



DOCKET FILE COPY ORIGINAL

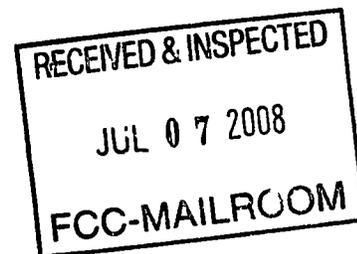
State of New Jersey  
BOARD OF PUBLIC UTILITIES  
TWO GATEWAY CENTER  
NEWARK, NEW JERSEY 07102  
<http://www.nj.gov/bpu/>

Jeanne M. Fox  
President

Anthony Centrella  
Director  
TEL: (973) 648-7865

June 30, 2008

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W., Room TW-B204  
Washington, DC 20554



Dear Ms. Dortch:

Re: CG Docket 03-123

The New Jersey Board of Public Utilities did not receive any written or oral complaints during the period of June 1, 2007 through May 31, 2008, which alleged violations of FCC rules regarding Telephone Relay Service. The service provider, Sprint received directly, a total of eighty-two complaints and their summary of these complaints as well as disk copies is included herewith as part of our response.

Sincerely,

*Anthony Centrella /jc*  
Anthony Centrella  
Director

AC/BG/ww

Cc: Arlene Alexander

No. of Copies rec'd 043  
List ABCDE

RECEIVED  
MAIL ROOM

08 JUN 19 AM 11:34

BOARD OF PUBLIC UTILITIES  
NEWARK, N.J.



**NEW JERSEY**  
**FCC COMPLAINT LOG**  
**2008**

JUN 19 2008

**Complaint Tracking for NJ (06/01/2007-05/31/2008). Total Customer Contacts: 82**

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	05/27/08	Voice Carry Over caller said that agent said her notes were not showing prompting agent to ask customer for her long distance selection. Apologized for the problem and opened Trouble Ticket. Follow-up with customer not required.	05/27/08	No problem found by technician who investigated the call. No follow up action required.
2	05/14/08	NJ TTY Customer attempting to place LD call using Comcast as Carrier of Choice is getting a Sprint recorded message stating they do not have a Sprint Account. Relay Customer Service apologize for the problem and entered in Trouble Ticket. No follow up requested.	05/14/08	Technician checked database, contacted Comcast to confirm customer uses Comcast as LD provider and put information in database in customer profile. No follow up requested.
3	05/05/08	TTY user stated that while they were placing a call, Operator kept interrupting them and would not let them give them the number they wanted to dial. Stated that the operator kept asking them for the number they were calling even though they were trying to give them the number. The customer felt that the operator was being very impatient with them. Informed the customer that the information would be passed along to the appropriate supervisor. Follow up is not required.	05/05/08	Operator was coached on this incident, though the Operator did not recall an incident similar to this one she did recall a customer number garbling. Operator was coached on the importance of remaining focused and professional. Also was reminded to call a Supervisor when experiencing technical problems.

4	04/16/08	<p>Customer complained re: agents are new and don't know how to do calls. Said agents don't listen to instructions and that they waste his time. Said all the agents are slow and don't type well. The customer was abusive to the agent and the supervisor taking the call. Customer kept interrupting outbound voice person to complain about agents typing and outbound customers hung up on customer. Customer was not happy with any relay agent that tried to process his call. Agents were following procedure and typing was accurate. Agents did nothing wrong and no action taken.</p>	04/16/08	<p>A Team Leader assisted Communication Assistants and customer while calls were in progress. Despite the Team Leader's attempts to support the unhappy customer, the customer declined all explanations and offers of assistance. Although the customer remained dissatisfied with relay, the Team Leader determined that the Communication Assistants handling the customer calls followed relay protocol and appropriate procedures and had followed customer instructions, typed accurately, met speed requirements and had maintained a professional demeanor when calls were in progress.</p>
5	04/08/08	<p>Customer said agent's typing was awful. Supervisor observed the screen and everything looked fine with relay typing, however, customer's typing was very garbled. This customer was absolutely sure it was the agent's fault and was very abusive and rude to the supervisor.</p>	04/08/08	<p>This is a technical issue. Non agent error and no action taken.</p>
6	04/04/08	<p>Disconnect/Reconnect during calls</p>	04/04/08	<p>Explained to customer the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring. Advised customer that occurrence seems to be isolated to just one call. Customer will report if situation continues.</p>
7	04/02/08	<p>NJ Voice Carry Over complains over hassles just trying to call his son in Greece. Customer has experienced several issues placing calls and now that he can make International calls, he is receiving Sprint charges when he has AT&amp;T loaded in his customer profile. Apologized, asked customer to send in billing to request credit and will request Credit refund. Verified Carrier of Choice as AT&amp;T is in place in Customer Database. No contact wanted.</p>	04/02/08	<p>Credit provided for Id charges to correct COC. Customer does not want follow up. Case closed.</p>

8	03/20/08	Voice Carry Over customer stated that when they gave the operator an 800 number to dial "the operator hung up the call and disconnected me" Stated to the Voice Carry Over customer that I would transfer the information to the appropriate supervisor.	03/20/08	Operator did not recall the incident but reviewed proper procedure for Voice Carry Over calls and when to call for supervisor assistance.
9	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.
10	03/07/08	Voice customer reports agent disconnected her call. Customer requested to dial out to her mother, Voice Carry Over user, after initial greetings the voice customer responded to her mother. Her mother did not receive typed message and kept saying hello, hello, hello. Voice customer asked agent what happened and the line was disconnected. Customer stated "agent needs to be fired". Customer states that bad agents disconnect calls when there is any type of problem instead of trying to reconnect or provide reason for problem. Voice customer stated "bad agents need to work at fast food restaurants" and not Relay. (apologized for problem) Customer did not request contact.	03/10/08	Customer Service apologized for the incident and customer did not have agent id. Customer did not want contact. Coached Operator on proper call procedures. Operator did demonstrate to know the proper procedures to processing a Voice Customer to Voice Carry Over call. Operator remembered having a Voice Customer mention similar remarks listed above about other operators but did not recall an incident where she was not able to complete a call like this. Did a refresher reminder to the Operator on disconnecting calls and the consequences of doing so.

11	03/06/08	Caller could not be heard on Voice Carry Over call. Apologized for the problem and opened Trouble Ticket. Follow up for resolution is required.	03/06/08	Follow up with consumer who got Voice Carry Over repaired. Other Voice Carry Over phone is fine, and expressed interest in getting information on CapTel, which was sent to her. Customer is satisfied using relay.
12	03/06/08	Caller cannot reached relay by dialing 711. Apologized for problem and opened Trouble Ticket. Follow-up not required with customer.	03/06/08	Customer could not reach relay with 711; trouble ticket opened and issue checked. Customer did not want follow up. TT completed, with "solved" status by technician.
13	02/28/08	Customer complained that the Communication Assistant did not follow instructions. Customer wanted only type (ans mach) GA not the recorded msg and Communication Assistant typed out the whole recording.	02/28/08	Communication Assistant coached by Trainer at time of occurrence.
14	02/26/08	Voice Carry Over customer cannot connect to relay using 711. Apologized for the problem and opened trouble ticket. Follow-up needed for problem resolution.	02/26/08	Could not complete follow up; number has been disconnected and no longer in service. Case closed.

15	02/26/08	The TTY customer stated that the operator did not dial out right away. The operator waited until several GA's were sent before dialing out. Customer stated the Communication Assistant was rude. Informed TTY customer that the information would be forwarded to the immediate supervisor. No follow up was requested.	02/26/08	Unable to follow up since Communication Assistant ID has not been assigned at this time.
16	02/26/08	Technical - General	02/26/08	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.
17	02/25/08	Voice customer reports LD Database info was not available to operator. Customer unable to complete her call due to Comcast not appearing to Relay operator. (apologized for the problem, advised Trouble Ticket would be entered) Customer did not request contact	03/10/08	Technician checked to have Carrier Of Choice in notes for Customer. Customer did not request contact. Case closed.
18	02/18/08	NJ Voice Carry Over customer calls his son in Greece. The son's number is in the frequently dialed list. Operator told customer that they could not find or there were no such numbers in his notes. Customer feels the operator needs more training on how to use Frequently Dialed lists. Customer Service apologized to the customer. Customer would like follow up from the Supervisor via email.	02/18/08	Operator was under the impression that the number was listed in the notes, however it was pointed out to them by the supervisor that the notes stated that the customer used frequently dialed numbers, including international numbers, indicating that the international number was under the frequently dialed list. Explained in further detail to the operator on how to properly navigate Frequently Dialed numbers and how to view customer notes.

19	02/18/08	NJ Voice Carry Over customer calls son in Greece and calls will not go through. Customer has AT and T for long distance. Customer Service apologized to the customer and opened up trouble ticket. Customer would like follow up from the Program Manager via email.	02/18/08	Spoke with customer and it was a one time event, all is well and has had no further problems calling his son.
20	02/15/08	NJ Voice caller complains she can not get an agent when dialing 711 to her friend. "That loud ringing about breaks your ear drum." Agent apologized, verified the customer number preferences as voice and provided the toll free Voice number for NJRS. Also re-branded the number for voice response. Customer did not want contact.	02/15/08	Customer Service branded customer number preferences as voice and provided the toll free Voice numbers for NJRS. Also re-branded the numbers for voice response. Customer did not want a follow up.
21	02/12/08	Customer asked the Operator to dial Directory Assistance, repeated it twice and then the agent disconnected his call. Assured the customer the information would be forwarded to operators' supervisor.	02/12/08	Operator is no longer with the company.
22	02/04/08	Customer reported that the line disconnects upon outbound dialing, would like technician follow up. Trouble ticket entered. Follow up requested.	02/04/08	Customer was very nice, said that his phone line was the issue not relay and got it fixed. He is not experiencing any more problems. If anything else comes up, customer will contact relay service again.

23	02/04/08	<p>Caller placed a Voice to Voice Carry Over call. Caller told operator its a Voice Carry Over call and operator responded with "I don't need that information" and dialed the number. Operator said Voice Carry Over did not answer but Customer heard him answer. Customer asked operator if the Voice Carry Over answered and she said no, but Customer heard him saying "Hello" "Hello". Customer had her dial the number again and operator redialed again, and once again operator said Voice Carry Over did not answer but she heard him answer again. Operator was rude and said she wasn't their assistant and hung up on caller .</p>	02/04/08	<p>Forwarded onto supervisor to direct Agent for coaching on being polite and following customer instructions. Supervisor met with this Agent about courtesy and tone of voice. Agent did not remember the call and stated she did not believe she would ever say anything like that, but Agent will be watched in the future.</p>
24	01/28/08	<p>NJ Voice Carry Over complains she can't receive incoming calls-when she presses her relay button, red lights keep flashing and her calls are garbling. Apologized, and provided numbers to NJ Equipment program and product manufacturer. Customer does not request contact.</p>	01/28/08	<p>Customer was given the numbers for both NJ Equipment program and product manufacturer for repair.</p>
25	01/24/08	<p>Caller said agent should be coached on how to use the holding macro and also coached on how to listen so customer would not have to repeat number to be dial 2 to 3 times. Follow up with customer is not requested.</p>	01/24/08	<p>Agent told the Voice Carry Over caller that her voice was fading in and out when giving agent the phone number. The agent followed procedures in place when reaching a recording: (RECORDING PLAYING)(HOLD FOR A LIVE PERSONQQ) Answer was yes so agent sent (HOLDING FOR LIVE PERSON). Agent did not keep sending the holding macro when holding for live person but will do so in future.</p>
26	01/24/08	<p>Accuracy of captions</p>	01/24/08	<p>Customer shared specific examples of accuracy of captions during two different captioned calls. Customer Service Representative thanked customer for the feedback and informed them that information was shared with center management for follow up with the specific Captioning Assistant and Supervisor. Since customer is 2 Line user, discussed the option of turning off and turning on the captions during the call to change Captioning Assistant while hearing party remains on line.</p>

27	01/24/08	Disconnect/Reconnect during calls	01/24/08	Explained to customer why disconnection/reconnection might be occurring on their second phone line during their 2 Line CapTel calls. Since customer is 2 Line user, discussed the option of turning off and turning on the captions during the call. Also discussed the option of working closely with telephone company to ensure second phone line can support data connection consistently.
28	01/21/08	Disconnect/Reconnect during calls	01/21/08	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
29	01/19/08	Customer is trying to make an international call to his son and has been having problems. A customer service rep from MO has told him to keep a log of operators id's and what happens when he calls and he has been doing it. It is in his profile to use Local Override as a temporary fix to making his calls and he states that it has been working. Before he used to get recordings with numbers saying he could not place the call and that was fixed with the Local Override. However today, 1-19-08, he is stating that he has tried to place his call 5 times and the operators are just getting static on the line and the calls will not go through. The customer would like to be e-mailed back about this.	01/19/08	Customer Service spoke with customer on 2/1 and the issue was resolved.

30	01/04/08	Disconnect/Reconnect during calls	01/04/08	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. 1/10/08 Customer emailed that information sent on 1/4 resolved her issue.
31	12/31/07	NJ Voice user dialing the toll free voice number complains her voice branding continually drops off delaying her connection to relay and sometimes she can't connect at all to call her Mom. With today's technology-customer feels this is inexcusable. Apologized, explained several variables can affect the branding and let her know would submit a request for the relay technicians to research the issue. Entered Trouble Ticket. Customer does want contact with the resolution.	12/31/07	Contacted consumer via email. She reported all is well at the moment and no more drop offs with branding. Technician set up branding. Consumer will alert us again if this occurs.
32	12/24/07	A NJ Voice Carry Over customer states that the operator was extremely delayed in announcing the call and did not give a gender in the greeting. The call was made to the Voice Carry Over user two times. The first time the operator did not respond at all. Apologized for inconvenience. Follow-up requested.	12/24/07	The operator does not recall that happening. The supervisor coached the agent on announcing the call if a voice person answer and also if a TTY user answers to send the greeting macro and typing the greeting of the voice person before continuing the call.
33	12/21/07	Customer's voice could not be heard on a toll free call on 12/21/2007. Apologized. Ticket was opened. Follow up requested.	12/21/07	Called consumer and everything is going smoothly. She said she was very pleased with the Voice Carry Over service now.

34	12/14/07	<p>NJ Voice Carry Over user branded Voice Carry Over is unable to connect and receive calls via relay service. Customer complains of garbling and not being heard by relay operators. Customer has been told this is fixed a number of times but it continues preventing her communication. Apologized, provided dedicated Voice Carry Over number, explaining the benefit of using it to make her calls. Performed 2 test calls successfully. Educated caller on alternate procedures for out dialing and receiving calls. Entered trouble ticket. Customer wants contact from Program Manager with a resolution.</p>	12/14/07	<p>Spoke with consumer, who was still having some difficulty with the Voice Carry Over phone, which was over three years old. Technician did trouble shooting, having no problem using her line. Consumer is moving to New Hampshire and will report back if she has difficulty with relay in that state. Will check her Voice Carry Over phone for repair needs as well as CapTel service once in NH.</p>
35	12/13/07	<p>Customer cannot reach Relay NJ by dialing 711. It's worked in the past; not now. Apologized. Trouble ticket was opened. Follow up requested.</p>	12/13/07	<p>Tech put in trouble ticket and did trouble shooting. Consumer called back, very pleased to say her problems have now been resolved.</p>
36	12/06/07	<p>NJ Voice Carry Over very frustrated as he is unable to make International calls to his son in Greece via relay. Customer states he is told there is nothing wrong but the problem continues. "Program Manager just emailed instead of calling me." When he tries to call Program Manager it's only voice mail, which cuts him off. Apologized, explained I would escalate the TT and inform management of the issues. Performed test calls and entered new TT 5480043. Customer does want phone call as contact, with resolution.</p>	12/06/07	<p>Customer service added clear instructions on his customer service screen for placing the international call from co user. Technician did some troubleshooting, and customer was able to effectively place calls. Was satisfied, but will keep log of date, time, agent number and report back if the problem appears again. Customer emailed Relay Program Manager a thank you note.</p>
37	11/26/07	<p>Voice Carry Over customer unable to complete call to his son in Greece. Call can be made directly but not via Relay. (advised complaint and Trouble Ticket would be entered) Customer requests contact asap.</p>	12/05/07	<p>Relay Program Manager spoke with the consumer, who was very nice. He finally was able to get through to his son the other day and was very excited. Said he is ok for now but promised to get back in touch if the issue occurs again. Trouble Ticket closed.</p>

38	11/26/07	<p>NJ TTY is getting garbling when using NJ relay. Customer states this has been happening for 2 weeks now and is worried about what will happen if needs to call 911. Customer Service apologized to the customer and turned in trouble ticket. Customer requests follow up.</p>	11/26/07	<p>Called customer to discuss issue, first call garbling was still occurring. Last call she has no more problems and her calls come out clear. Thanks Sprint for the follow up.</p>
39	11/23/07	<p>Voice Carry Over Customer stated that the agent did not turn on Voice Carry Over. Customer requested Voice Carry Over in typed text and the agent continued to ask for number calling but never turned on Voice Carry Over bridge. Assured the Customer this information would be forwarded to the agents immediate supervisor for follow-up. No call back requested.</p>	11/23/07	<p>Voice Carry Over customer was satisfied with reporting resolution and did not request a follow up. Agent was instructed on the Voice Carry Over bridge from supervisor.</p>
40	11/23/07	<p>Customer states that Supervisor was very rude and unprofessional. When the customer voiced their concern to this supervisor, his response was, "What do you want me to do about it?" The customer felt this was very unprofessional and would like someone to call him regarding this. The customer would also like a letter sent via mail. Thanked the customer for letting us know and assured the customer that this would be forwarded to the appropriate person.</p>	11/23/07	<p>Spoke with consumer, he wanted assurance that the manager was addressed with this issue of being rude on the phone. He appreciated the call back and would like a letter to confirm everything has been handled with the staff, so this will not happen again.</p>
41	11/19/07	<p>A NJ Voice Carry Over customer complains that "about half" of his outbound call parties do not hear him and hang up. Apologized for inconvenience. Follow-up requested.</p>	11/19/07	<p>Reassigned to NJ Relay Program Manager. Consumer was reached and reported there are no more complaints with using Voice Carry Over. Was very happy things got resolved.</p>

42	11/14/07	CapTel caller contacting customer service about accuracy of captions.	11/14/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative suggested verifying technical terms with the caller for content accuracy. Customer Service 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.
43	11/14/07	Accuracy of captions	11/14/07	Customer shared feedback regarding accuracy of captions. CS Rep suggested verifying technical terms with the caller for content accuracy. 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.
44	11/06/07	Customer asked for frequently dialed number but the operator said there was notes on their screen and was not able to access the frequently dialed numbers.	11/06/07	Team Leader opened Trouble Ticket and provided the correct follow up procedures with the agent. Agent does not remember the call. Educated agent on how to access the frequently dialed numbers when requested by the customer.
45	10/26/07	Customer call regarding a CapTel problem.	10/26/07	CapTel Technical Staff identified there was an issue with the routing of CapTel calls to 800 numbers by an outside vendor. The problem was identified and resolved.

46	10/26/07	Technical - General	10/26/07	CapTel Technical Staff identified there was an issue with the routing of CapTel calls to 800 numbers by an outside vendor. The problem was identified and resolved.
47	10/22/07	NJ TTY customer complained that NJ center manager would not follow customer request for a new agent. Customer had a new agent but asked for a different agent. Center manager came on line and introduced herself but she refused to get customer a different agent and customers time was wasted. Customer was trying to get in contact with their son about a very important state test and the son ended up missing the test because of the delay. Customer requests that New Jersey account manager contact them back by email.	10/22/07	Emailed consumer, and explained that consumer needs to document the agent number for further investigation. Inquired if everything else is going smoothly. Consumer was grateful for the email and nothing more was needed. Trouble Ticket closed.
48	10/19/07	Caller said that this agent did not advise the caller if the message was left. Apologized, informed caller this information will be forwarded to the agent center for discussion.	10/23/07	Operator was coached on the proper procedures for leaving an answering machine message for TTY Caller. Operator explained proper procedures that should be followed, but was reminded to inform a manager if technical problems occur.
49	10/16/07	Customer stated that he had just completed a call and asked the operator to place another call and waited but there was no response from the operator. Customer stated the Operator disconnected his call. No call back was requested.	10/16/07	Operator was put on a final warning as a result of this complaint. She is well aware that any more hang-ups can lead to termination and operator says she understands this thoroughly.

50	10/15/07	Technical - General	10/15/07	CapTel Technical Staff identified there was an issue with the routing of CapTel calls to 800 numbers by an outside vendor. The problem was identified and resolved.
51	10/12/07	A NJ Voice Carry Over customer called to complain that she is receiving persistent garbling on her relay calls. Apologized. Tried to communicate but she kept getting messages garbled. Opened Trouble Ticket. Follow-up requested.	10/12/07	Customer was contacted and reported garbling has decreased, saying it was ok for now. There was no other complaint.
52	09/29/07	Customer complained Agent announced his number and hung up on before I could even give him the number to dial.	09/29/07	Agent did not remember this call, however was coached on the importance of not disconnecting calls. Also advised the agent of the consequences of doing so.
53	09/29/07	Customer is calling to complain about no answer when she calls using 711 or the 800 number for the relay service. She has stated that she called 3 times today, 9-29-07, and there was no answer at all and no message came across her ty saying to hold for the next available operator. She also stated this has happened earlier in the week in the morning and she would like to be contacted with an update or resolution to the complaint.	09/29/07	This call ran through to a NJ operator and no number was given at the time. The agent ID that the customer gave out does not exist. Unable to investigate further.

54	09/24/07	Voice Carry Over customer reports that operator dialed out number while she was giving calling card number info. Operator dialed out then typed (busy) then redialed (redialing) without asking Voice Carry Over customer how to proceed after hearing busy signal. Voice Carry Over asked operator what they were doing and what number they were calling. The operator hung up on them. Operator took control of the call and did not follow instructions per customer. Apologized for problem encountered. Customer did not request contact.	09/28/07	Manager apologized for incorrect procedure by operator and instructed operator how to process future calls. Customer did not request call back.
55	09/04/07	Caller cannot connect to NJ Relay. Apologized for problem and opened trouble ticket.	09/04/07	Updated with customer's new e-mail address. Follow-up required to be sure customer's problem is resolved. Corrected email address. Tried three times to contact customer via emails and phone calls to check of the relay calls via co were successful. Customer was not responsive and email was not deliverable. Customer did not request for follow up.
56	09/03/07	Technical - General	09/03/07	Customer is unable to reach a business entity's 800 number from her CapTel phone. Customer experienced a busy signal. CapTel worked with the business entity's 800 number provider on the customer's behalf. This provider identified an inbound trunk in their system was blocking TRS marked calls. This block was removed promptly upon identification.
57	09/02/07	Disconnect/Reconnect during calls	09/04/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

58	08/30/07	Voice customer unable to make Long Distance calls to her mother in AZ via NJ Relay using Verizon as COC (advised customer a Trouble Ticket and complaint would be entered regarding the issue) Trouble ticket opened. Customer requests contact asap	10/23/07	After several unsuccessful attempts to reach Verizon, tech support has contacted them and the issue is now resolved. AM called customer, who reported no more problem with using relay.
59	08/28/07	Dialing Issue - Unable to dial regional 800 number	08/28/07	Technical Support made adjustment so CapTel user can successfully make captioned call to regional 800 number. This resolved the customer's experience.
60	08/27/07	A NJ Voice Carry Over customer called to complain that the agent did not type "beep" when reaching the answering machine, to let him know when he could begin the message. Apologized for inconvenience. Follow-up requested.	08/27/07	Team Leader spoke with Communications Assistant and reminded them to always type the "beep" and then "ga" so the Voice Carry Over caller knows when they can leave a message on a voice mail/answering machine.
61	08/27/07	NJ Voice Carry Over customer says the agent said they left his message on his girlfriend's answering machine, but when he spoke to his girlfriend the next day, she said there was no message. Customer believes the agent lied. Apologized for inconvenience. Follow-up requested.	08/27/07	Spoke with consumer, explained he followed the right procedure in recording the agent number. Manager and Agent will go over the right procedure of leaving messages on voice mail. Consumer was satisfied and thanked us for returning the call so quickly.

62	08/25/07	Asked Communication Assistant to do a Frequently Dialed call for Pharmacy. Said it took a long time to dial out. Agent apologized and customer accepted agents apology for the delay.	08/25/07	Team leader spoke with the agent and she said she had difficulty finding the pharmacy in the Frequently Dialed list. It was her own fault, but she didn't see it right away. Apologized to customer who accepted Communication Assistants apology.
63	08/16/07	NJ Voice caller lost branding and when dialing in to relay gets TTY tones and does not roll over to voice. Customer Service entered Trouble Ticket opened. Customer does request follow up from program manager	08/16/07	Contacted consumer to inquire if branding stayed on after technician investigated problem and verified it was fixed. Consumer said so far its working, if issue appears again will contact customer service but is satisfied so far. Trouble Ticket closed.
64	08/14/07	Voice Carry Over customer unable to make LD calls with carrier of choice entered in database since July 2007. (apologized for problem encountered, customer previously spoke with supervisor regarding this issue & provided details of problem and operator ID info to supervisor, customer not sure supervisor entered Trouble Ticket, advised Relay Customer Service would enter Trouble Ticket as well as complaint) Trouble Ticket opened. Person helping Voice Carry Over requests contact asap.	08/31/07	Called contact person 3x, three separate days, left messages each day, never returned calls. Technician did speak to contact person and told her the problem which was Verizon.
65	08/06/07	Customer says the operators overall attitude was poorly demonstrated. Operator was very rude and kept saying " I can't answer you, I can't answer you". Customer states they have used relay before for their business needs and compared to others her attitude was overall very rude. Customer states this occurred on Sunday. Apologized to customer and informed him the complaint would be forwarded to the operator's supervisor for follow up. Customer satisfied and does not want a call back.	08/06/07	Consumer did not want a follow up. Was satisfied that the agency was aware of the complaint and due action taken to explain to the agent on how to handle the call more professionally.

66	08/05/07	Customer stated that the voice person he was speaking with on the phone commented that the agent was talking and laughing during their call. Supervisor apologized to the customer and stated she would coach the individuals involved. Follow-up was requested to the customer's phone number.	08/05/07	Spoke with the agent, who indicated that she was not talking, but rather several nearby agents were talking and laughing. This agent was following correct procedure. Coached other nearby agents about remaining professional on the floor at all times and keeping their voice and volume low. Follow up: Called the customer on 8/6 at 2:53pm (no answer), 8/7 12:02pm (no answer) and reached the customer on 8/8 at 10:40am. Advised the customer that the agents involved had been coached and appropriate action was taken.
67	08/01/07	This Voice Carry Over customer is not being heard by the person she is calling. It just started today. The call took place at 1:05 PM CDT on 8/1/07. Apologized, Trouble Ticket opened. No follow-up requested.	08/01/07	Voice Carry Over calls have been routed to different call center for improvement of services. Technician noted problem and entered in database. No follow up requested by consumer..
68	07/26/07	TTY Customer cannot complete calls through relay. Gets error messages. Apologized for problem and opened Trouble Ticket Follow- up with customer not required.	07/26/07	Consumer had issue for a while, last time placed call went smoothly. Grateful to have someone contact her to see if everything was ok. Will call back if the problem persists. Case closed.
69	07/24/07	Customer notes stated: If Answering machine - hang up. CA typed it out. Customer asked if the Communication Assistant heard instructions - no response and then hung up. I called back and got the same Communication Assistant. Gave the number and got hung up on again!	07/24/07	Followed-up with customer on 8/8/07 at 10:40 am. Asked the customer about the agent number, customer said he did not have the number written down. Apologized to the customer for the problem.
70	07/19/07	Disconnect/Reconnect during calls	07/24/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
71	07/18/07	NJ Voice Carry Over complains she has to repeat she is Voice Carry Over user and the agent response is delayed, then the agent was rude, saying, "Thank you for being so kind." Apologized, educated caller on benefit of using dedicated Voice Carry Over users toll free number, suggested it can be programmed in for one touch dialing. Let caller know supervisor will be informed for follow up with agent. No contact wanted.	07/18/07	Operator recalled the call and stated the caller came in on the voice line then switched over to the TTY line and opened the Voice Carry Over bridge, thanked the customer for being patient. Operator was advised to immediately contact a supervisor if technical issues arise.

72	07/16/07	This Voice caller has never had problems like this before #1: TTY message from Relay from cousin, message garbled and slurred, so had to replay 5 times to get the phone number. Couldn't understand message. It was an emergency and other cousin was in the hospital. #2: Customer placed a call through NJ Relay to TTY CA mumbled their CA number; she asked for it again and CA was rude and then hung up on her.	07/16/07	Operator was pulled for a discussion regarding these two concerns. She was coached on speaking clearly when leaving messages on answering machines and was also reminded and coached to make sure her id number is always provided whenever asked by both inbound and outbound customers at all times.
73	07/12/07	Customer complained of accuracy of captions	07/12/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative 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* Communication Assistant number for more specific follow up.
74	07/12/07	Accuracy of captions	07/12/07	Customer shared feedback regarding accuracy of captions. 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.
75	07/11/07	Customer states that he gave specific instructions for using a calling card to call an international number several times over the course of several attempts to complete the call and that the operator did not follow those instructions and the call was never successfully completed.	07/11/07	Team Leader met with this agent about following customer instructions on calling cards. Agent apologized for inconveniencing the customer. Team Leader also went over calling card procedures with the agent.
76	07/09/07	TTY customer is unable to place Long Distance calls. The latest call occurred today, at approximately 12:00 PM CST. Apologized, Trouble Ticket opened. Follow-up requested.	07/09/07	Tech support explained the issue with consumer. LD changes need to be verified with consumer to Verizon, and the issue should be resolved. Both Tech support and Account manager have not heard back from consumer (called 4x to email supplied by caller).
77	06/28/07	Billing - General	06/28/07	Discussed need to register long distance carrier of choice with caller and registered CapTel user accordingly.

78	06/26/07	Sprint Internet Customer is experiencing slow transmission during the use of the Sprint Internet Relay Site. The calls took place 6/26/07 at 10:38 and 10:41 CST. Apologized, Trouble Ticket opened. Follow-up requested.	06/26/07	Customer was informed of several resolutions to improve the use of Sprint IP. Customer will continue to track performance of use of Sprint I and will notify customer service if the problem continues.
79	06/24/07	Voice Carry Over customer is receiving garbling from the operators. She said it was reported to a technician last week but she's still receiving garbling when the operators type. The operator reduced typing speed, disabled turbo and had her turn off her TV and she still received garbling. Operator apologized for the technical problem and told customer there will be a trouble ticket opened. Customer did not request a follow up call.	06/24/07	Customer spoke with a technician. Tech person made some changes, apologized. Customer did not request follow up. Case closed.
80	06/20/07	Customer stated the agent was typing "the lazy dogs jump over the fence" repeatedly. Customer asked to speak with a supervisor (customer doesn't have agent number). Someone came on line saying they were supervisor. Customer stated the supervisor was nasty, rude and not professional and refused to take them seriously or help. Customer stated asked for another supervisor and was refused. Supervisor then started sending message garbled repeatedly and then disconnected. Customer stated "I don't even think it was a real supervisor. I apologized and stated would forward to appropriate person.	06/20/07	Contacted customer and told her how to process the complaint to include relay operator number. Call center is notified and aware of complaint. Customer was satisfied with input and will continue to use Sprint Relay.
81	06/15/07	Disconnect/Reconnect during calls	06/15/07	Explained to customer why disconnect/reconnect might be occurring and advised customer to contact phone service provider to have lines checked.
82	06/14/07	NJ TTY customer states this agent hung up on them at least 4 times while they were attempting place calls. Call was placed approx. 4:20 pm central time on 6/14/07. Relay Customer Service apologized to this customer. No follow up requested.	06/14/07	This Agent ID number is unassigned. Unable to provide follow up with agent.

DOCKET NO. 03-123

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

- o This document is confidential (~~NOT FOR PUBLIC INSPECTION~~)
- o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.
- o Microfilm, microform, certain photographs or videotape.
- o Other materials which, for one reason or another, could not be scanned into the ECFS system.

The actual document, page(s) or materials may be reviewed (**EXCLUDING CONFIDENTIAL DOCUMENTS**) by contacting an Information Technician at the FCC Reference Information Centers) at 445 12<sup>th</sup> Street, SW, Washington, DC, Room CY-A257. Please note the applicable docket or rulemaking number, document type and any other relevant information about the document in order to ensure speedy retrieval by the Information Technician.

DISK