



The Public Utilities Commission of Ohio

Ted Strickland, Governor
Alan R. Schriber, Chairman

*Monitoring marketplaces and enforcing rules to assure safe,
adequate and reliable utility services.*

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JUN 30 2008

FCC Mail Room

June 26, 2008

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, D.C. 20554

Re: In the matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch:

As required by CG Docket No. 03-123, please find enclosed the original and four copies of the Annual Complaint Log and Summary Report for the State of Ohio's Telecommunications Relay Service from June 1, 2007 through May 31, 2008. Also enclosed is an electronic disk which contains the complaint log summary.

The Service Monitoring and Enforcement Department of the Public Utilities Commission of Ohio (PUCO) received one complaint regarding the quality of service of the Ohio Relay during that timeframe (Enclosed).

If you have any questions or need any further information, please contact me at (614) 466-4054 (Voice) or by e-mail at Beth.Blackmer@puc.state.oh.us.

Sincerely,

Elizabeth L. Blackmer
Public Utilities Administrator
Service Monitoring and Enforcement Department

Enclosures

cc: Arlene Alexander, FCC, Consumer & Governmental Affairs Bureau
PUCO Docketing Division

No. of Copies rec'd 0+4
List ABCDE

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PUCO Complaint Tracking for ORS (06/01/2007-05/31/2008)

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
08/28/07	Ohio Relay customer filed complaint with PUCO because hearing friends and relatives who call the Ohio Relay Service to contact him can't get through to voice relay - only hear TTY tones. Happens when dialing 7-1-1 and when dialing 800 number. Friends and family have given up and communicate via email, but not best solution in case of emergency.	11/27/07	PUCO contacted Sprint representative who initiated a trouble ticket for technicians to investigate possible problem with network/equipment. No problems were found. Sprint followed up with friends/relatives to make sure they are branded as VOICE. They are no longer receiving the TTY tones. Customer is satisfied that issue is resolved.

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OHIO

FCC COMPLAINT LOG

2008

Complaint Tracking for OH (06/01/2007-05/31/2008). Total Customer Contacts: 110

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	05/30/08	TTY customer reports agent wasted her time by bothering to get a supervisor and not needed. Customer did not provide time. (apologized for any inconvenience may have experienced) Customer did not request contact.	06/03/08	The supervisor was called because of garbling issues and it was documented by Team Leader.
2	05/30/08	TTY customer reports agent was impatient and did not follow instructions. Customer complained that she should not have to beg agent to be patient and should not have to point out things that are wrong to Relay. Customer did not provide time of call. (apologized for problem encountered) Customer did not request contact.	06/03/08	Garbling by TTY. Agent called supervisor and Inbound hung up. Incident was documented.
3	05/30/08	Accuracy of captions	05/30/08	Customer shared feedback regarding accuracy of captions, mostly the spelling of names. CS Rep apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time, CA # for more specific follow up with the CA. Customer is a new CapTel user. Explaining captioning process showed her why names might not be spelled correctly. CSR also explained error correction process. Customer was satisfied.
4	05/28/08	Customer states that this agent did not keep him informed while he was on line holding for representative at the rental agency. Customer states he kept asking what was going on and there was no reply from the operator for a long time like 5 minutes. Customer states it was like the operator was not paying attention while he was on hold. Apologized for the problem and assured that the complaint would be sent in as stated.	05/30/08	Agent did not remember this call, but understands to listen and respond to customers.

5	05/22/08	Deaf/blind Caller said both agents were misspelling lots of words on her call and all the "Xs" makes it so difficult for her to read. Apologized for the problem. Follow up not required on this issue.	05/22/08	Team Leader met with both agents. A trouble ticket was put in for this call for garbling issues.
6	05/19/08	Customer states that it took this agent a very long time to respond back to her during the course of the whole conversation. Customer Service apologized for the problem and assured that the complaint would be turned in as stated. No call back requested.	05/26/08	Team Leader met with the agent and coached her to pay attention ONLY to the call on her screen when processing a call.
7	05/15/08	Ohio VCO customer can not read incoming relay calls. All incoming relay calls are garbled. This began about two weeks ago. The customer can make outgoing relay calls with no problem. Customer service called the customer TTY to TTY with no problem, but when Customer Service calls customer using Ohio relay, the typing is garbled. Customer Service apologized to the customer and turned in a trouble ticket. Customer would like follow up from the Program Manager.	05/15/08	Spoke with customer and she said it is working now. She thanked me for following up with her.
8	05/15/08	Accuracy of captions	05/15/08	Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up.

9	05/15/08	Captions Lag too far behind voice	05/15/08	Customer shared feedback regarding captioning delay after spoken words. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up. Customer's experience does not impact compliance with FCC rules for 60 wpm text transmission.
10	05/12/08	Customer called to report the issue of voice employees not being able dial Ohio Relay and get a voice operator they can only get TTY tones. Apologized for the problem and opened a trouble ticket. Caller needs follow up for problem resolution.	05/12/08	I spoke with the customer today and he is going to have the relay users call our customer service if they want their number branded TTY.
11	05/10/08	Dialed 711 - Went to Georgia - the CA was very rude to customer and said 711 was not for Ohio. Bad attitude and not helpful!!!	05/10/08	Agent understands not to be rude to customers. Customer did not request call back.
12	05/07/08	Customer cannot reach the Ohio Relay when she dials 711. Her telephone number did not populate when she dialed to TRS Customer service. Branded the line for voice. Customer service apologized for the problem and a trouble ticket was opened. Follow up requested.	05/07/08	Spoke with the customer and she stated that all has been working fine and she can connect with her mother with no trouble.
13	05/06/08	Voice customer is unable to reach the relay operator, the system is not allowing for voice detection. The most recent calls took place yesterday Apologized, a trouble ticket was opened. No follow up requested.	05/06/08	Branded her number to voice. Her calls will be answered in voice on all relay calls.

14	05/06/08	An Ohio VCO user called to complain that the agent did not follow the notes in her file and agent typed answering machine message instead of just giving the "GA" to leave a message and had to redial to leave a message. Customer Service apologized for the problem. Customer did not request follow up.	05/06/08	The agent stated that she was aware of the customers notes, but after receiving a series of additional voiced instructions she missed the part of the notes regarding the GA. The agent said she attempted to apologize but the customer was upset and did not accept. The agent is aware of the importance of following customer notes and assured her supervisor she will focus on that going forward.
15	05/04/08	CA did a lousy job - person was trying to talk to me and the typing was very slow!!	05/04/08	Team Leader spoke with CA and asked her to pay closer attention to the call. Also, CA does type 60 words per minute which is the minimum required speed for a CA.
16	05/01/08	OH voice customer keeps coming in on the TTY line. Customer does not like the loud tones that are answering. Customer states an operator never comes on the line. Customer Service apologized to the customer and opened a trouble ticket. Customer would like a follow up from the Program Manager.	05/01/08	Left a voice message letting the customer know that her number was rebranded to voice. We tested it and it is working now.
17	04/24/08	OH TTY/VCO customer is not able to receive incoming calls with the relay operators. Customer is able to receive TTY to TTY calls with no problem, but when they receive a call through relay they do not get the typing from the relay. Customer Service apologized to the customer, and opened a trouble ticket. Customer's son would like follow up on his cell phone.	04/24/08	Customer said it is working better and asked about CapTel. Sent the CapTel form to him.

18	04/22/08	Customer states answering machine retrieval was not working when she reached the Minnesota center. Customer service apologized. A trouble ticket was opened. Follow up requested.	04/22/08	Left a message on her answering machine on 5/8 at 12:30, 5/8 at 2:50 and 5/9 at 11:25. Left my number for her to call me back.
19	04/21/08	Technical - General	04/21/08	This customer stated they experienced a fast busy when attempting their outbound call. At approximately 8:45 a.m. 4/20/08 the CapTel Call Center identified a problem with a network circuit. During this time the Call Center continued to process calls and service level and average speed of answer were not affected. The matter was fully corrected at approximately 9:50 a.m. Customer service confirmed the customer was able to make their call upon trying again.
20	04/21/08	Technical - General	04/21/08	This customer stated they experienced a "fast busy" when attempting their outbound call. At approximately 8:45 a.m. 4/20/08, the CapTel Call Center identified a problem with a network circuit. During this time, the Call Center continued to process calls and service level and ASA were not affected. The matter was fully corrected at approximately 9:50 a.m. CS Rep confirmed the customer was able to make their call upon trying again.

21	04/18/08	<p>Caller reported that the CA had awful typing during her business call to ATT. She could not read what was being typed in order to answer the questions about canceling her service. Customer Service apologized for the inconvenience and asked if she was able to read my typing okay. She confirmed that she could read my typing, however a bit garbled. I tried to instruct her how to disable Turbo code on her TTY to see if that made a difference. She said she would try that, but still thought the cause was poor typing skills by the CA. I told her the report would be sent to the call center supervisor. No follow up requested.</p>	04/18/08	<p>This issue is attributed to technical problem. VCO user has mentioned about garbled message. The agent requested a supervisor to observe the screen and the supervisor stated that there were no garbling nor misspellings on agent's part.</p>
22	04/17/08	<p>Customer states that this operator is the slowest typist that they have ever encountered with relay service. Apologized for the problem and assured that the complaint would be turned in as stated. No call back requested.</p>	04/20/08	<p>Team Leader met with CA to remind them to always do their best on a call. The CA does meet the minimum requirement of 60 words per minute.</p>
23	04/09/08	<p>Called one son to get phone number for other son and 2 operators unable to get the phone number right for her to call him. Luckily, he called her.</p>	04/09/08	<p>Team Leader spoke with CA and reminded him that if he is having trouble with a caller, he should call for assistance. Team Leader also called the customer and apologized.</p>
24	04/09/08	<p>Ohio VCO user complains that agent would not type entire recording message and he is sure there was more information than "office is closed." Apologized, explained I would inform agent supervisor. Customer did not request contact.</p>	04/09/08	<p>Customer did not request call back. Case is closed.</p>

25	04/09/08	<p>Customer Complaint: Caller reported that she has been unable to retrieve answering machine messages since the new updates to Ohio relay service. Someone provided her the dedicated VCO number for another state to place her calls to retrieve answering machine messages and that had been working, but no longer works. Customer Service apologized for the problem and told her a trouble ticket would be entered and she asked that the program manager contact her. I told her I would email the program manager and ask her to contact her. Follow up requested.</p>	04/09/08	<p>Left a message on her answering machine on 5/8 at 12:30, 5/8 at 2:50 and 5/9 at 11:25. Left my number for her to call me back.</p>
26	04/01/08	<p>Caller reported that the CA and supervisor at the OH call center told her that the answering machine retrieval is not working at that time. She also was told that they are having trouble dialing out at some of their computers, so she should hang up and dial back again. Apologized for the inconvenience and thanked her for letting us know. Told her that a trouble ticket would be entered to resolve the problem. No follow up requested.</p>	04/01/08	<p>Customer did not request follow up. Case is closed.</p>
27	04/01/08	<p>Caller reported that the CA did not follow her database instructions which read, "Do not type ANS MACH MSG, just type GA to leave MSG". The CA typed, "Recording...wish to have entire message?" Customer Service apologized for the inconvenience of having to redial to leave her husband a message. Told her the report would be sent to the call center supervisor. No follow up requested.</p>	04/01/08	<p>Customer did not request follow up. Case is closed.</p>

28	04/01/08	Customer experiencing disconnects and garbled messages from Relay (advised customer that a Trouble Ticket and complaint would be entered) Customer requests contact	04/01/08	Spoke with customer and she stated it happens off and on. She was not aware that if she hit the space bar twice, it will clear up the garbling. She thanked me for calling her. Technician made test calls with her and did not have problems. Customer will document details to share with us when she has problems.
29	03/31/08	Disconnect/Reconnect during calls	03/31/08	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.
30	03/28/08	VCO customer was holding for 11 minutes and then the outbound call was disconnected once answered.	03/28/08	This was during Phoenix roll over and we have numerous trouble tickets in regarding the same issue.
31	03/28/08	Customer Complaint: Caller reported that the CA was a very slow typist and not accurate. Could not spell the words. Apologized for the inconvenience and told her the report would be sent to the call center supervisor. Follow up requested.	03/28/08	Agent does type at the requirement of 60 words per minute. Team Leader met with the CA and reminded him to be mindful of his spelling and typing speed. Team Leader followed up with the customer.

32	03/27/08	<p>An OH VCO customer called to complain that agent did not follow the notes on her database. Caller complained that when she called a friend the agent typed answering machine message and then she had to call back to leave a message instead of leaving message on first try. Caller stated this happened on 3/27/08 at around 1:55pm. Apologized for the inconvenience. Customer did not request follow up.</p>	03/27/08	<p>The agent was coached on the importance of call focus and to follow customer note instruction.</p>
33	03/27/08	<p>Customer cannot reach OH relay when dialing 711. Apologized for the problem and assured that a trouble ticket would be turned in as stated. Call back requested to son's number.</p>	05/28/08	<p>Called the customer and it is working better, but he asked for information on CapTel for his mother. Sent the CapTel form to the customer.</p>
34	03/26/08	<p>The caller reported that every time she calls to relay dialing 711 the operator does not know she is using VCO. She has to keep asking over and over for VCO and has trouble connecting to place her relay calls. Customer Service apologized for the inconvenience and told the caller a trouble ticket would be entered to resolve the problem of the VCO branding not working. I provided the special VCO number that should work to connect her calls until the issue is resolved. She thanked me for my assistance. No follow up requested.</p>	03/26/08	<p>Customer did not request follow up.</p>

35	03/26/08	Ohio voice user complains that he has been unable to reach his VCO user via Ohio Relay for 12 hours. The customer uses 711 and Ohio relay's 800 number, but neither number works. Apologized and let customer know I would inform the technicians. A trouble ticket was opened. Customer does not request contact.	03/26/08	The technicians looked into this. Customer did not request follow up.
36	03/26/08	Customer states her VCO branding was not in place when she made calls through the OH Relay. The customer was calling to Ohio Relay TTY number. Provided the customer with the Ohio Relay VCO's designated number. Re-branded the phone line for VCO. Opened a trouble ticket. No follow up requested.	03/26/08	Customer did not request follow up.
37	03/26/08	Customer VCO branding not showing when calling to Ohio Relay. Apologized for problem and opened trouble ticket. Customer requests follow up on this issue from Program Manager.	03/26/08	Spoke with customer and she stated she was happy that her calls were working fine again. Thanked me for following up with her.

38	03/26/08	Customer reports that the branding on her cell phone was dropped and she relies on the VCO branding. The customer wants it restored immediately. Apologized for the technical problem. A trouble ticket was opened. Follow up requested.	03/26/08	Customer sent me an email letting me know that her calls are going through relay and all is fine. She thanked me for following up with her.
39	03/24/08	The caller said that the agent did not follow the customer database instructions that say "do not type entire answering machine message – just type "ans mach". Said the agent typed the entire message and that costs her money on toll calls. Customer service apologized for the problem. Caller would like follow up from the supervisor as to why agent did this. Why didn't the agent read her notes.	03/24/08	Team Leader spoke with the agent and reminded them to double check ALL notes before processing the call and to follow them. Team Leader also called the customer.
40	03/14/08	Technical - General	03/15/08	SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.

41	03/05/08	Ohio VCO user complained that, "There is not enough awareness about relay, people are always hanging up, thinking I'm selling something." The caller suggested there should be something on TV so people know about it. The caller does not want agents to type (TALKING TOO FAST) she feels this wastes time when they could be typing what is said. Apologized, explained some telephone companies include literature regarding Relay, and there are Public Service Announcements on television. Provided the FCC number and let her know I would pass her concerns on to management. Explained agents are following procedure to keep caller informed.	03/05/08	Asked customer to give us names of businesses we could contact to educate them about relay as well as send them relay literature.
42	02/28/08	An Ohio TTY customer states this agent was not nice, would not listen and was very rude to them. Customer service apologized for this problem. No follow up requested.	02/28/08	Team Leader observed this call. The TTY user did not type all the numbers for agent to dial. The CA asked the TTY user to repeat the number and the TTY user got upset. I observed that the CA made no rude comments only asked to verify the number. The TTY user hung up before I had a chance to explain the situation to her.
43	02/28/08	Ohio TTY customer states the relay agent hung up on them. Customer says Ohio Relay Service made a call for me and the other party answered the phone and waited 14 minutes. The customer said it was okay to wait for 14 minutes and then operator hung up. Customer Service apologized to the customer. Customer would like follow up via phone.	02/28/08	Team Leader coached CA. The call was handled properly.
44	02/26/08	Caller reported that the CA was a very slow typist and not accurate. Could not spell the words. Customer Service apologized for the inconvenience and told her the report would be sent to the call center supervisor. Follow up requested.	02/26/08	Team Leader met with CA about typing a little faster. This agent is blind and does type as fast as he can while reading with his fingers too.

45	02/25/08	Ohio VCO complains that the agent did not pay attention to her notes and typed the answer machine message, wasting time and it was a long distance call. "This happens all the time with all the agents. There should be more advertising to make people aware of relay. The volume for agent headsets should always be set on high." Customer service apologized, explained I would let the agent's supervisor know about the issue. Thanked customer for her suggestions, explaining I would pass this on to the Relay Program Manager. Customer wants contact.	02/25/08	Team Leader met with this agent about following customer notes and asking for help if needed. Team Leader left message on customer's answering machine.
46	02/09/08	TTY upset that when they called into Ohio relay and the CA hung up on them.	02/09/08	Met with CA: CA understands not to hang up.
47	02/08/08	Customer reports problems when requesting answering machine retrieval from two specific Sprint Relay centers. (advised complaint and trouble ticket would be entered) Customer requests contact	04/03/08	Spoke with customer and she said it has improved. She thanked me for following up with her.
48	02/07/08	Service - General	02/07/08	On Wednesday February 6th, the CapTel call centers were impacted by a severe snow storm. The storm, the second largest in recorded history, resulted in Madison receiving over 13 inches of snow while Milwaukee received over 16 inches of snow over a few hours time. The Governor declared a state of emergency and called out the Wisconsin National Guard. Bus service in both cities stopped and plows were pulled off the roads reducing our staffing level for the evening shifts. Both centers remained open and fielded calls non-stop. Service levels started to decline at about 3:00 p.m. continuing through approximately 10 p.m. Consumers likely experienced long answer times. The state of emergency ended. Staffing capacity was restored.

49	02/06/08	Ohio customer reports the CA was inattentive on his call. The customer was on the line for 7 minutes before the CA processed his call. The customer note says "VCO User." Customer understands that the CA might not have heard him say the number the first time, but she kept him in limbo way too long before she asked him to repeat the number to call. Customer service apologized and supervisor will be notified. Follow up requested.	02/06/08	Team Leader spoke with CA about this call and the CA is on Final Warning.
50	02/05/08	Customer says all Minnesota and Missouri calls are garbled when she calls out from Ohio relay. There are no problems with any other operators. She also always gets garbling when calling into Customer Service. Thanked the customer for letting us know and assured that a trouble ticket would be turned in as stated. Call back requested - leave a message and she will call you right back.	04/03/08	Called customer and she stated all her calls are working now. She thanked me for following up with her.
51	02/01/08	OH Voice customer is not able to reach her friend through Ohio relay. Customer says the line is busy for locals calls. Family and friends who are long distance are able to reach the TTY user through relay. Customer Service apologized to the customer. Customer would like follow up by the Program Manager.	02/01/08	Customer called to let me know that relay is working fine. Thanked me for following up.

52	01/22/08	<p>Customer states that she asked this agent to relay her messages to her which she does often and he did so very slowly. She had to repeat the messages 4 times for him to get them typed to her. When she asked if he got them he was rude and said she was interrupting him. Customer Service apologized for the problem and assured that the complaint would be turned in as stated.</p>	02/01/08	<p>Coached agent to follow customer's instructions and not to be rude to customers. Agent understands and apologizes for this. Customer did not request follow up.</p>
53	01/20/08	<p>Notes in profile indicate that customer would like to leave message if it's an answering machine. This operator typed the entire answering machine message instead of allowing the customer to voice her message on the first dial out. Customer indicated that recently this has been happening fairly often.</p>	01/20/08	<p>Operator was coached to pay attention to customer notes. Operator does not think it was her, as she was out on bereavement for a few days around the date that this customer contact was opened, or maybe the customer notes did not display when the call came in. Operator stated she would have gotten a supervisor or completed a trouble ticket if there was a problem.</p>
54	01/16/08	<p>Customer cannot reach VCO friend through the Ohio Relay. The line is always busy. Customer service apologized and a trouble ticket was opened. Follow up requested.</p>	01/16/08	<p>Spoke to the customer (customer is hard of hearing) but the customer was able to understand the relay operator. She said that she continue to experience problems trying to get a hold of the VCO and the line continue to be fast busy sound. The customer will try again and Program Manager obtained an email address from the customer. The customer called to let me know that the relay calls are working fine. Thanked me for following up on this.</p>

55	01/07/08	An Ohio TTY customer called to complain that the agent did not respond to a question asked. She had to ask the question twice before it was answered. Apologized for inconvenience. No follow up requested.	01/07/08	CA read question to outbound. The outbound did not respond and TTY caller repeated question and then started complaining about the agent. Coached the agent to pay attention to customer's requests. Agent understands.
56	01/07/08	Accuracy of captions	01/08/08	Customer shared feedback regarding a word that was captioned wrong, and a general comment on accuracy of captions. CS Rep thanked customer for the feedback and informed them that follow up can be done with call center personnel who address quality monitoring if the customer will share the date, time, CA # for more specific follow up. Customer agreed to note this detail on any future applicable calls.
57	01/02/08	CA dialed wrong number. VCO user told CA it was wrong number and CA still dialed the incorrect number.	01/02/08	Team Leader spoke with this agent about following customer instructions.
58	01/02/08	Customer states that he really doesn't want to seem picky but the CA misspelled "voucher" at least three or four times and there was also some confusion in the relaying of the customer's street name during the call. Apologized to the customer and informed him that the CA would be coached. Customer is satisfied and does not want a call back.	01/02/08	Team Leader met with CA and reminded him to be mindful of his spelling. Also to verify street names and spellings.

59	01/02/08	CA dialed wrong number. VCO user told CA it was the wrong number but the CA still dialed incorrect number.	01/02/08	CA did dial the wrong the first time, she went to correct it and ended up dialing the wrong number again. Met with CA and explained to CA to double check the number before dialing out and to always verify if needed.
60	12/23/07	Terrible, awful! Slow on the frequent dialed list, didn't announce who was on the phone, poor spelling and typing. No follow up requested. Forwarded to correct center.	12/23/07	The agent does remember the call and stated the customer provided a telephone number so she did not have to use the frequent dialed list. She also stated the number was verified the first time but not the second time. Coached agent on spelling and to follow all instructions from the customer before processing the call.
61	12/22/07	Customer states she has not been able to call into the relay service for a few days. When she calls 711 or the direct 800 number for the relay service the line just rings and there is no answer. She has contacted her phone company and they informed her the relay calls are processed through a Sprint line and to contact Sprint. She would like to be contacted back with a solution to this problem.	12/22/07	Called the customer and it is working. Thanked me for following up.

62	12/18/07	Ohio VCO customer stated this agent did not follow her customer notes. She has very detailed instructions and none of them were followed. She asked that this agent be coached and understand the importance of following customers notes. The customers notes states DO not type answering machine just give the GA so can leave message the first time. This agent typed out the entire answering machine recording and then had to redial so customer could leave a message.	12/18/07	Team Leader met with CA. There were no customers notes pulled up. CA understands to follow all instructions in database.
63	12/18/07	Caller said agent did not type beep the first time so customer could leave message without having to redial. Apologized for the problem. Follow up not required on this issue.	12/18/07	Agent is aware to follow customer notes/requests. No customer follow up requested.
64	12/18/07	Ohio VCO customer upset that the agent did not follow her notes. She asks that the agent be coached and understand the importance of paying attention to customer database notes. Her notes states not to type out the answering machine recording to give GA so can leave message the first time. The agent typed out the entire recording and then had to redial so customer could leave a message. She also has frequent dialed names and numbers listed and it also states this in her notes but agent still asked for the calling to number instead of pulling up this list.	12/18/07	The operator remembers the call. When the answering machine was reached the operator typed out the entire recording and the customer wanted to leave a message. Does not remember the frequent dialed number list instance. The supervisor explained to the operator to read and follow all customer notes and instructions before processing the call.

65	12/11/07	VCO customer states the CA did not follow her notes. The customer wants to leave a message the first time without redial. She asked the CA why he typed the message. The CA replied "it's a habit. I always do that." Customer wants CA's to follow her database notes. Apologized. The supervisor will be notified. No follow up.	12/11/07	Spoke to the agent regarding this call. The agent does remember the call but does not remember seeing any notes regarding the customer. Supervisor reminded the agent about the importance of following customer notes if a customer has them. Also reminded the agent to look and make sure and see if a customer has notes before processing any call. Agent understands. No follow up requested.
66	12/03/07	Ohio TTY customer states agent was rude and did not wait for her to finish typing and interrupted her. Customer also states agent did not follow instruction and caused her confusion. Customer service apologized for problem. No follow up requested.	12/03/07	Both CA's were talked to by their Team Leaders and have been instructed not to interrupt TTY callers.
67	12/02/07	Operator wasn't reading customer correctly. Customer had to repeat three times. Operator was also very rude. Customer wishes operator would follow caller's instructions and pay attention to the call.	12/02/07	Team Leader met with CA. CA was coached.
68	11/27/07	Program manager reports voice customer dials 711 to reach the Ohio Relay. The Relay system is not detecting her voice number; it is sending TTY tones. A trouble ticket was opened. No follow up.	11/27/07	Program Manager corresponded with the customer and the customer's relatives on several occasions. It is now solved and taken care of. The customers are satisfied.

69	11/26/07	A TTY Blind customer states the agent is not paying attention to her computer and is wasting her time. Apologized. No follow up requested.	11/26/07	Team Leader met with CA and CA stated that the TTY users text was coming in garbled and when they typed that to the TTY user, they got mad and hung up.
70	11/26/07	Disconnect/Reconnect during calls	11/26/07	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.
71	11/26/07	Disconnect/Reconnect during calls	11/26/07	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.
72	11/22/07	CA was rude. Told TTY user to hurry.	11/22/07	Agent was spoken to about being polite and professional at all times. The agent understands.
73	11/19/07	TTY customer reports Relay operator did not dial number requested. The operator did not answer questions the customer asked. No response whatsoever, no dialing, nothing. Customer wants to know if operator was asleep at their work station. Customer requests contact.	11/30/07	CA stated they were not sleeping. Their computer locked up and was unable to do anything. It was written on disconnect log at bridge.

74	11/14/07	Ohio VCO customer states this agent did not let her know the line was ringing and was very displeased with this. Customer service apologized and let customer know supervisor would be notified. No follow up requested.	11/14/07	Team Leader met with agent and he said he did send the ringing macro but did say he missed the first two rings, but sure he sent the ringing macro. Reminded CA to be aware of delays and keep the caller informed.
75	11/02/07	Voice customer dials both the 711 and 800 number reach the Ohio Relay. The system does not recognize her as a voice customer. Apologized. Branded the line for voice. Opened a trouble ticket. No follow up.	11/02/07	Customer did not request follow up.
76	10/15/07	Ohio voice user complains she gets loud tones now when calling to her son. She is elderly and this hurts her ears. Apologized, explained branding can drop off for various reasons. Re-branded her number as voice answer type. No contact requested.	10/15/07	Customer does not require contact.
77	10/11/07	Ohio TTY user complains he may be charged by the wrong long distance carrier through relay. Verified carrier information with customer, established customer profile and referred caller to billing company, explaining Sprint Relay can not adjust or credit another provider's long distance charges. Supervisor assisted and also referred customer to provider and program manager. Customer may contact program manager.	10/11/07	There were no contact information and the customer has not yet contacted me. Complaint is closed.

78	10/08/07	Technical - General	10/16/07	Technical Support changed outbound calling number in CapTel system to enable outbound captioned calling. This remedied the circumstance.
79	10/05/07	Ohio VCO user dials via dedicated VCO number asked to call from her frequent dialed list to her daughter, received greeting from a CA, then nothing further. Customer tried typing and speaking to agent but no response. Apologized, verified customer profile in place, and explained it may be a system issue so I would let the supervisor and technicians know the issue. Entered trouble ticket. Customer does not want contact.	10/05/07	This agent did not work on the day of the alleged incident reported to us.
80	09/28/07	Technical - General	09/28/07	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.
81	09/17/07	Did not answer customer, just stayed on the line and said nothing . . very rude!	09/17/07	This agent was experiencing technical difficulties right before this complaint was documented on the call verification log. (VCO customer).
82	09/09/07	Agent asked "Can you read me?" Agent hung up on caller Customer Service representative assumes garbling problem was the cause.	09/09/07	Team Leader met with CA and the CA remembers a call with garbling. There is a disconnect approved by Team Leader at bridge on the day this was written.
83	09/09/07	Agent disconnected caller after no response. Customer service agent apologized and told customer that the complaint would be forwarded to the supervisor.	09/09/07	Team Leader met with the CA and reminded them to call a Team Leader over before any call is disconnected because in this situation it would have been beneficial to the CA.