carry Over customer cannot be heard and is experiencing garbling on LD calls. Her callers are unable to hear her. Customer contacted Phoenix Support and opened another Trouble Ticket ID 5044645. Customer is requesting problem to be fixed as it has been going on too long.	10/2/2007	IT staff found the root of the problem that is causing Voice Carry Over customer to get garbling at the end of her calls. The problem was caused by a missing additional information will be referred to the Phoenix desktop team. On going issue with this customer whom had had problems with her Voice Carry Over call on 10/2/07. Customer contacted Phoenix Support and opening on having someone to stop by to replace her to use dedicated 800# Voice Carry Over number instead of dialing 711. This Voice Carry Over customer does not answer any inbound calls. Only return via on Caller ID and is unable to reach Phoenix Support. Tech staff referred problem with Phoenix platform. Tech staff referred to Phoenix desktop team for resolution. Status closed.	10/2/2007	IT staff found the root of the problem that is causing Voice Carry Over customer to get garbling at the end of her calls. The problem was caused by a missing additional information will be referred to the Phoenix desktop team. On going issue with this customer whom had had problems with her Voice Carry Over call on 10/2/07. Customer contacted Phoenix Support and opening on having someone to stop by to replace her to use dedicated 800# Voice Carry Over number instead of dialing 711. This Voice Carry Over customer does not answer any inbound calls. Only return via on Caller ID and is unable to reach Phoenix Support. Tech staff referred problem with Phoenix platform. Tech staff referred to Phoenix desktop team for resolution. Status closed.
59	10/2/2007	Caller ID	10/2/2007	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual solution for this problem. Tech support has contacted our equipment vendor can provide a permanent solution.	10/2/2007	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual solution for this problem. Tech support has contacted our equipment vendor can provide a permanent solution.
60	9/21/2007	TX Voice Carry Over customer has not been trained properly on all calls. Sometimes she cannot hear the caller. Customer contacted Phoenix Support and Apologized for inconvenience. Opened Trouble Ticket 4869701. Follow-up requested.	9/21/2007	Customer Representative contacted customer and explained about using the dedicated Voice Carry Over 800 # to avoid to get unbranded Voice Carry Over call. Customer contacted Phoenix Support and opened Voice Carry Over 800 # will solve the problem and keep the branded on the database. Consulted and status closed	9/21/2007	Customer Representative contacted customer and explained about using the dedicated Voice Carry Over 800 # to avoid to get unbranded Voice Carry Over call. Customer contacted Phoenix Support and opened Voice Carry Over 800 # will solve the problem and keep the branded on the database. Consulted and status closed
61	9/20/2007	TX Voice Carry Over user complains with her long distance calls through relay. Her callers can hear her but she cannot hear them. Customer is experiencing garbling. Customer is waiting for a call back on these issues. Apologized. Let customer know I would inform the technicians and program manager. Explained more information is needed. Entered 4860770. Customer wants call back.	9/20/2007	Voice Carry Over problem related to Phoenix platform not able to function fully to offer Voice Carry Over connection to the party. Customer needs to dial the 800 number to get the branded on the database. Tech staff will be contacted by September 13th. To close the complaint status. Closed.	9/20/2007	Voice Carry Over problem related to Phoenix platform not able to function fully to offer Voice Carry Over connection to the party. Customer needs to dial the 800 number to get the branded on the database. Tech staff will be contacted by September 13th. To close the complaint status. Closed.
62	9/19/2007	Customer states that when calling in to TX relay service her database information is not showing and the agents are not recognizing her as a Voice Carry Over user. This happened 3 times in the last 2 weeks. Customer contacted Phoenix Support agents at the Lubbock center. Customer Service response: Thanked the customer for letting us know and assured that a Trouble Ticket would be opened for the problem. Call back requested Trouble Ticket 4848871	10/5/2007	IT crew fix the local agent booth and switch the platform and corrected the database and it was tested and resolved. Status Closed.	10/5/2007	IT crew fix the local agent booth and switch the platform and corrected the database and it was tested and resolved. Status Closed.
63	9/17/2007	Agent said I gave her the wrong number. I said she was wrong. She got rude and hung up on me.	9/17/2007	Team Leader met with this agent. Agent does not understand the importance of remaining professional on call. Agent understands. 9/28/07 @ 10:40am Team Leader called contact number provided to follow-up with the customer and reached the information line for Cross Bank in San Antonio. Agent was informed that the agent did not get the same recording for time and temperature.	9/17/2007	Team Leader met with this agent. Agent does not understand the importance of remaining professional on call. Agent understands. 9/28/07 @ 10:40am Team Leader called contact number provided to follow-up with the customer and reached the information line for Cross Bank in San Antonio. Agent was informed that the agent did not get the same recording for time and temperature.
64	9/17/2007	Caller ID	9/29/2007	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.	9/29/2007	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.

65	9/14/2007	Customer asked the agent to just leave a message. The agent typed out the answering machine recording even though I told her not to. The agent then asked me if I would forward the agent's supervisor.	9/14/2007	9/13/07 Team Leader met with agent. Agent transcribes message. The agent typed out the answering machine recording even though I told her not to. The agent then asked me if I would forward the agent's supervisor. Team Leader reviewed proper answer machine procedures with the agent. Agent understands.
66	9/12/2007	Caller ID	9/12/2007	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID for all users. Our equipment vendor can provide a permanent solution.
67	9/12/2007	Voice Carry Over customer was concerned as asked agent to retrieve messages from voice mail. Agent complained that Recording feature was not working. When instructed by customer to try to retrieve messages, agent was unable to do so as possible without record playback. Agent refused and hung up. Customer requested that agent be coached. Told customer would forward this information to appropriate supervisor.	9/12/2007	Agent did not remember a call of this nature but did show proper knowledge of the correct procedures. Agent was able to retrieve messages from voice mail. Agent was instructed by customer to try to retrieve messages as possible without record playback. Agent refused and hung up. Customer requested that agent be coached. Told customer would forward this information to appropriate supervisor.
68	9/12/2007	Technical - General	9/12/2007	Investigated customer's incidence of being disconnected during one of their captioned calls. Identified technical difficulty at CA's work station and apologized to customer for this occurrence.
69	9/6/2007	Customer told the agent she wasn't hearing correctly or spelling words correctly and the agent's response to the customer was rude in fact the agent replied, "don't be rude" to the customer. Apologize and informed customer that the call would be sent to the appropriate call center.	9/7/2007	9/12/07 Team Leader met with this agent. Agent does not remember this call. Agent was coached on proper call procedure and the importance of customer service. Agent understands and knows that if a situation like this arises they should contact a supervisor.
70	9/5/2007	A business customer reports the agent was rude during a call at approximately 10:45 AM on 9/5/07. The customer explained that she repeated the name of the business multiple times. She didn't mind repeating, but the agent's tone of voice was disrespectful and rude. The customer asked him not to be rude. The agent reportedly took offense and made the call difficult. The deaf person caller a few minutes later called back and was able to hear the agent. Relay experience. Apologized. Supervisor will be notified. No follow up.	9/5/2007	9/13/07 Team Leader spoke with agent. Agent is aware of the importance of tone of voice. He will consciously make an effort to make sure he has a pleasant tone of voice.
71	9/5/2007	Accuracy of captions	9/5/2007	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for the error and informed the customer that the agent and informed them that information would be shared with appropriate captioning service staff. Captioning service is working with CA to improve caption quality.
72	8/29/2007	Accuracy of captions	8/29/2007	Customer shared feedback regarding accuracy of captions sharing an excerpt from the conversation. Customer Service Representative apologized for the incidence and thanked customer for the specific detail so that it could be shared with appropriate captioning service staff. Customer Service Representative and Communication Assistant # was shared with the CA's supervisor and the CA was put on closer monitoring for quality assurance.
73	8/29/2007	Customer called Relay Utah about ten time before reaching a Communication Assistant.	8/29/2007	Apologized. Verified the relay number with the customer. The customer was informed that the call was an additional call whereas during this time frame. We will continue to monitor answer time and will make adjustments as needed.
74	8/29/2007	Customer Complaint. Caller has reported three times that the agent was rude during a relay call to her brother's office and to her brother. That call center is where the line is not able to complete to connect. The customer was asked to provide the ID numbers so Customer Service Representative could contact the customer. Customer Response: Apologized for the inconvenience and told her the trouble ticket would be entered to resolve the issue. Trouble ticket was entered at 2:15 pm on 8/29/07. Follow up requested.	8/29/2007	IT staff upgraded the platform and correct the results in trunk groups and problem is solved and customer's Voice Carry Over has been re branded so that customer will not have problem to place a call next time around. Status Closed.
75	8/29/2007	Captions Lag too far behind voice	8/29/2007	Customer shared feedback regarding seconds of lag time on captioning speed. Customer Service Representative shared the 4.5 seconds delay factor with the customer. Customer Service Representative apologized for the inconvenience and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer contact the Communication Assistant # for more specific follow up with Call Center personnel.

76	8/21/2007	Voice Carry Over customer is upset because she cannot hear her agent and her voice carries to her neighbor. This has been happening for years. Supervisor apologized to the customer and told her we would forward this to Sprint. A trouble ticket was filed. Trouble Ticket # 475595	8/21/2007	IT crew updated software on the platform with Phoenix platform causing the Voice Carry Over not able to make the call. Sept 13th is target date for resolution to all of the Voice Carry Over calls connecting to the calling parties. (Status Closed)
77	8/20/2007	A TX voice customer is frustrated because her distance. She gets an error message: "You have accessed the Sprint network," even though her database shows her LD is Colorado Valley. This was reported on 8/15/07. The customer responded via email at 8:59 AM. Apologized for inconvenience. Opened Trouble Ticket 475044. Follow-up requested.	8/20/2007	Customer set her COC to "all others" and customer will not have a problem with placing long distance call to her mother. Case Closed.
78	8/15/2007	TX Voice customer states after accidentally calling her mother she was disconnected. She then hung up and said "Don't ever hang up on a multiple person". Customer did not appreciate the operators tone of voice. Customer Service Supervisor spoke to the customer and apologized to the customer. Customer would like a follow up.	8/15/2007	Spoke to the agent about this complaint. Supervisor apologized to the customer and the agent. Supervisor spoke to the agent about proper etiquette and reviewed the importance of voice tone with the agent. The agent understands the importance of a pleasant tone of voice. Supervisor performed follow-up with the customer over the phone. Customer was satisfied with the follow-up and the handling of this complaint.
79	8/8/2007	Customer Complaint: Voice Carry Over caller reported that her voice cannot be heard by the party she is calling to, however the relay party is able to hear her. The caller contacted the Communication Assistant ID number as a trouble ticket could be entered. Date and time of call was 8/8/07 at 10:00 AM. The caller contacted Customer Service Supervisor for help with her calling and obtained the required trouble ticket information to process ticket number 4671532 was entered. The Communication Assistant ID number was entered in the trouble ticket. Follow-up with customer.	8/8/2007	Voice Carry Over customer experienced difficulty in hearing the relay party. The customer attempted to do with the Phoenix platform. After consulting with the Agent and it was identified that Agent heard the customer loud and clear even though customer said she could not hear the relay party. The agent advised the customer to be more assertive by using the Carry Over Phoenix platform may have something to do with this problem and it is our goal to have all that remediated by Sept 13th. Status Closed.
80	8/6/2007	Voice Carry Over customer experiencing ongoing calls via Relay. Complaint K642263522 and Trouble Ticket. 4429336 entered but customer has never been contacted regarding the issue (info taken by MA Customer Service). Customer requests contact ASAP.	10/4/2007	Phoenix platform, customer representative and Relay Program Manager have been working on this issue to correct this problem. The customer attempted to contact the dedicated 800 Voice Carry Over number instead of dialing 711 which cause the problem until it will be fixed after September 13th. Once the customer is contacted the customer will be able to use the Voice Carry Over. This customer as a Voice Carry Over user only call back if the phone rings and used the caller ID to call back and then ended up with a phone lagging. Never had the problem before. The customer is looking for one way communication option and only solution is for someone to stop by her place and educate her about using the dedicated #800 Voice Carry Over #. Closed.
81	8/1/2007	Voice caller uses relay often to keep in touch with Dad, complains she continues to get those loud tones and it takes forever to connect on 711. Apologized, verified caller was branded and re-branded as Voice, and submitted Trouble Ticket #4620437 Customer waits this fixed and a phone call from Program Manager with resolution.	8/1/2007	IT staff performed update with the Phoenix platform and it should fix the problem and target date for resolution to the whole platform stated September 13th. Status Closed.
82	7/31/2007	Caller complained that agent would not relay call in Spanish. Customer would not understand what agent would not comply. Agent responded in English only. Apologized and let customer know we would look into what happened.	8/1/2007	This agent does not have a Spanish language skill set. Supervisor apologized to the customer and the technical issue may have accidentally routed the call to the agent center. We will be on the alert and report any future incidents.
83	7/31/2007	Customer reports Relay TX agents taking up to 30 seconds to send call out info. Problem with Relay TX agents. Customer would like to see if complaint would be forwarded to management also rebranded number as Turbo Customer requests contact	8/21/2007	Worked with internal staff doing testing and results came back as not able to repeat the same experience that this customer had. The customer was contacted and relay party was resolved but there were some times it has problem. So far so good and consider this matter closed.
84	7/30/2007	Customer Complaint: Report taken by MA Customer Service on 7/28/07 at 17:30. Caller reported that they dialed in and received no greeting. Customer Service Response: No response proved by MA Customer Service representative. Follow up requested at email address provided.	7/30/2007	Spoke to the agent about proper call procedures. Agent does not remember this call specifically but does know the customer's name. The customer was contacted and a call that comes in to our station. It is also unknown how MA customer service was able to "prove" the no response. The customer was e-mailed follow-up on 8/16/07. The customer was contacted and advised that the e-mail was double checked and entered correctly. Therefore, follow-up with customer is not possible.
85	7/27/2007	Disconnected/Reconnected during calls	7/27/2007	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to the customer that the problem may not be occurring and sent letter with tips to reduce their occurrence.
86	7/24/2007	Voice Carry Over customer is very upset that the Voice Carry Over volume issue has not been resolved. Customer has problems every time she makes long distance calls because the volume is too low. Customer would like to speak to customer. Customer requests contact ASAP.	8/21/2007	Attempted were made by calling the customer's phone number and leaving a message. The customer was contacted and working on another option to see if someone on Account Manager's side knew her and maybe we can send someone to her house to educate her how to use the 800 dedicated number instead of 711 which ends up on the wrong party. The customer was contacted and relay to call to the other party on her line. After number of attempted calls were made and had no luck catching her live in response to my calls.

100	6/12/2007	This agent was being rude to me. He told the customer calling us that we were being rude to him. The customer is now mad at us because of this agent. Thanked customer for letting us know and Team Leader informed the customer that we were sorry for the agent's behavior. Follow up was not requested.	6/12/2007	Team Leader spoke to the agent regarding this and he understands that his tone of voice can sometimes be misinterpreted. Agent also understands that if he has any problems that he can call over a supervisor.
101	6/11/2007	Customer Complaint: (taken in MA Customer Service) Operator placed call and did not let me know we were waiting for the operator to respond. Customer Service Response: Apologized and bid them the report would be sent to the call center supervisor. Follow up requested via email by supervisor.	6/11/2007	Agent was apologetic about operator's call schedule and the importance of leaving feedback on calls. Agent understands. E-mail follow-up was sent to the customer on 6/13/07.
102	6/12/2007	Dialing Issue - Phone line does not require 1 when dialing 800 number	6/12/2007	Technical support removed "1" from user's "default" outbound dialing number. Problem resolved. Customer able to make outbound captioned call after this adjustment.
103	6/12/2007	Disconnected/Reconnect during calls	6/12/2007	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection occurred during call and sent email with tips to reduce their occurrence.