The Public Utilities Commission of Ohio

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

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June 28, 2009

Received & Inspected

JUL 1 - 2009

FCC Mail Room

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

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

Dear Ms. Dortch:

As required by CG Docket No. 03-123, please find enclosed the original and four copies of the Annual Complaint Log and Summary Report for the State of Ohio's Telecommunications Relay Service from June 1, 2008 through May 31, 2009.

The Service Monitoring and Enforcement Department of the Public Utilities Commission of Ohio (PUCO) did not receive any complaints regarding the quality of service of the Ohio Relay during that timeframe.

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

Sincerely,

Elizabeth L. Blackmer

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

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

Received & Inspected
JUL 1 - 2009
FCC Mail Room

Sprint Relay

Ohio
FCC Complaint Log 2009

Complaint Tracking for OH (06/01/2008-05/31/2009). Total Customer Contacts: 96

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/02/08	The TTY customer states the agent disconnected before they could type. Customer Service apologized for the incident and assured the customer that the agent would be coached by a supervisor.	06/02/08	The agent waited approximately two minutes, called for a supervisor and had the call disconnected due to no response. This incident is documented.
2	06/03/08	A caller reports that Deaf customers are able to reach relay but are unable to contact this business via relay. When called, they get a s.ren-like noise. I tested the number today at 10:15 AM CT. I apologized and created a Trouble Ticket. Follow-up was requested	06/03/08	I spoke with the customer and she stated that all is now working well She thanked me for following up with her.
3	06/06/08	A TTY customer states that the agent hung up on her. The call took place today, 6/6/08, at approximately 12:15 CT. Customer Service apologized. No follow-up was requested	06/06/08	The agent was coached by the Team Leader and was instructed to call a Supervisor if they are having trouble with a call so any disconnects can be documented.
4	06/26/08	The customer wanted to leave a message on an answering machine The agent al first dialed the wrong number. The agent did apologize and the customer recognized the apology but still wanted to write a complaint.	06/26/08	The Team Leader met with the Communication Assistant (CA) and reminded him to verify the number if needed and to pay closer attention to dialing the correct number the first time.
5	06/26/08	A customer complained that the Communication Assistant (CA) repeatedly typed "Sorry please repeat." The customer didn't appreciate being asked to repeat and was sick of repeating The customer asked the CA to repeat the number back because the CA kept dialing the wrong number.	06/26/08	The Team Leader met with the Communication Assistant (CA) and this incident had been documented as garbling. The Team Leader mentioned to the CA to call a supervisor a little sooner instead of asking the caller to repeat so many times A letter was sent to the customer on 6/26/2008.
6	06/26/08	A customer filed a complaint regarding the accuracy of the captions	06/30/08	The customer shared feedback regarding the accuracy of captions. The Customer Service representative apologized for the incident and thanked the customer for the feedback. The customer was informed that the information would be shared with the appropriate captioning service staff for follow-up This agent's calls were monitored for quality and coaching on call handling was provided. The customer was satisfied with this resolution
7	07/01/08	A customer states that on June 19, 2008, he was not able to place a long distance call through the OH Relay using Cincinnati Bell. Customer Service apologized and a Trouble Ticket was opened The customer prefers follow-up at his convenience, so he will call Customer Service for follow-up.	07/01/08	The customer did not leave contact information for follow-up.
8	07/03/08	An OH VCO user complains he is still unable to make long distance calls using OH Relay with Cincinnati Bell as a carrier of choice in his profile. The customer is upset he can't communicate with family or place calls for business purposes. I apologized and explained I would inform the technicians that the problem continues I spoke with the center supervisor who reports that other callers using CN Bell are having issues as well. I advised the caller to check with the phone company to verify the CIC codes for his long distance plan. The customer does not request additional contact.	07/03/08	The customer called back saying Cincinnati Bell referred him back to relay saying it's a relay problem Agent apologized and confirmed entered a Trouble Ticket for this issue. The customer did not request follow-up.

9	07/04/08	A customer reports the operator "just stopped typing in the middle of my conversation. There was a long pause after I said GA before anything got back to me and then the operator disconnected me."	07/04/08	The agent did not hang up on the customer. The computer's memory became full and decided to "dump" the memory in the middle of the call. This stops the call process and disconnects the call. This is a technical issue and not an agent error.
10	07/06/08	A voice customer was not able to reach Ohio Relay when dialing 711 or the toll free number. Customer Service apologized. The Relay system appears to recognize their phone number as a text telephone user. Customer Service will brand the line for Voice. Follow-up was requested.	07/07/08	Agent verified the line is now branded for voice. Agent spoke with the customer and she stated she can now use 711 to reach Ohio Relay Relay answers on the first ring and she has been able to make her Voice-to--TTY calls The customer also dialed the toll free number and it is also answered as a voice call.
11	07/07/08	An OH VCO customer complains the agent didn't know how to retrieve her messages, which delays her being able to return calls. Customer Service apologized and explained the agent's supervisor and trainers would be notified. The customer wants to be contacted by a Relay Program Manager.	07/07/08	Manager followed-up with this agent and she stated she does not recall having difficulty in retrieving messages. The agent was able to demonstrate her knowledge in message retrieval, Automatic Message Retrival and Voice mail. Account Manager called the customer and left three messages for her to call back. The customer has not returned calls. The case is closed
12	07/07/08	A customer reported experiencing garbling on relay calls. I apologized for the problem and opened an on-line trouble ticket. Follow-up is required for problem resolution. The customer said she will continue to call until the problem is resolved.	07/07/08	The customer did not leave contact information for follow-up.
13	07/09/08	An OH VCO customer states the relay operators are unable to retrieve her messages from her answering machine. Customer Service apologized to the customer. The customer would like follow-up by the Program Manager.	07/09/08	The agent said the call was disconnected or the caller hung up before she was able to set up the call. The agent is familiar with the correct procedures for Answering Machine Retrieval. Agent followed-up with the customer to let her know the Team Leader met with the agent.
14	07/09/08	An OH VCO customer states the relay operator typed out the answering machine message even though it states in her notes not to type out answering machine messages Customer Service apologized to the customer the customer would like follow-up from the program manager	07/09/08	The agent acknowledged that she misread the customer's note and typed the answering machine message The agent attempted to apologize to the customer Manager told the customer that the agent acknowledged that she misread the customer's notes. She apologized for this.
15	07/09/08	An OH VCO customer states the relay operator is unable to retrieve her messages from her answering machine. Customer Service apologized to the customer The customer would like follow up by the Program Manager	07/09/08	Follow-up with the agent was not possible due to insufficient information provided to us There was no indication when and/or what time this incident occurred. If this occurred prior to the initial customer contact with customer service, the agent identified was not scheduled at the time of the alleged incident Manager left three messages for the customer to call me back. Manager did not get any return calls The case is closed.
16	07/11/08	An OH voice caller works in banking and complains that when speaking with her hearing impaired customer the agent relaying the call made it hard to follow due to mumbling and mixing up numbers given by her customer. The caller has used relay frequently and feels this kind of service makes it more difficult for the public to understand a service they may not be familiar with. Customer Service apologized and explained the agent's supervisor would be notified for follow-up with the agent. The customer does not want to be contacted.	07/11/08	The Team Leader met with the Communication Assistant (CA) and advised her to speak more loudly and to read carefully what is typed by the TTY user She emphasized to not be in a hurry and that to turn up the volume on the microphone is a standard procedure.

17	07/13/08	A customer is experiencing problems making voice to TTY calls via OH Relay using Yahoo Messenger from their computer. The customer requested to be contacted back.	07/15/08	The Relay Customer Service representative contacted the customer to discuss the issue. The problem experienced is not a Relay issue. The customer will contact Yahoo Messenger Service regarding calling from a number transmitted to Relay.
18	07/15/08	A VCO customer complained of garbling and is prepared to contact the Better Business Bureau. The most recent garbled call took place today prior to 11:00 AM CT. Customer Service apologized and opened a Trouble Ticket. Follow-up was requested.	07/15/08	The customer said her calls are improving, but she will document everything when the problems do arise. She thanked me for working with her.
19	07/17/08	An OH VCO customer says the agent did not follow her profile instructions indicating not to type the answering machine recording and to type only gender and GA for greeting. Customer Service apologized for the inconvenience. Follow-up was requested.	07/17/08	The agent is aware to follow a customer's profile notes and instructions. Agent followed-up with the customer.
20	07/17/08	An OH VCO customer says the agent did not follow her profile instructions indicating not to type the answering machine recording and to type only gender and GA for greeting Customer Service apologized for the inconvenience. Follow-up was requested	07/17/08	All agents were coached on the importance of following a customer's notes and instructions. I left a message with the customer apologizing and informing her that all agents were coached on the issue.
21	07/17/08	An OH VCO customer says the agent did not follow her notes to not type out the answering machine message and to not type any greeting expect for gender and GA Customer Service apologized for the inconvenience. Follow-up was requested.	07/17/08	The agent remembered the call and he said he was certain that he had followed the customer's notes to the "T". The agent is very careful to read and follow customer notes. Agent called the customer back and left a message on the answering machine that I had followed up with this agent.
22	07/17/08	An OH VCO customer says this agent did not follow her customer notes about answering machine retrieval or typed greetings Customer Service apologized for the inconvenience Follow-up was requested	07/17/08	Coached Agent on reading and following customer notes. Agent will be very careful in the future. Left message on customer's ans machine to let her know that Agent had followed up with the agent.
23	07/17/08	An OH VCO customer called to complain that agents in MO and MN centers are not able to retrieve her answering machine messages. Customer Service apologized for the inconvenience and opened a Trouble Ticket. Follow-up was requested.	07/17/08	Agent called the customer three times and left messages for her to call me back. The customer has not returned my calls. The case is closed
24	07/18/08	A customer complains that the operator did not follow the customer's profile notes that state "Don't type answering machine message-just type (ans mach)GA". Also "type gender and then GA when phone is answered". The operator apologized, however the customer is very tired of this happening on so many calls. Customer Service thanked her for letting us know and told her the report would be sent to the call center supervisor Follow-up was requested	07/18/08	The Team Leader went over this complaint with the agent. She said that she misread the instructions, apologized for the inconvenience and will be more careful in the future.
25	07/23/08	An OH TTY customer reports being unable to connect using 711. although they are able to connect to relay via the toll free number. Relay Customer Service apologized for the problem, instructed the customer to dial the toll free number to connect for the time being and turned in a Trouble Ticket. Follow-up was not requested.	07/23/08	The customer did not provide their contact number for us to work with their LEC. The customer also did not request follow-up

26	07/26/08	A voice customer called in six times on 7/26/08 and heard only TTY tones on each call when attempting to reach relay services. The customer dialed both 711 and the 800 number and was able to get through but only to TTY tones; voice communication was never established. The customer's LEC is AT&T. Customer Service apologized to the customer and went through the steps on the 711 Troubleshooting Job Aid sheet. They gathered pertinent information and informed the customer the issue would be directed to Technical Support for resolution. The representative recommended the customer continue attempting to establish communication with a relay operator, making sure to stay on the line through the TTY tones for a possible link to a voice operator. The customer requested follow up.	07/26/08	Account Manager spoke with the customer's son who stated that his mother has not had trouble with her relay calls and all is working well.
27	07/31/08	A customer reports an agent had trouble reading what was typed and relaying what was said.	07/31/08	The Supervisor met with the agent and reviewed voice tone and reading text to the caller.
28	08/04/08	A TTY customer states they cannot reach Ohio Relay Service. Customer Service apologized for the problem and opened a Trouble Ticket Follow-up is required for problem resolution.	08/04/08	A technician left a message for the customer on August 25 and Agent left another message today, September 29, requesting the customer call me back.Agent left another voice message for the customer to call back The customer has not returned any of the calls The case is closed
29	08/06/08	A caller reported that for the past six months she has been unable to connect to her sister-in-law in MA using the OH relay toll free number and 711 She has also tried the MA relay number. The relay agent reaches a siren type sound with no ringing when dialing the TTY number. I placed a test call directly to the number and it rang with no answer six times I entered a Trouble Ticket with all the details I apologized and let her know that a Trouble Ticket would be entered, and a technician might call if more information was needed. She welcomes any call and follow-up is requested.	08/06/08	Agent forwarded this issue to the development team and they said the problem originates from the private lines. Account Manager called the customer to let her know
30	08/10/08	The customer stated that the Communication Assistant did not type accurately or verbatim what was voiced by the person she called. I apologized to the customer. No follow-up is necessary.		The customer did not request follow-up
31	08/11/08	An OH Voice customer states that when dialing the toll free number to reach a voice relay agent they get TTY tones and then the line disconnects and they are unable to place their call Relay Customer Service apologized for the problem and submitted a Trouble Ticket Follow-up is requested.	08/11/08	Agent left three voice messages on the customer's voice mail asking her to call back No calls returned, case closed
32	08/12/08	The customer states, "the relay operator didn't type clearly and it was all mixed letters. I was not satisfied."	08/12/08	Agent explained to the TTY user that it sounded like a technical issue and was not necessarily the operator's typing. Agent emailed the customer that the agent had been coached and given ways to possibly clear up garbling.

33	08/12/08	The customer reports that a VCO to VCO call was not processed correctly. The Communication Assistant did not type anything for either caller on line.	08/13/08	The Supervisor reviewed VCO to VCO procedures with the agent.
34	08/15/08	The customer states a Coomunication Assistant did not know how to properly leave a message on an answering machine	08/15/08	Manager met with the Communication Assistant and covered VCO to answering machine procedures.
35	08/17/08	A caller reported that the agent did not read and follow her customer notes. She wanted to leave a message the first time and the agent did not do that. No follow-up was requested.	08/18/08	The Supervisor spoke with this agent about the call. She remembered the customer and did admit to making the mistake. The agent apologized at the time to the customer but the customer hung up. The agent again apologized for the inconvenience.
36	08/19/08	The customer states the agent made the same mistake on three separate calls. She wanted to leave a message without redial The notes are in place in the customer profile database. Customer Service apologized. No follow-up was requested.	08/19/08	The agent remembers this and says the notes indicate to not type answering machine recordings but does not say to leave a message the first time without a redial to the answer machine The procedure is the agent hangs up and lets the caller know an answering machine was reached. The agent then waits for the customer to say if they want to leave a message or not The agent does not assume the customer wants to leave a message.
37	08/21/08	The customer reports the Agent typed verbatim what the outbound voice person said and after 3 minutes the outbound voice caller hung up.	08/27/08	The Agent followed procedure
38	08/23/08	The caller complained that the agent did not follow her instructions and was not focused on the call.	08/28/08	Agent met with agent and coached them about maintaining focus and keeping the caller informed.
39	08/24/08	A customer stated that the agent did not follow their instructions. The Customer Service representative apologized to the customer. No follow-up was requested.	08/24/08	There is no agent with that number
40	08/27/08	An OH VCO customer states the relay operator did not follow the customer's notes. The customer does not want the operator to type out the message recording, so that they can leave a message the first time Customer Service apologized to the customer No follow-up was needed by the Supervisor.	08/27/08	The agent was coached on the importance of reading the customer's notes and following the instructions as stated. The agent acknowledged this.
41	08/30/08	A customer has made many attempts to reach a number. However, the relay operator states the number is invalid and will not place her call Customer Service apologized for the inconvenience The customer requested a follow-up.	08/30/08	Customer Service entered a Trouble Ticket to resolve the issue so the customer will be able to connect to the number dialed through relay Agent left a message to ask the customer how her calls were working out Agent left two more messages There was no answer nor an answering machine The case is closed
42	09/01/08	The customer gets garbling on their TTY and cannot read the relay agent's typing.	09/05/08	Agent called the customer and she got a new telephone so all is now working fine

43	09/02/08	A customer states the agent did not keep the VCO user informed and then disconnected the call. They asked the agent to hold for 3 minutes and the Agent typed that they can only hold for 3 minutes, then disconnected before VCO user returned to the call.	09/02/08	The Agent was typing the outbound caller's response. The outbound caller voiced that they could only hold for 3 minutes and the agent was merely typing the outbound person's response. After the voice party hung up, the agent relayed that the person hung up.
44	09/02/08	A customer reports they were waiting for the Communication Assistant (CA) to respond. The CA said 'one moment please' and then gave no further response. The caller was not sure if the CA had hung up, so they called back and got a different CA.	09/02/08	Agent met with the agent and coached them about maintaining focus and keeping the caller informed.
45	09/08/08	A TTY user came in on the wrong line and hung up.	09/09/08	The customer did not request follow up
46	09/10/08	A TTY call came in on the wrong line.	09/10/08	The customer did not request follow-up
47	09/12/08	An OH Voice customer reports calling 711 and that nothing happens. The customer said she called from two different phones and got the experience. The customer states they do not need to dial a 1 or 9 to get out of the building. The customer calls to our designated toll free number and reaches a relay operator. The customer is afraid other people will not be able to reach a relay operator when dialing 711. Customer Service turned in a Trouble Ticket. No follow-up was needed.	09/12/08	The customer did not request follow-up.
48	09/18/08	A caller is experiencing feedback that sounds like an echo on the line when making Speech to Speech calls. Customer Service apologized for the problem and opened a Trouble Ticket. Follow-up is not required on this issue.	09/18/08	The customer did not request follow up.
49	09/18/08	The agent asked the VCO caller to speak more quietly while in the middle of the call and the VCO user was very embarrassed.	09/19/08	Manager met with the agent and emphasized it is against procedure to interrupt the call to tell the caller they are speaking too loudly.
50	09/21/08	A customer states. "The operator was not patient The operator interrupted in the middle of typing The operator needs to be patient."	10/01/08	The Supervisor met with the operator and coached the operator to be careful and not to interrupt
51	09/29/08	An OH VCO customer states this agent was rude. did not leave a message as instructed and hung up on them Relay Customer Service apologized for the problem No follow-up was requested	09/29/08	The Supervisor spoke with this agent She stated that she tried to tell the VCO user they would have to voice the message or type it for the agent to read The agent did not feel she was rude; she was just trying to make the call easier for the VCO user. She was coached on following customer instructions and maybe phrasing things a little differently. The agent apologized for the inconvenience to the customer.
54	09/30/08	Caller states that the agent hung up on them	10/02/08	The agent did not remember the phone call or hanging up on anyone. I mentioned the need to be cautious and to have documented it if it does happen I attempted to call the customer back, but the phone number was disconnected

55	10/03/08	An OH voice customer who is hard of hearing reports that he keeps getting very loud noises when he uses relay to talk with his TTY callers. "Your service is not very good." Agent apologized and explained his telephone number preference and brand was set as a VCO user in the system. I changed his settings to Voice user. Agent asked him to allow 24 hours for branding to be effective and call back if the problem continues. The customer does not want follow-up contact.	10/03/08	The customer did not request follow-up.
56	10/06/08	An OH HCO user complains that agents do not announce relay to her or her husband who answers the phone by voice. She keeps missing calls The customer suggests that more training be given to agents on HCO procedures. Agent apologized and explained that I would be sure to pass this information on to the trainers. The customer does not request follow-up.	10/06/08	The customer did not request follow-up.
57	10/06/08	Customer called "I just made a call awhile ago. The agent hung up on me and I don't know why." I apologized to the customer for the inconvenience and assured him that this would be forwarded to the appropriate supervisor. The customer requested follow-up at the telephone number provided.	10/06/08	Manager met with the agent. The call rolled over to the agent and they announced the call, but there wasn't a response. The call rolled over and the agent announced, but with there still being no response the agent hung up. The call did not come through and the agent followed the correct procedures. The agent understands not to just hang up on a customer When there is no response, the agent is permitted to hang up Agent left a message that that agent was coached
58	10/07/08	A customer reports being unable to make Long Distance calls via Relay using their carrier of choice. The relay operator hears a recording that she is unauthorized to make a Long Distance call. A Trouble Ticket was entered and the customer requests contact.	10/15/08	Agent spoke with the customer and she told me she has not made any long distance calls since she reported the problem. She will make a call and let Customer Service know how it went. Cusomter called back and all is working well now.
59	10/19/08	A customer stated their cell phone could not make contact with a voice relay operator. Customer Service apologized and submitted a troubleshooting form. The customer requested follow-up from a technician.	10/19/08	The cell phone number was rebranded as a Voice line as directed by management. If the problem persists after branding, a Trouble Ticket will be entered.
60	10/22/08	A customer complains their agent was "a Bad speller! examples - wharranty (warranty), juswt (just), dlel (dell)." The complaint was submitted on 10/18/08, but no date was given for the actual call The information was forwarded to the correct center. No follow-up was requested.	10/22/08	Manager met with the agent and discussed the problem with spelling so as to not have it occur in the future. Coaching included pacing the customer and being more aware. The customer did not request follow-up

61	10/27/08	The caller reported to Customer Service on 10/25/08 that she has had problems connecting to VCO OH relay for the last four months. Also, voice callers are unable to reach her when dialing 711. They just get TTY tones or computer-like tones and then it disconnects without a voice operator ever answering. She has reported this several times with a Trouble Ticket entered with the most recent complaint. Customer Service apologized for the problem and offered to brand all the numbers that might call to her as VOICE so that they would connect immedialely to the relay operator. She provided 94 numbers which Customer Service will brand. The representative checked her number and it is branded as VCO. Follow-up was requested.	10/27/08	Agent left a message on voice mail for the customer to call me. Agent called the customer three times through relay and she hung up each time agent attempted to reach her. The case is closed.
62	10/29/08	A caller reported that he is unable to receive incoming relay calls to his barbershop from regular customers. When they dial 711 or the toll free OH Relay number, the line never connects to a voice operator. This is hurting his business and he is fed up with the situation. He cannot afford to hire a receptionist. He provided examples of two customers and numbers that could not reach him. Customer Service apologized for the inconvenience and submitted a Trouble Ticket. They advised him the report would be sent to the Program Manager Follow-up contact was requested.	10/29/08	Agent got a recording stating that this number was disconnected and no further assistance was available
63	11/06/08	A complaint was submitted regarding the accuracy of captions	12/04/08	The customer shared general feedback regarding captions he is receiving. The Customer Service Representative asked the customer if he could provide a sampling of what he is seeing or details such as the date, time, and agent ID of a call. This would allow us to take specific action with Call Center personnel. The customer has selected not to provide further comment or detail
64	11/10/08	Caller reported that she was unable to connect to her home number through OH Relay from her number at work. The agent reaches an error message that says that the number is INVALID. She recently switched local phone carriers from Cincinnati Bell to Time Warner, and evidently the new home number is not valid in our system Calls directly from desk phone in Customer Service went through to the number fine. Customer Service Response: Apologized for the inconvenience and told the customer a trouble ticket would be entered to resolve the issue. Thanked customer for letting us know. Follow up requested	11/10/08	Agent called on March 19 and got a recording which would not allow me to leave a message and to try my call again later. On March 25th, agent called the customer's videophone number and received no answer Agent called again on April 16th and received no answer. The case is closed.
65	11/21/08	A complaint was submitted regarding the accuracy of captions.	11/21/08	Customer's husband shared general feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for bringing their experience to our attention. Customer did not have specifics for us to follow up with CS rep noted that if the customer documents the date, time and CA# of any future calls, we can take more specific action with the CA captioning the call

66	11/24/08	An OH VCO customer called to complain that the operator's typing was so poor that they could not understand what the person they were calling was saying. The caller stated this happened at approximately 2:10pm today. Customer Service apologized for the problem. The caller did not request follow-up.	11/24/08	There is no agent with that ID number. The complaint is closed due to no agent to follow-through with.
67	11/29/08	An Inbound Speech to Speech call came in on two computers at the same time and the customer could not successfully connect. He could not hear either of the agents. It happened again and the caller had no connection. He disconnected the second time and called back in a third time to finally get one operator. He said he wasn't mad, just scared; that it wasn't a complaint, just a concern.	11/29/08	The Team Leader talked to the customer and informed the customer a Trouble Ticket had been entered about the issue. The Team Leader advised the customer to let us know if the problem happens again and he said that was okay
68	12/04/08	An OH VCO customer reported experiencing difficulties connecting to OH Relay VCO and TTY numbers for the past week. The customer receives typed messages to hold for next available operator but is not connected. Test calls were made from a Relay Customer Service desk phone to OH Relay VCO and TTY numbers and both connected immediately. The Customer Service representative advised the customer that a Trouble Ticket would be entered and transferred the customer to an OH VCO operator to make her call. The customer did not request additional contact.	12/22/08	The customer stated she would call Relay Customer Service to check the status of her complaint.
69	12/04/08	A customer states that she cannot reach relay consistently when using the VCO dedicated line number that is programmed into her phone. Previously, it worked just fine but in the last several months has only worked intermittently. Customer Service apologized for the problem and assured her that a Trouble Ticket would be sent in on the problem.	12/05/08	On 3/13/09, Agent left a message on an answering machine for her to call back. Agent called again on 3/17 and received no answer nor an answering machine. Agent called on 3/17 at 3:50 PM and left a message on voice mail. The customer has not returned the call and the case is closed
70	12/04/08	A caller reports they cannot reach OH relay through the dedicated VCO number Customer Service apologized for the problem and opened a Trouble Ticket. Follow-up is needed to ensure problem resolution	12/04/08	Agent called on 3/13 at 12.55 PM, no answer. Called again at 11:55 AM on 3/17. no answer. Called at 3;55 PM on 3/17, person hung up on agent. Case is closed.
71	12/07/08	The customer gave instructions to not type out the answering machine recording and let her leave a message. These instructions were also in her customer notes. The operator typed the answering machine recording and did not follow these instructions Customer Service apologized for the inconvenience and assured the person that the operator would be instructed in correct procedure The customer did not request follow-up.	12/07/08	Manager coached the operator on the importance of listening to. reading and following through on customer instructions.
72	12/08/08	AN OH VCO customer complains the agent typed out the message on an answering machine, causing her to have to redial to leave a message, rather than following her notes with instructions Customer Service apologized and explained the agent's supervisor would be notified about the issue. The customer did not want further contact	12/08/08	The agent was coached to follow a customer's notes.

73	12/27/08	A VCO user reports that they cannot reach an agent. This has been an on going issue and they would like the problem addressed and hopes that relay can fix the issue. The VCO user has tried several times, Customer Service has transferred her also and she still does not get an answer from a relay agent. The individual was very upset. The Customer Service representative apologized and stated that the information would be passed on. No follow-up was requested.	12/29/08	Agent called the customer on March 13 and she asked that Customer Service should not call her anymore and hung up. Agent tried called again and there was no answer. Third time, a person answered and hung up. The case is closed.
74	01/02/09	The Communication Agent did not dial out and ignored instructions for VCO. Finally, the VCO caller hung up and would like a letter sent for follow-up.	01/02/09	The Team Leader met with the Communication Assistant (CA). When the CA dialed out, they received the error message "cannot dial out." The CA typed (pls repeat) and the VCO caller screamed out the number. The CA could not understand it and then the VCO caller hung up The CA says she has had this same VCO user since then with no problems or issues on dialing out or understanding the caller. The Team Leader reviewed procedures for what to do when getting error messages and when not able to understand a caller.
75	01/02/09	A voice user reports that her grandmother makes VCO calls and gets an "invalid number" message when calling the correct numbers to family members. Calling directly, the same numbers go through fine. Agent apologized and explained that I would let the relay technicians know about the issue. Test calls produced the same results and the recommendation was to check with their local telephone provider for trouble shooting. A Trouble Ticket was created. The customer wants future contact with a resolution.	01/02/09	Agent called and left a message letting the customer know that the issue was fixed and the numbers should be working now. Agent left contact numbers for the customer to call back if they had any questions or concerns
76	01/18/09	A VCO user stated that on a call at approximately 12:15pm the agent did not follow the customer's notes. The note stated that she wanted to leave a message on the first dial. When the customer confronted the agent about not following the notes, the agent was "unprofessional" and told her that the "the FCC requires us to type out the answering machines no matter what " The VCO customer was very upset because she has never been told this and has never had an issue with any other agent. The Customer Service representative apologized for the lack of professionalism from the agent. The representative informed the caller of the correct procedures. No follow-up was requested	01/21/09	The Team Leader met with agent The agent had realized the wrong number had been dialed out and apologized. The VCO user became very upset so the agent called for supervisor assistance and the call was documented. The supervisor then observed the call for five minutes. Nothing was mentioned about the FCC or answering machines. The call verification log was checked by the Team Leader and attached to the paper copy of the Customer Contact.
77	01/20/09	A voice customer reports receiving calls from a person fraudulently using our services to buy something with a stolen credit card. Customer Service apologized and sent a tip sheet to the customer. No follow-up was requested	01/20/09	The customer was informed about fraudulent calls and protecting his business.
78	02/12/09	An ASCII customer reported being unable to connect to Ohio Relay Service. The Customer Service representative apologized for the problem and opened a Trouble Ticket Follow-up is required to ensure problem resolution	02/12/09	Account Manager sent three emails to the customer inquiring how his relay calls were working, but did not hear back from him. The complaint is closed
79	02/16/09	A VCO user is upset about being cut off in the middle of an important real estate taxes call and being unaware of what happened The caller did not appreciate being hung up on in the middle of processing information. Also, there was a long delay to repeat the call with another agent. The supervisor did not receive the date of call, but it took place the week of 9 FEB to 13 FEB.	02/16/09	The Team Leader met with agent on 2/19/09. On VCO calls, this agent can hear the VCO caller, but they are not able to read the Braille. Also, some calls do end. A Trouble Ticket was entered into the system. The agent was coached and emphasis was placed on entering a Trouble Ticket and creating documentation if the call is disconnected The Team Leader emphasized that agents can never disconnect calls. The Team Leader sent a letter to the customer for follow-up per the customer's request.

80	02/17/09	A VCO customer reports that a relay agent did not follow instructions from the Customer Database. The agent typed "answering mach playing ga" when the Customer Database note is "will leave message the first time - type (ans mach) ga". The Customer Service representative apologized for the problem encountered and explained that the complaint would be forwarded to a supervisor. The customer did not request further contact.	02/23/09	Procedures were reviewed with the agent. No follow-up was requested
81	03/03/09	A VCO customer reports that the Communication Assistant (CA) did not process their VCO call properly. When the VCO customer spoke her part of the conversation at the beginning of the call and said GA, nothing happened. There was no message typed by the CA. The VCO caller then said GA GA GA and the agent typed that a portion of the VCO caller's message had been cut off. When the caller said goodbye and was ready to hang up, they waited for the CA to type "(person hung up)" or whatever was being heard, but nothing happened. The VCO customer requested that the CA get more training on VCO call procedures. The customer also reported there was a long wait to reach a CA when calling into relay. Customer Service apologized for the problem encountered on 3-2-09 and advised that the complaint would be sent to a supervisor. The customer did not request further contact.	03/03/09	The agent does not recall this call. She is aware of the importance of keeping the caller informed. No follow-up was requested.
82	03/06/09	A voice customer reported receiving threatening calls via OH Relay. Customer Service apologized and no follow-up was requested	03/06/09	The customer was educated regarding relay calls.
83	03/08/09	A customer reports that an agent quit processing their call in the middle of a phone call. The VCO user did not appreciate this and requested follow-up by letter please.	03/08/09	The Team Leader met with the Communication Assistant (CA) and coached her on procedures. The CA understands she is not to hang up on customers. This could have been attributed to a possible computer problem, but there is no way to verify that. The Team Leader sent a letter on 4/14/09 to the customer apologizing.
84	03/11/09	An OH STS customer uses Skype to make telephone calls and their "calling from" number is now being transmitted to us correctly. When he customer reached OH STS we would receive a Washington DC number with another STS customer's notes and information. Customer Service apologized to the customer and entered a Trouble Ticket The customer would like follow-up from the Program Manager	03/11/09	Agent left a message on voice mail on March 23, March 27 and April 19. The customer has not returned the calls and the case is closed.
85	03/12/09	An OH VCO customer states they dialed 711 and the 800 number for a relay operator and reached a recording that said "Please hold for the next available relay operator". The customer was agitated that they waited 20 minutes for a relay operator to come on the line. They are worried that there will not be a relay operator if they ever have an emergency. Customer Service apologized to the customer and opened a Trouble Ticket. The customer would like follow up by the Program Manager	03/12/09	Agent spoke with the customer and she was not sure which number her friends were calling - 711 or the 800 number. Agent sent her a call log spreadsheet for her friends to keep track of the calls. She thanked me and will keep me updated.
86	03/17/09	A TTY user stated they called relay to leave a message and instead of the message being left the operator transferred them to supervisor who then disconnected the call claiming that the TTY user was being rude The TTY user was informed that the information would be forwarded to the appropriate supervisor.	03/17/09	The Team Leader met with the supervisor who retrieved the documentation on this call. It was disconnected due to abusive language to the Communication Assistant and callers being located in the same room The supervisor verified the sexual content, voices screaming in the background, an echo like would occur in a big room and background voices saying, "type this!"
88	03/25/09	The customer reported a complaint with an agent number, but we don't have a female with that agent number The male agent with that number works third shift and was not there within 24 hours of the VCO call noted in this complaint.	03/25/09	The customer said when he gets this agent, all he gets is XXX. The Supervisor wrote that this may be a technical issue.

89	03/26/09	A customer was very upset at the poor spelling of an agent. The call ended at 9:45 am on 3/26/09 when the customer asked for a supervisor. The Supervisor verified the spelling errors by scrolling through the call screen, but did see that typo's had been properly marked with XXX. The Supervisor thanked the customer for the feedback to assist with training and that helped the customer calm down. The customer wants a follow-up phone call.	03/26/09	The Team Leader called the customer and left a message on 3/31 at 1445 pm. The Team Leader called again on 4/1 at 134pm and spoke with the VCO user. The Team Leader apologized and informed the customer that we are working with the agent on pacing and using abbreviations and expandable words to help with spelling.
91	04/15/09	When asked the first time, the agent would not give his/her number or gender. After the question was asked, they said hello three times with no response and long delays. The customer states the agent did a terrible job. They looked up the agent and it was a female agent. The supervisor apologized to the customer and told the customer that the agent will be coached on call procedure.	04/15/09	The agent does not recall the call but has been asked to repeat her agent ID previously and has always provided it but may not have included the gender. The agent knows to give the ID when asked for it.
92	04/16/09	A VCO customer asked for retrieval of answering machine messages, but the agent didn't know how to get her messages. The call took place at approximately 2 o'clock on April 16, 2009. The customer reports she called back into OH Relay and the next agent was trained in answering message retrieval. Customer Service apologized and no follow-up was requested.	04/16/09	The agent was new and was coached on correct procedure.
93	04/23/09	A TTY user reports that an agent hung up on them.	04/23/09	The Team Leader met with the agent The agent said he had a couple of 'no response' calls but does not remember anything else. The Team Leader had the agent describe disconnect procedures to verify that he knows the correct procedure for no response disconnects
94	5/4/2009	Customer called about accuracy of captions	5/4/2009	Customer shared feedback regarding accuracy of captions during call with CS Rep. CS Rep apologized for incidence and thanked customer for the feedback Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor.
95	05/12/09	A VCO caller states there were long delays and so many incorrect words and misspellings that the call did not make sense.	05/12/09	The Team Leader met with the agent and went over required typing speed and paying attention to spelling during a call. The Team Leader called the customer to apologize and thank them for feedback on our service
96	05/21/09	An OH VCO customer stated the operator did not follow her profile instructions on a call that took place at 2 PM on 5/21/09 The notes read "do not type answering machine messages " The customer explained she would have "let it go." but the operator wouldn't respond when asked. "did you read my notes? They say do not type messages " There was no apology and no response from the agent The Customer Service representative apologized to the customer. No follow-up was requested.	05/21/09	Agent spoke with the agent and she remembers the call She was assisted by the operations administrator as well on this call. The agent did follow the customer's verbal instructions and informed the customer when she could leave her message but the customer was being unreasonable and did not want to listen to the agent The agent said she did not ignore the customer nor did she disconnect on the customer. The operations administrator confirms her story.