



**Texas FCC Complaint Log
2009 - 2010**

Complaint Tracking for TX (06/01/2009-05/31/2010). Total Customer Contacts: 51

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/22/09	The Communication Assistant "Did not follow my instructions. Dialed 817 instead of 927." The Customer Service Representative apologized to the customer assured them this information would be forwarded to the appropriate supervisor. The customer did not request a follow-up.	06/20/09	The Communication Assistant did not remember this call specifically but was coached on proper dialing techniques and focusing on every call to ensure she's following all instructions.
2	07/07/09	Account Login Failure	07/07/09	The unit's account has been activated and is now operational.
3	07/28/09	Accuracy of captions	07/28/09	The customer shared feedback regarding the occasional single words that appear in error without correction. The Customer Service Representative thanked the customer for bringing their experience to our attention and explained how voice recognition generates captions and how corrections should appear. The Customer Service Representative suggested that if the customer documents the date time and CA# of any future calls this will allow us to take specific action with the Communication Assistant captioning the call and monitor their performance more closely. The customer understood and was satisfied.
4	08/14/09	Accuracy of captions	08/20/09	The customer shared generalized feedback regarding the accuracy of captions and the use of the macro (speaker unclear) indicating the captionist was not able to catch the words stated. The Customer Service Representative exchanged multiple emails with the customer to gather further details on the customer's experience and thanked the customer for bringing their experience to our attention. The feedback as received was passed on to Call Center Management. The Customer Service Representative suggested that if the customer wishes they may document the date time and the Communication Assistant's number of any future calls to allow us to take specific action with the Communication Assistant captioning the call. The customer agreed but has not provided further specifics.
5	08/20/09	Accuracy of captions	08/20/09	A helper called on behalf of the customer and explained that the customer saw the mention of 2 words during a captioned call yet the other party did not say those words. the Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. The Customer Service Representative explained that this was most likely an error on the captionist's part and that customer should have seen a correction sent out in parenthesis following the error. The Customer Service Representative suggested that the customer may document the date time and the Communication Assistant's number of any future calls with errors to allow us to take specific follow up action with the Communication Assistant captioning the call. The helper noted the customer would likely not do that but would share this option with the customer.

6	09/17/09	The Communication Assistant hurt a customer's feelings. The Communication Assistant is usually is one of my top operators, but today she embarrassed me. When she was relaying the call, she made fun of me and was imitating my speech disability, she was mocking me and imitating how I speak, I talked to a team leader and the Sprint manager MC about this before. This is serious and it needs to stop. The customer wants an e-mail of the resolution.	09/17/09	The team leader met with the Communication Assistant on 9/21/09 and advised her that further complaints may result in being removed from S2S for a certain amount of time. ON 9/21/09 The team leader sent an e-mail to the customer addressing his concerns for follow-up contact as requested by customer.
7	09/22/09	The call involved getting a number from information and the behavior/conduct of the Communication Assistant bothered the S2S user. The S2S customer, "asked for directory assistance, " the Communication Assistant said, "city and state", S2s user said, "I cannot pronounce that." The Communication Assistant said "that's what we're here for so just say it." S2S user is upset because the Communication Assistant makes S2S user go in the Communication Assistant's order. An example would be if I need a phone number and the S2S user wants to explain the message before giving phone number.	09/22/09	The Communication Assistant followed all correct procedures for a S2S call processing. The Customer Service Manager will be contacting the customer directly to discuss this. The RPM emailed the customer.
8	10/07/09	Accuracy of captions	10/07/09	The customer shared feedback regarding accuracy of captions and provided specific call detail. The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. The Call detail was shared with Call Center management for follow up with the Communication Assistant by he Communication Assistant's supervisor regarding word errors that were not corrected.
9	10/15/09	The Communication Assistant "Hung up on me when I tried to make a call." The Customer Service Representative apologized to the customer and assured them that the information would be forwarded to the appropriate supervisor.	10/16/09	While the Communication Assistant does not recall the circumstances of this nature, the Communication Assistant was reminded of the importance of call focus and to report any technical difficulty that may result in disconnects. The agent was reminded of the consequences of a disconnecting a call.
10	10/26/09	This Communication Assistant was rude to the customer. The Communication Assistant typed slow, paced continually and made talking with my deaf student difficult. I ended the conversation with my student saying BYE SKSK and then said I wanted to talk with the agent and I informed her I wanted to file a complaint, she responded "I'm typing all this to your caller" which she did, this only served to confuse my student so I hung up. My student called me back and was concerned that my complaint was with her. The agent did nothing to support this call, her attitude was awful. I asked for her ID number, she gave me 5 digits and "F". The Customer Service Representative apologized for the incident and informed the customer that we will investigate for a valid ID number. Follow up was requested.	10/28/09	The result from the investigation determined that the call was not processed through any Sprint Relay product. The customer was contacted. She praised Sprint's quality and informed us that she had since learned that the call had been handled by a different relay provider. The customer appreciated the follow-up and if she had any more issues she will try and get more information and contact us
11	10/26/09	Answer Time	10/26/09	The customer reported that they were not able to make an outgoing call. The Customer Service Representative confirmed that their unit is set up properly and recommended waiting a bit longer than usual and trying their call again. Investigation found a minor technical interruption combined with high call volume caused the connection to a Communication Assistant to take several more seconds than usual to connect to a Communication Assistant. However, service levels were met throughout this period. The customer is currently using the CapTel phone actively.

12	11/10/09	The customer is upset and said that the agent did not write down a number in which the bank gave to him.	11/10/09	The team leader met with the Communication Assistant at the time of the call. The S2S caller never asked for number to be written down. The bank hung up before the Communication Assistant could ask for number to be repeated. The Communication Assistant followed S2S procedures.
13	12/08/09	A TX VCO customer says their number was branded last week, but today their calls are answering TTY, not VCO. The Customer Service Representative apologized for any inconvenience and no follow-up was requested.	12/08/09	The technician placed ten test calls from the customer's phone number to a TX Relay phone number and all of the calls were answered as VCO. The customer does not request follow ups and this matter is now closed.
14	12/10/09	A TX voice customer states that they attempted to dial a deaf employee using the toll free voice relay service. The Communication Assistant dialed the number, it rang and then the customer heard a loud screeching tone (not tty tones) and were unable to connect. The Customer Service Representative attempted this call and also received the same result. The customer's TTY is new. Two other Communication Assistants also tried to place the call. The Customer Service Representative apologized for the problem and turned in trouble ticket. Follow up has been requested.	12/10/09	The Customer Service Representative transferred this complaint to the appropriate Relay Program Manager. On 12/13/2009, a technician discovered that when dialing the number from a desk phone or a cell phone, you get a recording that the number has been disconnected or is no longer in service. The loud screeching tones were therefore most likely coming from the outbound line, not a relay or platform/system issue. The RPM called the customer and the hearing customer relayed the message to the deaf co-worker. The deaf customer said that Relay has been working well; no further problems.
15	12/15/09	The Communication Assistant interrupts a S2S user without letting the S2S user finish their thought. The Communication Assistant makes the S2S user feel like he is belittled and the customer wants a follow-up.	12/15/09	The team leader met with the Communication Assistant to go over this, and sent customer an e-mail follow-up per his request. Perceptions are everything and the interruptions make communication more challenging causing him to lose his train of thought.
16	12/15/09	The customer thinks the Communication Assistant is insulting him by interrupting him. The customer says this Communication Assistant is a good Communication Assistant and understands him usually. While the Supervisor was taking the complaint the customer's words were running together and were difficult to understand.	12/15/09	The team leader met with the Communication Assistant to coach them on not interrupting any S2S caller when they are speaking. The team leader also posted a reminder for all S2S agents to make sure they remember to be polite.
17	12/15/09	S2S Customer was upset and felt that the Communication Assistant was given clarification and needs some refresher training.	12/15/09	The team leader met with the Communication Assistant who was coached. The team leader sent an e-mail per customer's request for follow-up.
18	12/15/09	The customer states that after giving the number to dial he got no response from the Communication Assistant. He asked the Communication Assistant to please dial the call, but still no response. He hung up and got a second agent and the same thing happened. He said the agents were on the line. The supervisor apologized for the inconvenience. They also discussed the similarity of incidents and suggested the possibility of technical issues since the same issue occurred back to back. The customer requested that the incidents be investigated as he was able to connect to the supervisor at this center.	12/15/09	The Customer Service Representative reviewed the call scenario with both agents and neither recall this incident. Both agents are aware of proper disconnect procedures. Based on discussions with both agents, this is likely a technical issue and will be documented with a technician.

19	12/15/09	The customer was upset at not being able to proceed the way he wanted with his call. The Communication Assistant finally did before another Communication Assistant took over the call. The customer wants another follow-up.	12/15/09	The team leader met with the Communication Assistant . The Communication Assistant was coached to understand that he needs to let the S2S customer finish his thought and then ask for clarification. The team leader sent an e-mail on 14 December to the customer per S2S customer's request thanking him for his input.
20	12/28/09	A TX hearing customer would like to have a Supervisor contact them about a Communication Assistant. The customer spoke to the Supervisor at the time of the incident but would like to have the Supervisor contact them by phone. The customer said the Communication Assistant would not give their agent id. The Customer Service Representative apologized to the customer.	12/28/09	The supervisor contacted the customer via phone and the caller was informed that the Communication Assistant was coached at the time of the call to always provide their Communication Assistant number when requested. The Communication Assistant understands.
21	01/08/10	Disconnect/Reconnect during calls	01/08/10	The customer's helper reported that the CapTel phone is missing whole words or conversations. The Customer Service Representative sent the customer information explaining the difference between a CapTel and a traditional phone. They explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.
22	01/26/10	A TX voice customer was billed by Sprint for Long distance calls even though she had already had a profile set up for AT&T three months prior. The Customer Service Representative apologized for the inconvenience and submitted the bill for credit. No follow up was requested	01/26/10	Both of the customer's calls were sent using Sprint as the Carrier of Choice.
23	01/28/10	A TX TTY customer says the Communication Assistant did not respond after requests to speak to a supervisor. The Customer Service Representative apologized for inconvenience and follow-up was requested.	02/02/10	A supervisor discussed the concern with the Communication Assistant. The Communication Assistant did not recall anyone requesting a supervisor and said she is glad to support customer requests. The supervisor reminded the agent of the importance of following customer instructions and the supervisor verified the Communication Assistant's schedule and found that the agent was not on-line during the immediate time-frame prior to the call. The supervisor was unable to reach a customer for additional information and follow up. Call attempts 2/1/10 10:45am, 2/1/10 5:12 pm, 2/2/10 10:20 am.
24	01/28/10	A TX TTY customer said that she asked the Communication Assistant to redial a number, and the agent redialed then typed "BUSY SKSK." The customer stated they were not ready to hang up but agent did not respond. The Customer Service Representative apologized for the inconvenience and follow-up was requested.	01/28/10	The team leader met with the agent and went over the importance of treating every call with a professional and polite manner. They also discussed the consequences of improperly disconnecting calls and the agent understands. Contact with the customer was attempted and a message was left by the team leader on 2-3-10 at 8:55 am. They thanked the caller for bringing this issue to our attention and apologized for any inconvenience.
25	02/01/10	Dial Tone - Not heard	02/01/10	The customer reported that the CapTel did not have a dial tone. The customer performed a physical reset which resolved the experience.

26	02/02/10	A customer emailed the Customer Service department on Feb. 2, 2010 at 4:59 pm stating she had been trying to reach the TX Health & Human Services all afternoon, but the calls would never complete. The Communication Assistant gave different reasons such as "they hung up, long recording, could not reach anyone, ringing no answer". The Customer Service Representative apologized for the inconvenience and suggested a that a technical problem could be the cause. I placed test calls to the number and only reached busy signals. I entered trouble ticket and follow up has been requested via email.	04/30/10	A technician called the number from their cell phone and reached a busy signal. They redialed and reached a long recording, that eventually told me it was transferring to an attendant, proceeded to ring over 10 times. The technician verified the switch that there was no further assistance that they could provide. The Customer Service Representative worked with the switch technician, who verified that there is no additional work we can do to ensure an outbound customer answers the line. Switch technician provided information at http://www.hhs.state.tx.us/contact/index.shtml that seemed to indicate the customer may be dialing the wrong number. The RPM emailed the customer with an explanation and provided the 211 information with specific departments.
27	02/09/10	The customer wanted to place a second call but the Communication Assistant hung up too abruptly. The Customer Service Representative thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested	02/09/10	The team leader met with the Communication Assistant, went over the importance of following disconnect procedures, and the agent understands.
28	02/16/10	Dial Tone - Not heard	02/16/10	The customer reported that there was no dial tone on their CapTel phone. The Customer Service Representative advised the customer to do a physical reset and was able to confirmed that this resolved the issue.
29	02/18/10	Dial Tone - Not heard	02/18/10	The customer reported that there was no dial tone on their CapTel phone. The Customer Service Representative advised the customer to do a physical reset and was able to confirmed that this resolved the issue.
30	02/22/10	Dial Tone - Not heard	02/22/10	The customer reported that there was no dial tone on their CapTel phone. The Customer Service Representative advised the customer to do a physical reset and was able to confirmed that this resolved the issue.
31	03/01/10	Dial Tone - Not heard	03/01/10	A customer's helper reported no dial tone on CapTel. Tests found that phone had power but no dial tone. The customer tried the phone in a different phone jack and found that the phone worked. The Customer Service Representative advised the customer to contact the telephone company to replace the faulty wall jack that was identified during troubleshooting. The Customer Service Representative also assisted the customer with adjusting the volume and tone controls for optimum amplification.

32	03/10/10	A TX VCO customer states that when her niece calls her the line does not ring/light does not flash. The niece stated the line rang and rang with no answer when she dialed back and her aunt answered. The Customer Service Representative apologized for the problem and turned in a trouble ticket. They also suggested to have the flash on phone checked and the phone line checked. Follow up has been requested with a resolution to this problem.	03/10/10	From technician on 3/11/10: They researched where this Communication Assistant was sitting and found that a log report for the numbers listed in the ticket on Avaya extension xxxxx. The logs state that the agent dialed out to the number listed in the ticket and the number rang, was picked up and then the line disconnected. The 2nd call also rang through, the line was answered and then the call disconnected. Both of the calls in the trouble ticket indicate that the line is ringing through. As a result, this is not a relay or Phoenix application issue. The customer needs to have their equipment checked on their end. The Relay service end is functioning properly and could not find any issues on the call. The RPM called the customer and explained three times that the technician ran some tests and determined that Relay was not the issue and suggested to the customer that they contact their equipment distribution program representative for assistance with their equipment. This problem has surfaced many times before with this customer and Operations continues to investigate each time and reports the same answer that their equipment needs to be configured/checked.
33	03/23/10	Dial Tone - Not heard	03/23/10	The customer reported that there was no dial tone on their CapTel phone. The Customer Service Representative advised the customer to do a physical reset and was able to confirmed that this resolved the issue.
34	03/29/10	Dial Tone - Not heard	03/29/10	The customer reported that there was no dial tone on their CapTel phone. The Customer Service Representative advised the customer to do a physical reset and was able to confirmed that this resolved the issue.
35	03/31/10	The caller had been on a TTY to Voice call. The caller said that Communication Assistant sounded unhappy and did not honor their request for a supervisor. The caller said the Communication Assistant seemed argumentative, had a unhappy tone and made relay look "bad." The Customer Service Representative apologized and informed the caller that the information would be given to the center supervisor for discussion and it was indicated the center would will follow up with the customer (requested).	04/01/10	The team leader met with the agent to go over the importance of treating every call in a polite and professional manner. The also discussed that they should get a supervisor upon caller requests and the agent understands. The team leader contacted the customer at the provided number providing follow up on 4-5-10 and the customer was pleased.
36	04/01/10	The customer unable to make long distance calls via Comcast through TX S2S. (Advised customer a complaint would be entered and the problem would be researched with follow up phone call to him.) Customer requests contact asap.	04/01/10	The Customer Service Representative resolved the issue regarding a Comcast block in our system. They called the customer to report the issue has been resolved.
37	04/07/10	The customer complained that this Communication Assistant gave poor service and had extremely poor typing. Every other word was misspelled and believes this agent needs more practice typing. The customer asks for follow up by letter.	04/07/10	The Customer had asked one of our supervisors to look at the screen while this call was in progress at our center. The supervisor informed the customer that everything on the screen appeared fine and that it must have been a technical issue with garbling. As the customer was giving his contact information for a follow up, the call disconnected from the agent's screen so the supervisor didn't have the information to be able to fill out a trouble ticket for the garbling issue. Letter will be sent today (4/8/10) to follow up with customer.

38	04/14/10	The customer reported that the Communication Assistant hung up on them and that they would like the reason investigated. No additional details were provided by the customer. The Customer Service Representative apologized and informed the customer that the information will be reported.	04/15/10	The team leader met with the agent to go over proper call procedure with particular regards to properly handling disconnect procedures. The agent understands and no follow up to customer is requested.
39	04/22/10	Dial Tone - Not heard	04/22/10	The customer's son reported that there was no dial tone on their CapTel phone. The Customer Service Representative advised the customer to do a physical reset and was able to confirmed that this resolved the issue.
40	04/25/10	The TTY customer was very upset because they had issues with the Communication Assistant while they were trying to explain why they were getting an error message when trying to place a long distance call. They tried to instruct the Communication Assistant on the correct process in order to get the call to go through; however, the Communication Assistant refused to follow the customers instructions and refused to place the call. The Customer Service Representative apologized to the customer for the troubles they were having and changed the customers profile to meet their billing needs. The Customer Service Representative also thanked the customer for calling and letting us know. No follow up was requested.	04/25/10	The team leader met with the Communication Assistant and coached them on the importance of following a customer instructions and when experiencing possible technical problems to notify supervisor immediately. The agent understands and no follow up was requested.
41	04/29/10	The customer explained that they had repeated the number to dial to the Communication Assistant three times. The Communication Assistant kept asking the customer to repeat. The customer stated that they were uncomfortable and therefore hung up. The Customer Service Representative apologized to the customer.	04/30/10	The Communication Assistant recalls receiving only garbled letters, Xs and symbols. The Communication Assistant did inform the customer that the messages were garbled along with the repeat request. The supervisor confirmed that the Communication Assistant knows to check for turbo code and to disable that when appropriate.
42	04/30/10	The Communication Assistant did not announce the customer as Rev. _____, she announced them as Mr. _____. The Communication Assistant did not follow notes and made the customer repeat too much.	04/30/10	The team leader met with the Communication Assistant 4/27/10. They encouraged her to maintain positive disposition and ask for support and help when needed. The team leader sent a follow-up e-mail to the customer per their request on 29 April 2010.
43	05/03/10	Dial Tone - Not heard	05/03/10	The customer reported that there was no dial tone on their CapTel phone. The Customer Service Representative advised the customer to do a physical reset and was able to confirmed that this resolved the issue.
44	05/04/10	The customer stated "I've connected to this agent three times and they keep hanging up on me." The Customer Service Representative apologized to the customer and no follow up was requested.	05/04/10	The ID number reported is outside of our range of Communication Assistant IDs. Since there is no employee with that number the Customer Service Representative is unable to follow up.

45	05/05/10	A TX hearing customer calling to a TTY machine through TX Relay was getting a loud screeching sound. The Customer Service Representative called to the TTY machine with our TTY machine and it linked up fine, but when calling through the relay operator got the same loud screeching sound. The Customer Service Representative apologized to the customer and opened a trouble ticket. The customer would like a follow up.	05/05/10	A technician worked with the customer to disable the ASCII seek time on phone. They made a test call to the phone and successfully connected to the TTY through the Communication Assistant's test position; no tones were heard. The telephone has been configured to connect as TTY and ASCII seek time has been disabled. RPM called the customer via Relay on 5/27/2010 and customer's answering machine kept hanging up several times. The RPM assumed that the technician's solution worked since customer has not complained again of screeching tones.
46	05/07/10	Dial Tone - Not heard	05/07/10	The customer reported that there was no dial tone on their CapTel phone. The Customer Service Representative advised the customer to do a physical reset and was able to confirmed that this resolved the issue.
47	05/11/10	An inbound caller states that the Communication Assistant would not switch the user from TTY to VCO as requested while making his call. The caller states his family member hung up because the agent would not do their job. Follow up has been requested. The on duty Supervisor apologized for the inconvenience and informed the customer that the complaint would be forwarded to the appropriate Supervisor for coaching.	05/11/10	TL met with agent to coach on proper VCO procedure. Agent remembered call and explained a supervisor was called over at the time of the call due to the IB voice caller expressing vulgarities toward the agent for not doing her job. On duty supervisor attempted to explain to caller that agent was at the time following procedure. Follow up to the caller resulted in being a follow up to the outbound party who explained that the inbound was switched as requested but the inbound kept typing instead of switching to VCO so was not agents wrong doing but the person calling her. It is determined agent followed proper procedure.
48	05/11/10	Disconnect/Reconnect during calls	05/11/10	The customer referenced disconnections during captioned calls. The Customer Service Representative sent the customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.
49	05/12/10	A customer emailed the Customer Service department regarding unsuccessful attempts to reach her mortgage company. The Communication Assistant "deliberately dialed the wrong number". The Customer Service Response apologized for the inconvenience and told the customer that the report would be sent to the call center supervisor. Follow up has been requested.	05/17/10	The agent's supervisor spoke with the Communication Assistant regarding the reported issue. Unfortunately the Communication Assistant does not recall an interaction where a customer did not reach the correct number. The Communication Assistant was reminded of the importance of visually verifying the number enter in the dialing system with the number that is provided by the customer. The Communication Assistant will also be on the alert for technical issues. A follow up email was sent to the customer.
50	05/25/10	Dial Tone - Not heard	05/25/10	The customer's helper reported that there was no dial tone on their CapTel phone. The Customer Service Representative advised the customer to do a physical reset and was able to confirmed that this resolved the issue.
51	05/26/10	Dial Tone - Not heard	05/26/10	The customer's nephew reported that there was no dial tone on their CapTel phone. The Customer Service Representative advised the customer to do a physical reset and was able to confirmed that this resolved the issue.