



**New York
FCC Complaint Log 2009**

Complaint Tracking for NY (06/01/2008-05/31/2009). Total Customer Contacts: 113

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/13/08	A NY VCO customer states that when dialing 711, he gets a recording saying the number has been disconnected or is no longer in service. Relay Customer Service apologized for the problem and entered a trouble ticket. Follow-up is requested when 711 is fixed. Internal Update Performed	06/13/08	The issue has been resolved and NY TRS is now receiving 711 traffic properly. The number was properly restored and translations rebuilt to resolve the issue. The Relay Program Manager called the customer with an update.
2	06/13/08	A customer complained that she has been unable to reach NY Relay by dialing 711 since about 2:44 pm CST. She has had to dial the VCO dedicated number. Customer Service thanked the caller for letting us know and told her I would enter a trouble ticket to report the issue. I advised her to continue to use the toll free VCO number. Follow-up was requested.	06/13/08	711 service has been restored and the Relay Program Manager called the customer and let her know, per her request.
3	06/16/08	A caller reported that they have not been able to connect to NY Relay when dialing 711. Customer Service apologized for the inconvenience and informed the caller that technicians were working on the problem. I advised them to use the toll-free NY Relay number for a short time until 711 is available again soon. No follow-up was requested.	06/16/08	The 711 issue has been resolved and service is restored. The Relay Program Manager is unable to reach customer as no contact information was given.
4	06/16/08	A customer reports that they cannot reach NY Relay by dialing 711. No follow-up information was provided.	06/16/08	The 711 issue has been resolved and all calls are now going through.
5	06/16/08	A NY VCO user with a very clear voice complained that agents keep dialing 539, rather than 439 when she makes calls. The customer must stand to make calls, and being disabled this is a hardship. The customer suggested that agents may need periodic hearing tests. I apologized, explained I would be sure to inform the supervisors and trainers, and asked the customer to note the agent ID numbers so she can let us know specifics in the future. No contact wanted at this time.	06/16/08	Customer Service shared this input with the trainers. No further contact was requested at this time.

6	06/16/08	A customer reported that captions stop in middle of call	06/16/08	The call was researched and no technical or human factors for call disruption were found at the center. I explained that a one time occurrence of captions stopping during a call may be attributed to a bad connection, thus disruption in the call's data connection. The customer noted that this was a one time incidence and she has made numerous calls. I advised the customer to contact us should this experience occur again.
7	06/25/08	The customer was dissatisfied with the disconnect procedure and felt that the operator did not wait for a response long enough prior to sending "SK SK" at end of call. The issue was forwarded to a supervisor for follow-up on disconnect procedures.	06/25/08	A supervisor spoke with this agent about waiting just a few more seconds after giving the "SK SK" to hang up. Some people are not fast readers and we must give them time to respond.
8	06/25/08	A TTY customer is being detected as a BDRU-TTY instead of TTY or TurboCode. I apologized, branded TurboCode, and entered a trouble ticket. No follow-up was requested.	06/25/08	A technician was unable to recreate the problem. Customer Service re-branded the customer's number and added a note in his profile stating that typing speed should be the highest possible.
9	06/28/08	A VCO customer said that the agent not verify the number in the Frequently Dialed list. The agent also hung up before the customer was finished. I apologized to the customer and told him a supervisor would follow up with the agent. The customer requested follow-up either by phone or e-mail.	06/28/08	The operator states that he called over a supervisor during this call and it was agreed that since the phone number was in the Frequently Dialed list, it would not need to be verified, since the customer hadn't actually voiced the phone number. The operator was coached to verify every phone number for this customer, whether it is in the Frequently Dialed list or not, as this will satisfy the customer. The operator also stated that the customer was yelling at him and hung up on the operator. A follow-up e-mail was sent to the customer, per his request.
10	06/29/08	The customer claimed that the operator did not hang up the phone after leaving a voicemail from a TTY caller. The customer's voicemail remained on. The agent apologized for the inconvenience and educated him on our phone system. The customer did not request follow-up.	06/29/08	The operator was coached about answering machine procedures and she was very receptive to the review of procedures.

11	06/29/08	A customer experienced multiple disconnections during calls. I apologized for the inconvenience and advised them that this issue would be sent to technical support for resolution. I also encouraged her to try calling the number through NYRS a few more times, and to make sure to get the operator's ID number for reference. I told her to inform the operator before dialing out of the problems she has had with the disconnections. A follow-up call is requested.	06/29/08	The Relay Program Manager called the customer 3 times. A message was left asking the customer to call back into Customer Service if any further issues arise.
12	07/02/08	A customer stated that the operator did not follow their notes. The operator did not verify the number before out dialing and when I asked about this he did not treat me nicely. The exact wording was, "Stop yelling at operator I will not submit to this...have a good day... complain if you wish sk". This typed comment to the customer was observed by a supervisor when assistance was requested by the customer. The supervisor informed the operator that the comment was not professional. The supervisor apologized to the customer and informed him the issue would be brought to the attention of the operator's direct supervisor.	07/02/08	A discussion was held with the operator, who admitted to reacting in an unprofessional manner. He stated that he was very frustrated because the customer was yelling at him. The operator was coached to look for customer notes, as this would not have happened if he had read and followed the notes. The operator was also coached on maintaining a warm and professional manner with every customer. The operator was placed on a final warning.
13	07/04/08	A friend of a customer called to report garbling on a VCO phone. The caller said that garbling has been an intermittent problem. The Customer Service Representative apologized and went through troubleshooting tips for garbling. The Customer Service Representative said a report will be filed and someone will get in touch with the customer. Follow up was requested with the VCO customer.	07/04/08	The Relay Program Manager reached the customer and confirmed that the service is working fine now.

14	07/06/08	The VCO customer's branding from several weeks ago has not been working. Also, the line keeps getting disconnected when explaining this to customer service. Customer Service apologized and informed the caller that a trouble ticket would be put in and a technician would try to fix the problem. A follow-up is requested, but the line disconnected before a specific time could be determined.	07/06/08	The issue was forwarded to the center technician for follow up. This number has been disconnected.
15	07/07/08	A NY TTY customer states that the relay operator disconnected the caller during a conversation about how Relay handles long distance calls. The customer is confused about the relay letting the customer know if its a long distance or local call. Customer Service apologized. No follow-up is needed.	07/07/08	I was unable to follow-up with the operator about this yet, as she went out on a medical leave the day after this situation was reported. A supervisor will meet with her when she returns to remind her of proper relay protocol and to get a supervisor if she needs assistance with a customer.
16	07/08/08	A customer complained that the agent didn't verify the number and never asked if the number was correct. The customer feels the agent needs to be taught the definition of "verify".	07/08/08	A team leader met with the operator and reminded her to pay attention to customer notes and follow them. An e-mail was sent to the customer on 7/8/2008.
17	07/09/08	A NY VCO customer says that the agent typed out the answering machine message, even though the notes said "no message typed out". I apologized to the customer. No follow-up was requested.	07/09/08	I went over the procedures about following data base notes with the agent.
18	07/14/08	An HCO customer is being billed by Sprint, even though we have Verizon as their choice in our system. No follow-up was requested.	07/14/08	A technician made a test call using the customer's number. Both notes are in place and all preferences are there - Frequently Dialed, notes, customer information, etc. The test calls worked properly. The customer did not request contact.
19	07/17/08	A NY VCO customer complains she is unable to make VCO to VCO calls to her daughters. I apologized and explained that I would be sure to inform the Relay Technicians. In test calls to the customer I was unable to reach her via Relay or directly. The customer did not request contact.	07/17/08	A NY TRS technician is continuing to troubleshoot this issue. The technician has been unable to reach the customer to resolve this issue.

20	07/17/08	Captions - stop in the middle of a call	07/17/08	The customer reported an incidence regarding the cessation of captions during a call. The Customer Service Representative apologized for the incident and thanked the customer for reporting it. The representative further advised this 2-Line CapTel user that at any time she may get a new CA by turning captions off, then on again. This will allow the customer to re-establish a connection with a new operator via Line 2 and keep the voice party connected on Line 1.
21	07/17/08	A NY VCO customer says all of their outbound callers on all of their calls have trouble hearing them. Customer Service apologized to the customer and turned in a trouble ticket. The customer would like follow-up by the Program Manager.	07/17/08	The Relay Program Manager called and left a message at the customer's place of employment stating that a technician would be calling soon. An email was received from the customer requesting that we call her at home. Apparently we had her work number. I emailed the customer and technician so a time can be set up for a test call. A New York Relay Ambassador made a home visit and worked with this customer. It turned out that the DSL filter that had been added to the line for the CapTel phone was the issue. The customer is using VCO, not CapTel, so the DSL filter was removed and now all VCO calls are going through without any technical issues.
22	07/22/08	The customer states that the agent did not verify the calling to number prior to out dialing, despite customer notes to do so. The caller also thinks that the agent hung up on him.	07/22/08	The complaint was forwarded to the agent's supervisor for coaching on reading customer notes and following customer directions. A supervisor spoke with this agent. She agreed that she did not read the customer notes to verify the number, but she did not hang up on customer. She apologized for the inconvenience. A team leader called the customer to apologize.
23	07/23/08	A NY VCO user complains that he is unable to reach toll free numbers via NYRS, and gets recording saying that the call could not be completed. I apologized and explained that I would let the technicians know about the issue. The customer did not request contact.	07/23/08	There was an issue with one of the routers that affected outbound completion of this call. This issue has been corrected at this time. No contact was requested.

24	07/26/08	Customer states that the operator didn't follow her customer notes. If someone calls her and gets her answering machine, they are to wait for her to interrupt the answering machine. After relay types to her, she will pick it up. She kept typing to get the operator's attention but he did not pay attention to her. The customer states that he is not the first one to not pay attention to her notes. I apologized to the customer and informed her that the customer contact would be reviewed with the operator. She is satisfied and does not request follow-up.	07/26/08	A supervisor had a discussion with the operator about the call - a voice to TTY call. The voice customer wanted to leave a message on the answering machine and then they promptly disconnected. The operator followed all procedures for a TTY answering machine and waited for the "sksk" to completely transmit and then disconnected, as the inbound voice person had hung up. Prior to dialing the operator reviewed the notes and followed the instructions but once the inbound person hung up the operator had to follow procedure and disconnect.
25	07/26/08	The customer states that the operator hung up before she was ready to close the call and that the process should be reviewed with the operator. I thanked the customer for the feedback, apologized, and informed her that the operator would be coached. The customer is satisfied and does not request follow-up.	07/26/08	The operator was consulted about this situation and stated she would never hang up on a customer; that maybe it was a technical issue, as she remembered some of those. It was stressed to the operator that she must get a supervisor for assistance and make sure to complete a trouble ticket so there is documented information of any technical problems. Call closings were also reviewed so the operator doesn't mistakenly disconnect a call. The operator was very receptive to the coaching.
26	07/29/08	This customer states that she cannot call her sister at a local number. She gets a recorded message that says her call cannot be completed from her calling number. She has no problems reaching anyone else. Relay Customer Service thanked the customer for letting us know and assured her that the complaint would be sent in as stated. A trouble ticket was submitted.	08/06/08	The Relay Program Manager arranged for a Relay Ambassador to make a home visit to this customer. The customer said that she is having some problems with her VCO/TTY phone. When the Ambassador was there to test it, she didn't have a problem calling her doctor's office. The customer has a 7 year old Ultratec Uniphone 1140. The customer doesn't think it is worth repairing her phone a second time. She said that she will keep it as it is until she is ready to buy a new VCO phone. The Ambassador showed the customer a CapTel phone and she seemed to like it, but will think about it.

27	07/30/08	Customer stated she is a new relay user and Sprint is already in the drop down menu for long distance calls. The customer prefers a different carrier. No follow-up was requested.	07/30/08	The Relay Program Manager contacted the Customer Service Representative to inquire about a resolution on the ticket. The resolution is that the customer's profile information is updated. The customer previously used relay service default settings.
28	08/04/08	A VCO customer was unable to place international calls via relay. I apologized and follow-up was requested.	08/04/08	The Sprint technician was able to work with Verizon and get this issue resolved. Customer Service has notified the customer.
29	08/05/08	A VCO customer reports that her number is blocked via NY Relay on local calls. The customer did not want contact, she just wants the problem fixed.	08/06/08	A technician made a test call and it did not block the caller's number - it tested fine. Both of the numbers she is calling do not accept calls that are blocked. The customer needs to VERIFY that her number is not blocked by her LEC. The technician cannot do that on behalf of a customer, they need to call directly to the LEC. The customer did not want contact, so if she calls back, this information should be shared.
30	08/06/08	A customer called to inform a supervisor that the operator did not follow the customer notes, which said, "Do not type answering machines". I thanked the caller for bringing this to our attention and let the caller know the operator would be coached to pay attention to and follow the customer notes. The customer is satisfied and does not want a call back.	08/06/08	The operator remembered this call. She read the customer notes and proceeded to dial the number. When the answering machine hung up she began to type the message, then quickly realized she shouldn't have. Instead of stopping in the middle, she decided to finish it. She was coached to read and follow the notes at all times and if she makes a mistake to quickly apologize to the customer and try to correct the error instead of just letting it go. The operator was very receptive to the coaching and stated that she will improve her focus.
31	08/07/08	A voice customer states that they are having problem connecting to NY Relay with 711. I apologized for the problem and opened a trouble ticket. Follow-up is required for problem resolution.	08/07/08	A technician worked on this issue and test calls are working now. A message was left with the customer to call if any further issues arise.

32	08/10/08	The customer stated that when calling 711, the recording said "press 1 for relay calls", and when she pressed 1 she only got TTY tones and there was no voice option given. I apologized to the customer and told her that I would forward this information to the appropriate person. No follow-up is necessary.	08/10/08	There is not enough information to enter a trouble ticket. The customer can contact Customer Service if the problem continues. The customer did not request follow up. Relay Program Manager did test call, and the call did go through properly.
33	08/14/08	The customer states that the agent did not verify the phone number, then asked if he wanted to get a live person. The VCO user told her to hang up because she was not following his notes. He also told her that he wanted a supervisor at the end of the call. She dialed a 2nd time and verified the number, but did not say she was holding (no macro) or that the recording was playing. He asked what was going on and she said "holding for a live representative". He asked why no macro was sent and she said she was not supposed to send it unless it was requested. At the end of the call she hung up and did not get a supervisor, even though he had asked for one two more times. I apologized to the customer and informed them that this information would be forwarded to a supervisor.	08/14/08	The complaint was forwarded to a supervisor for follow-up on following customer instructions, reading inbound notes, and calling for a supervisor if asked. Also about calling a supervisor if help is needed on the call. A team leader met with this agent about following customer instructions and, if they do not understand the instructions, to call for a supervisor. The agent was coached on reading the inbound notes and following them. The supervisor also explained that if a supervisor is asked for, the agent must get a supervisor. The team leader contacted the customer regarding the conversation with the agent. The agent understood and apologized for the inconvenience.
34	08/15/08	A NY Speech-to-Speech customer states that when he places calls and the operator has connected with his outbound caller, there is static/feedback when the inbound Speech-to-Speech customer speaks. This does not happen on calls without relay. Once the outbound has disconnected there is no more feedback/static when the Speech-to-Speech customer speaks. Relay Customer Service apologized for the problem. Follow-up is requested when there is a resolution.	08/15/08	The technician could not reproduce the problem and this is the only customer having difficulty with static on the line. The customer needs to contact their phone company to have their line checked. The Relay Program Manager has been unable to reach the customer.

35	08/17/08	The caller was upset because the operator was typing background noises and he felt as though this was an invasion of privacy. Caller was also upset because he had asked the operator to hang up with the TTY user so he could talk to her and ask some questions, but the operator got a supervisor on the line and the operator kept relaying the conversation to the TTY user. I apologized to the customer and added customer notes stating "Do no type background noises and do not type background conversations". Follow-up is requested.	08/17/08	A supervisor reviewed the customer contact with the operator. The operator said she heard the voice person singing "Let the Good Times Roll" and she typed it to the customer. The hearing customer became irate and wanted to talk to the operator, supervisor, and the "home office" because he said it was a violation of his rights and privacy. The operator then defined her role and educated the caller about typing everything heard, which includes background sounds and descriptive words. While this was transpiring the operator was still trying to keep the TTY user informed. When she typed descriptive words (sounds annoyed) the customer became more irate. The operator was following procedures. I called the customer three times and was not able to get through to follow-up.
36	08/20/08	Caller ID isn't working.	08/20/08	Technical Support turned the Caller ID function on in the CapTel menu. Remedy was provided.
37	08/25/08	The operator told the TTY user that her message was left on her sister's voice answering machine, but the sister said she never got it. I apologized to the customer and informed her the issue would be discussed with the operator. The customer was satisfied.	08/25/08	A discussion was held with the operator, who remembered this call, because when she received her next call it was discovered her headset was not working and she had to get a replacement. She worried that perhaps the message did not get left from her previous call.
38	08/25/08	Disconnect/Reconnect during calls	08/25/08	I discussed with the customer about disconnections during calls and explained the difference between a CapTel phone and a traditional phone. I explained to the customer why disconnection/reconnection might be occurring and provided tips to reduce their occurrence.
39	08/30/08	Twice the people the customer tried to call were not able to hear his voice through relay. Customer service apologized for this. The customer has requested follow-up.	08/30/08	Customer Service contacted the caller for more information and found that the problem had been resolved. The problem was in the other party's phone line and it is working fine now. He thanked me for following up to let him know.
40	08/30/08	The caller says that the agent didn't follow instructions.	09/03/08	A team leader coached the agent. No follow-up was requested.

41	08/31/08	The customer complained of garbling during calls. I apologized to the customer and said that this issue would be looked into.	08/31/08	The Relay Program Manager sent a Relay Ambassador to visit the customer. A Relay Ambassador visited with the customer and assisted her with her VCO unit. The customer's VCO phone works fine when she turns off her air conditioning unit. The ambassador left information about CapTel phones as well.
42	09/03/08	Technical - General	09/03/08	The customer reported that the CA number appeared on the display but no captioning occurred on the call. Investigation shows that the CA experienced technical difficulties and the supervisor sent a message of technical difficulty and disconnected the call. The customer re-dialed her call successfully. The Customer Service Representative apologized for this incident and the customer is satisfied.
43	09/04/08	The TTY customer said she typed "thank you and have a great day" to the operator, but the operator was rude because she only typed "sk". the customer says she mentioned this rudeness to the operator and the operator typed back to her, "then call a supervisor". The customer told the supervisor that she thinks the operator "should be thrown out, but also she should be happy she has a job". The customer states that she also gave instructions for the operator to hang up if she reached an answering machine, but she typed out the whole thing. I apologized to the customer and informed her that appropriate actions would be taken with the operator so this does not happen again. The customer did not request a follow-up call.	09/04/08	The operator stated she processed several calls for this customer and one of them was an answering machine that she typed verbatim. When the customer told her she did not follow instructions, the operator informed her no instructions were given, so she had to type it out verbatim. More calls were made and at the end the customer thanked the operator and told her to have a great day. The operator stated she only typed "sk" not because she didn't know the correct procedures, but because she has experienced problems in the past with this customer. She offered to get a supervisor but the customer hung up. This operator has turned in abusive tickets about this customer and she states she feels "it's personal".
44	09/05/08	A NY VCO customer is unable to call her daughter's cell phone through relay. She states when she calls she receives an error message saying, "Cannot proceed with outdial - number is invalid". Customer service called the cell phone through NY VCO. Customer Service apologized to the customer and opened a trouble ticket. The customer would like follow-up from the Program Manager.	09/05/08	The technician has updated this information in the database. The customer has been notified.

45	09/07/08	<p>This customer has difficulties reaching two relatives using Relay. Relay operators indicate to this TTY user that the two numbers are invalid, yet when either of these customers call in to use Relay to call each other, the numbers work. The caller tried using 711 and the NY Relay numbers through TTY, Sidekick, and pager. The TTY user stated that the problem numbers rarely work through Relay, but they will once in a while. This has been an issue since the end of August, and they would like it resolved. I assured the customer that the information is documented and someone from Relay will call back to discuss. Follow-up is needed</p>	10/27/08	<p>This issue was assigned to Customer Service, who will contact the customer for more information. This issue has been fixed per the Sprint technician. The Relay Program Manager called the customer and let her know. She will call back if there are any further issues.</p>
46	09/22/08	<p>A voice caller who uses a hearing aid placed a call to a number he obtained from a form. The number was listed as HOH and when he dialed it, he heard TTY tones, which confused him, and then an operator came on the line. He says the operator did not identify herself, talked too fast, did not speak clearly, and then transferred him to customer service. He said the experience was ridiculous and disgusting. The caller did not realize the number was for persons with uncorrected hearing disabilities and that he can communicate effectively using just his hearing aid. I apologized for the confusion and suggested he use the voice number to reach the person instead of the HOH number. No follow-up was requested.</p>	09/22/08	<p>Team leaders will continue to coach the operators to greet the customers in a professional manner using slow, clear speech and to provide their ID number to every customer. Operators will also continue to be coached to only transfer a call when the customer requests a transfer and to get a supervisor whenever assistance is needed.</p>
47	09/22/08	<p>Technical - General</p>	09/22/08	<p>Technical support added this new area code to the system, allowing the customer to successfully complete a captioned call through the Captioning Service. The issue has been resolved.</p>
48	09/23/08	<p>The customer states that he was unable to get the operator's assistance in the middle of his call. The Speech-to-Speech customer explained his party was able to understand him for a good portion of the conversation, but when they needed help, the CA wasn't paying attention. I apologized and no follow-up was requested.</p>	09/23/08	<p>I met with the operator and coached her to maintain focus on calls.</p>

49	09/25/08	This TTY caller cannot complete calls -- they get an invalid number message. Follow-up is required for problem resolution.	09/25/08	A ticket was opened for the NPA-NXX to be added to the Database VNH table. The technician has corrected the problem, and the Relay Program Manager called the customer and notified her of this.
50	10/02/08	The customer said that the agent didn't listen very well.	10/02/08	I went over techniques to assist the operator in understanding callers.
51	10/03/08	A NY Speech -To- Speech customer states that while on a STS call, the customer had their phone on speaker so they could write information down. The operator got extremely nasty to the STS customer by saying, "Are you there. Are you there"? in a really nasty tone. Customer Service apologized to the customer, who does not need follow-up.	10/03/08	A supervisor met with the operator, who said she could not hear the customer. When the Operator realized that the caller was on a speaker phone, she attempted to adjust that volume controls. I spoke with the operator about maintaining a professional tone of voice
52	10/15/08	This caller reported that the operator was not listening and he had to repeat the number to dial three times. The operator claimed that she could not hear him. He was not able to complete his call this morning and will have to try again later. Customer Service apologized for the inconvenience and told him the report would be sent to the call center supervisor. No follow-up was requested.	10/15/08	I met with the operator and she explained that she could not hear the caller.
53	10/18/08	The customer said that when they tried to place a call to Puerto Rico the call would not go through. This was an issue they had run into before on and off in the past. The Customer Service Representative apologized for the trouble and informed the customer that the issue would be looked into. Follow-up is requested.	10/18/08	Test calls are now working and a technician notified the customer.
54	10/21/08	The caller reported that the operator was asked to transfer them to a NY Speech to Speech operator, but instead they were transferred to AL Speech to Speech and their call could not be placed. Customer Service apologized for the inconvenience and told the caller that the report would be sent to the call center supervisor. No follow-up was requested.	10/21/08	The operator stated that she clearly remembered the call and said she was sure she transferred to NY Speech to Speech. The supervisor advised her next time to double check the option she selects before actually transferring the call. The operator was apologetic and understands that she is to be more careful in the future.

55	10/22/08	This caller states that he gave agent an 800 number to dial and the operator informed him it was busy. The customer noticed that the call should have been put through regionally but the agent didn't seem to know this. The customer says that he had to tell her how to do it, and then once she did it the call went through. I apologized to the customer for the inconvenience and informed him the operator would be coached. The customer was satisfied and does not want a follow-up call.	10/22/08	A discussion was held with the operator on the proper call processing procedures for reaching a busy signal on toll-free numbers. A copy of procedures was given to the operator, who said she understands the procedures now.
56	10/31/08	The caller stated that the operator couldn't understand him and did a horrible job.	10/31/08	A team leader met with the CA, who said that she told the caller there must be a bad connection and confirmed the number. When she confirmed it, he hung up.
57	10/31/08	The operator said she couldn't give the relay number, but the caller said he gave permission.	10/31/08	A team leader met with the operator to let her know she that can give out the Relay number. The team leader called the customer to follow-up.
58	11/03/08	A Speech-to-Speech customer reports that a supervisor did not comply with his request for a different Speech-to-Speech operator when the first operator did not understand him. In the past, a supervisor told him that if an operator could not understand him, to ask for a supervisor to get another operator. This supervisor would not comply with his request. I apologized for the problem encountered and advised him that a complaint would be forwarded to management.	11/09/08	A team leader told the customer that, per the supervisor, it is the correct procedure to ask for another agent if a Speech-to-Speech user requests one. I apologized for being unaware of that procedure and said that I would follow-up and make sure all supervisors on Speech-to-Speech are made aware of this procedure. The customer was happy with that.
59	11/03/08	Accuracy of captions	11/03/08	The customer shared feedback regarding the accuracy of captions. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. I suggested that the customer document the date, time, and operator number of any future calls to allow us to take specific action with the operator captioning the call.

60	11/04/08	This customer says that she gets relay calls all the time at the doctor office where she works. She says that this operator seemed to have a poor attitude and sounded rude. The customer was very busy and had to keep putting the TTY user on hold, but when she came back to the line the operator wasn't voicing anything and just kept saying "one moment," without letting her know why. This went on for six or seven minutes and she still didn't know what her deaf patient wanted. The customer states she is usually very happy with relay. I apologized to the customer and informed her that the complaint would be given to the agent's supervisor for follow-up. The customer does not request follow-up.	11/04/08	The operator number identified by the customer is not assigned to any operator. The customer did not wish follow-up and the contact does not include enough to allow for further investigation.
61	11/04/08	Captions Lag too far behind voice	11/04/08	The customer shared feedback regarding the lag time of the captions behind the voice. The Customer Service Representative explained how captions are generated and that there may be a slight delay as voice recognition transcription occurs. I advised that more specific follow up can be taken with Call Center personnel given a date, time, and number called.
62	11/05/08	A NY TTY user was very upset that they get garbling and they do not like disabling Turbo Code all the time. I apologized, explained agents may disable TurboCode to correct garbling, and encouraged the customer to disable that feature on their device. I explained that using a fax machine, computer, and TTY all together can also cause garbling. I provided the Ultratec phone number and recommended they contact the manufacturer for advice. The customer refused contact.	11/05/08	The customer does not want contact. Customer Service gave the appropriate information at the time of the complaint.
63	11/09/08	The caller says that this agent was rude and nasty in utilizing the phrase, "What can I do for you now?" The caller prefers the phrase, "How may I help you?".	11/09/08	A team leader met with operator and spoke to the customer. The team leader explained to the customer the intent of the operator was to be helpful and that the agent should follow the procedure of saying, "Would you like to place another call?".

64	11/14/08	This TTY customer states that they were trying to place an international call with a prepaid card and this agent would not put the call through. The agent told them that relay did not place international calls. The customer has placed international calls via relay before without a problem, so they were upset that this agent was misinformed and refused to put their call through. I apologized to the customer and told them a supervisor would review international call procedures with this agent. No follow-up was requested.	11/14/08	A team leader went over international call processing through relay with this agent. The agent thought that relay did not process international calls, but the supervisor advised her that it was only IP calls that could not dial international numbers. The agent apologized for the inconvenience to the customer.
65	11/19/08	The customer states that the operator got snippy with him when he offered his opinion. The customer reports that he was offended by her rude comment, but she handled his call fine. I apologized and follow-up was requested.	11/19/08	A team leader called the customer regarding all his complaints for November. The customer stated that they not comfortable asking for another agent. The team leader suggested that the customer could have "Male agent only" added to his notes if he wished. I explained that if he requests another agent we will do it, but if not the agent he has will be happy to process his call.
66	11/26/08	The customer states that whenever they make calls, the agent can't understand them. They said that every time they speak to her she gets the number wrong and that she doesn't understand them at all.	11/26/08	The team leader called the customer regarding all of his complaints for November. The customer stated that he is not comfortable asking for another agent. The team leader suggested that the customer could have "Male agent only" added to his notes if he wished. I explained that if he requests another agent, we will do it, but if not then the agent he was will be happy to process his call.
67	11/26/08	The caller reported that the agent kept asking them to repeat over and over, making the call difficult.	11/26/08	The team leader suggested that the customer could have "Male Agent only" added to notes. If he requests another agent, we will transfer him.

68	11/30/08	The caller says that the Speech to Speech operator did not do a very good job understanding them. The Speech to Speech user is very disappointed in the quality of this agent. I apologized to the caller and told them I would write up a complaint form. They requested a follow-up call anytime to either their home or cell phone.	12/02/08	The team leader called the customer regarding all complaints for November. The customer stated that they are not comfortable asking for another agent. The team leader suggested that the customer could have "Male agent only" added to his notes if he wished. If he requests another agent we will do it, but if not, the agent he has will be happy to process his call.
69	12/17/08	This very upset VCO user reports that the CA did not verify the number before out dialing and did not follow their customer notes.	12/17/08	A team leader met with the operator, who understands that she is to verify the number. The operator was coached to always verify per customer request. This meeting was on 12/16/08.
70	12/19/08	Service - General	12/19/08	A severe snow storm impacted staffing at the call center. The customer's wait time was slightly longer than normally experienced. I advised the customer to let the call ring a few moments longer than usual.
71	12/25/08	The caller reports that is sounded like the agent was sleeping. The caller says, "I tried to get her attention during a call and had to repeat myself a few times and then the agent disconnected my call in the middle of a call."	12/25/08	The team leader met with the CA, who remembers asking the caller to repeat and says they will do better.
72	12/29/08	The customer says that the operator interrupts constantly and doesn't let him finish speaking.	12/29/08	The operator identified was not working at the time of the complaint time for this call. I still spoke to the operator about Speech-to-Speech procedures. Customer Service followed-up in general on this Speech-to-Speech user for the month of December about these concerns and a letter was sent to the Speech-to-Speech user about being able to switch agents if he didn't like the one he had.

73	12/30/08	A NY TTY user complained that a supervisor said the agent could not process a call to the VRS support number. I apologized and made a test call to verify the number is a voice line with prompting options offered. I let the customer know that I would inform relay management of the issue and thanked them for reporting it. The customer does not want contact.	12/30/08	A supervisor explained that the customer was asking why we could not process relay to relay calls to VRS. The supervisor explained that New York Relay does not support traditional relay to video relay at this time. The customer then wanted further information regarding her husband, who is deaf and visually impaired. The supervisor offered to transfer her to Customer Service for more detailed information and assistance.
74	12/30/08	A NY VCO customer just set up a new profile tonight, including long distance company information. But when she tries to call long distance or when anyone calls her long distance, they get the message, "The number you are calling from is disconnected". She does not have any problem with local calls. I apologized for the inconvenience and opened a trouble ticket. Follow-up was requested.	12/30/08	The technician was unable to reproduce this problem. He attempted to contact the customer several times but was unable to. If the customer calls back with an issue, the ticket will be re-opened.
75	01/07/09	Accuracy of captions	01/07/09	A customer shared feedback regarding the accuracy of Communication Assistants. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Feedback as received was passed on to the Center Management. The customer had no specific times, dates, or Communications Assistant numbers. The Customer Service Representative suggested that the customer document the date, time, and Communications Assistant number of any future Communication Assistants they wish to report to allow us to take specific action with the Communications Assistant.

76	01/12/09	On 1/10/09, a customer states that the operator was constantly asking them to hold on and it seemed like the operator was not paying attention. The customer called in the complaint at 10:56 AM. I apologized to the customer and informed that the supervisor would be speaking to the operator about this and that the operator would be coached to keep the customer informed as to why they had to "hold on". The customer is satisfied and does not want a follow-up call.	01/12/09	The operator said that she was having trouble with her computer. She was coached to summon a supervisor for immediate assistance any time she has a technical issue and to always keep the customer informed of what is happening. She was also reminded to complete a trouble ticket. The operator was very receptive to the coaching.
77	01/14/09	A voice customer reported getting multiple calls via the relay. I apologized and no follow-up was requested.	01/14/09	The customer was Informed about relay calls.
78	01/14/09	A voice caller reports being unable to reach her VCO sister via NYRS from a land line, but she can reach the user via her cell phone. I apologized, and made a successful test call NYRS. I explained that I would inform the relay technicians to check into the issue and entered a trouble ticket. The customer wants contact with resolution.	01/14/09	A technician has fixed the problem. The Relay Program Manager called the customer and left her a message to please contact Sprint if there were any further issues.
79	01/30/09	A voice customer reports getting harassing calls via the relay and wants them to stop. They are occurring all hours of the day and night. I apologized and no follow-up was requested.	01/30/09	The customer was educated about relay calls and how to handle harassing calls.
80	01/30/09	A NY VCO customer has the correct LD company entered in their database, but continues to receive bills from Sprint. Customer Service apologized for the problem and entered a trouble ticket. No follow-up was requested.	01/30/09	Relay Program Management sent the customer a refund of .036.
81	02/01/09	A Speech-to-Speech customer stated, "She got all his info wrong, he gave her benefit of doubt and tried her, but she still got it wrong". A Manager will call customer for follow-up.	02/01/09	A Team Leader met with operator, who does not remember this situation happening or this particular call. The Team Leader told the operator there will be Speech-to-Speech surveys done in the next month to verify her work and the operator agreed.

82	02/05/09	Accuracy of captions	02/05/09	A customer shared feedback regarding the accuracy and speed of captions. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. Customer Service suggested that the customer document the date, time, and CA number of any future calls to allow us to take specific action with the Communications Assistant captioning the call. The customer was satisfied.
83	02/06/09	Disconnect/Reconnect during calls	02/06/09	I explained the difference between a CapTel phone and a traditional phone and why disconnection/reconnection might be occurring. I advised the customer to replace a possible defective Y jack and/or have the wall jack evaluated to make sure there is no loose wiring inside the jack etc.
84	02/20/09	A voice customer is frustrated and upset that the Relay operator types everything that is heard when they are simply asking the operator to read what they had said earlier. The customer does not believe that the operator needs to type everything heard and says this causes confusion to the deaf person. The customer feels the operator should work with the voice person to communicate what is needed and not cause confusion. Contact is requested ASAP.	04/22/09	The Relay Program Manager called the customer and reiterated that operators must type what is heard. The customer explained that she was frustrated when there was additional confusion because her deaf friend's first language is not English. The customer appreciated the call.
85	02/23/09	Disconnect/Reconnect during calls	02/23/09	The customer was sent information explaining the difference between a CapTel phone and a traditional phone. I explained to customer why disconnection/reconnection might be occurring and sent a letter with tips to reduce their occurrence. I offered future assistance or a possible home visit in setting up the CapTel phone.

86	02/25/09	A caller reported that the supervisor came on the line during his call to Sprint and said, "Put the speech impaired person back on the line." He is disabled and had handed the phone to his aide in order for a code to be entered. His aide replied, "He gave it to me because I need to do stuff for him (enter a code)". Then the supervisor said "I will document this call and will now disconnect." The line disconnected. Customer Service responded by apologizing for the inconvenience and explaining the reason that the call could not continue through Speech-to-Speech. No follow-up was requested.	02/25/09	That is what the supervisors have done in the past. In the future, if we find the user is getting assistance from an aide for an extended period of time, we will not be too quick to judge if we end the call or not. The supervisor will ask nature of the call, if the Speech-to-Speech user initiated the call, if the user was having communication issues with the party they called, if they could understand the user enough to aid them, and things of that nature. If, after the inquiry, the supervisor does not feel the aide should be utilized on the call, then do what we have done in the past and encourage the user to handle their call on their own.
87	02/26/09	Dialing Issue - Unable to dial regional 800 number	02/26/09	Technical Support made an adjustment so that the CapTel user can successfully make captioned call to a regional 800 number.
88	02/26/09	Disconnect/Reconnect during calls	02/26/09	The customer was sent information explaining the difference between a CapTel phone and a traditional phone and why disconnect/reconnect may be happening. They were also sent a letter with tips to reduce the incidence.
89	02/27/09	Accuracy of captions	02/27/09	A customer shared feedback regarding the accuracy of captions. The representative apologized for the incident and thanked the customer for bringing their experience to our attention. Customer Service shared some details on how captions are created using voice recognition and how corrections are provided in parenthesis at times. The customer understood and noted she will report any future incidences with specifics such as the date, time, and Communications Assistant number so we can follow up with specific personnel at the Call Center for training purposes.
80	03/04/09	A caller reported that the Communication Assistant broke transparency after a call he made last night. Customer Service apologized for the comment made and told him that the report would be sent to the call center supervisor. No follow-up was requested.	03/04/09	A Team Leader met with the Communications Assistant, who admitted making the comment and realized it was wrong to do. They will not do it again.

91	03/07/09	A customer reports that he wasn't sure if the operator hung up on him or not. He said he couldn't understand the operator and wanted to make another call, but the operator was gone. I thanked customer for letting us know and said that we would follow-up with the operator right away. I also thanked him for using our service, which he said he really appreciated. He said in the "big picture" we do a great job for him and said he did not need a follow-up call about this.	03/07/09	The supervisor in charge had a discussion with the operator. She said she tried to inform him several times that she could not hear him speaking and did not get any response from him, and then the inbound line disconnected on its own.
92	03/13/09	A caller reported that they were offended by the operator's bad attitude. The operator wouldn't give directions for the call.	03/13/09	A team leader met with the Communications Assistant and explained the need to maintain a professional, courteous tone.
93	03/13/09	Accuracy of captions	03/13/09	A customer shared feedback regarding the accuracy of captions. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention.
94	03/13/09	Accuracy of captions	03/25/09	A customer shared feedback and gave an example regarding the accuracy of captions. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management, but the example contained no date, time, or Communications Assistant number.
95	03/17/09	A VRS interpreter, who is very familiar with the relay, got a call from this agent. The customer reports that this agent was rude and yelled at them because the hearing person started talking when there was a pause. I apologized and no follow-up was requested.	03/17/09	We do not have an agent 8033 in this center.

96	03/24/09	Accuracy of captions	03/24/09	A customer shared feedback regarding the accuracy of captions. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. Customer Service suggested that the customer document the date, time, and Communications Assistant number of any future calls to allow us to take specific action with the Communications Assistant captioning the call.
97	03/26/09	The customer reported that the operator didn't follow their typed instructions to place the call collect. . The operator proceeded to dial the number directly. At this point the customer, who was calling from a correctional facility, requested a supervisor. The supervisor was told by the operator there were no notes or instructions regarding making a collect call. The supervisor scrolled up, reviewed the information, and saw that the customer did instruct the call to be placed collect. The Supervisor apologized to the customer and informed him the matter would be reviewed.	03/26/09	The supervisor coached the operator, who is fairly new, on proper collect call processing procedures, the importance of following customer instructions, and making sure to get assistance from a supervisor any time that problems are encountered with call processing prior to dial out.
98	03/26/09	Technical - General	03/26/09	At 12:40 PM CST a major network supplier CapTel relies on experienced difficulties that impacted some CapTel calls. At 3:15 PM CST CapTel's supplier re-established its link allowing all calls to be routed and processed normally. Daily service level was met as only some calls were affected.
99	03/31/09	A customer reported that they cannot dial directly to Relay Customer Service and cannot have the relay operator transfer them to Relay Customer Service either. The customer gets a busy signal every time when trying. The customer also can only use 711 as the VCO dedicated line number no longer works to reach a relay operator. When he tries the VCO number, again he gets a busy signal. Relay Customer Service thanked the customer for letting us know and assured him that a trouble ticket would be sent in as stated. A call back was requested.	04/21/09	The technician was unable to reproduce the problem, this may be a problem with the telephone line. The technician called this customer and left a message.

100	04/06/09	A customer said that he had to wait a long time after giving the "go ahead" until his number was dialed by the operator. He then offered to help, but still no out dial. After several seconds, the operator processed the call. I apologized to the customer and informed him that the agent will be spoken to and coached. The customer is satisfied and does not need a follow-up call.	04/06/09	A supervisor witnessed this call take place, as she was remotely surveying the operator at the time. The operator stated that she had trouble entering the numbers in the dial window and at one point realized she had the touch-tone keypad open. She was coached to keep the caller informed by sending "one moment please" if there are delays such as this, as all numbers need to be dialed in five seconds or less or appropriate messages sent in a timely manner. The supervisor also informed the operator she should have apologized to the customer for the long delay. The operator was very apologetic and stated that she will follow the correct procedures in the future.
101	04/07/09	The operator did not follow the customer notes. The operator did not verify the name on the answering machine and also redialed without the customer's permission. She also did not verify the last number called, which the customer had requested her to do. I apologized to the customer and thanked him for his feedback. The customer would like follow-up via email regarding the agent follow-up.	04/07/09	The operator said she did not understand the name on the answering machine. The customer asked her what the name was, so she thought that meant he wanted her to redial to figure out which one it was. When she redialed, the customer yelled at her for redialing without permission. The operator also remembered verifying every number she dialed, but was unaware that maybe he wanted her to verify the redial number. The operator was coached to follow customer requests and to make sure to verify any instructions that are not clear. She was also coached to keep the customer in control of the call. A follow-up email was sent to the customer per his request.
102	04/14/09	The operator made the call and when the outbound person could not understand, the operator did not repeat for clarification. The inbound user disconnected call. The customer wants a follow-up phone call.	04/14/09	A team leader met with the operator, who explained that they could not hear the called party. A trouble ticket was entered. The team leader called the customer, who seemed understanding that this may have been a technical issue and not the operator's fault.
103	04/15/09	A caller reported a constant issue with bad attitudes. The caller says that when they ask to call DA, the operator always asks "Am I to dial Directory Assistance?". The team leader explained that the operator "Is confirming the number to dial," but the customer still said her attitude is bad. The team leader apologized and no follow-up was requested.	04/15/09	The team leader apologized to the customer at time of call. The team leader met with the operator, who was following procedures, but apologized.

104	04/15/09	A voice customer reports receiving calls via relay threatening her and her child. I apologized and no follow-up was requested.	04/15/09	The customer was informed about relay calls.
105	04/15/09	The customer said that the operator has an attitude and does not like that she verified area code. The supervisor explained to the customer that it is protocol for an operator to verify a number before dialing out.	04/15/09	A team leader met with the operator, who said she followed procedures to verify the number before dialing out. The operator said that she did the best she could.
106	04/15/09	A customer said that the operator could not understand "Jet Blue Airlines" and the customer was too frustrated to spell it. The customer wants a follow-up.	04/15/09	The CA followed correct procedures for Speech-to-Speech services. The customer was contacted.
107	04/17/09	The customer states that this afternoon the operator did not verify his number before dialing, which is in his customer notes. I apologized to the customer and informed him this will be forwarded to the operator's supervisor for immediate follow-up. The customer is satisfied with this and does not want a follow-up call.	04/17/09	A supervisor reviewed the customer contact with the operator, who was very apologetic and said she remembered the call and remembered seeing the customer notes to verify the number, but she was so focused on trying to get the number dialed quickly that she forgot to verify it. The supervisor reviewed the customer's notes and the procedures required for this customer. The operator stated she now has a clear understanding of what is required of her when she assists this customer.
108	04/17/09	Disconnect/Reconnect during calls	04/17/09	The customer was sent information explaining the difference between a CapTel phone and a traditional phone. I explained to the customer why disconnection/reconnection might be occurring and sent an email with tips to reduce their occurrence.
109	04/28/09	The customer asked the operator for the number to Washington, D.C. and the President and the operator started laughing. The customer was not able to say anything else, just that they want a follow-up phone call.	04/28/09	A team leader discussed the call with the operator and coached them on appropriate behavior. A manager called the customer.

110	04/30/09	The operator asked the customer about something from a previous call. The customer wants the agent made aware that this is not appropriate, but does not want his name mentioned to her in regards to this complaint. He just wants her to know that a Speech-to-Speech caller is aware and complained about this transparency issue.	04/30/09	A team leader discussed the call with the operator and a manager called the customer.
111	05/08/09	A Speech-to-Speech customer called 911 through Relay to report a traffic light malfunction to police. His call was connected to the wrong 911 center. I apologized and a technical ticket was opened. Follow-up was requested.	05/08/09	This was reported to the database group for correction. The Relay Program Manager called the customer.
112	05/11/09	A Speech to Speech user called into Customer Service via relay to complain that every call called through relay has "loud static" and they do not like that. They want relay to fix the situation so that their phone has no static on it. This static only happens when they call someone using the relay service, not when they make direct calls. The Customer Service Representative apologized for the inconvenience and stated that they would take the necessary information down so someone from the technical department could work with them. The caller requests follow-up for this issue.	05/11/09	Not enough specific information was provided by the Customer Service Representative to enter a trouble ticket. Customer Service will contact the customer for additional information and if a trouble ticket is warranted, will enter it to a technician. Follow-up was requested. We contacted the customer and placed test calls to determine the cause of the static reported. It was determined that when the customer turned down external speakers, that helped with some of the feedback. We also tested the operator turning down his microphone volume and that helped eliminate the static that the customer was hearing. I entered a note on the customer profile instructions saying, "Due to feedback, Operator turn down MIC volume". No trouble ticket was necessary.
113	05/16/09	A customer says that the operator did not respond and hung up on her. I apologized for the inconvenience, informed her we would notify the agent's supervisor right away, and offered to place a call for her if she needed one. The customer was satisfied with this and does not want a follow-up call.	05/16/09	A team leader met with agent and went over proper call processing, with particular attention to remaining focused on calls and the importance to providing good customer service. The agent was informed that if they experience technical difficulties they need to notify a supervisor immediately. The agent understands.