

Complaint Tracking for NY (06/01/2009-05/31/2010). Total Customer Contacts: 75

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/13/09	The Relay Operator did not verify the number calling before dialing out. The customer's notes state to verify all numbers before dialing.	06/13/09	The team leader met with the Relay Operator. The Relay Operator typed out the number and GA. The customer responded with a "yes" and the Relay Operator went ahead and dialed the number. The customer was not happy because the Relay Operator did not confirm the number to dial. The Relay Operator was coached to confirm the number dialing.
2	06/14/09	The customer was upset over customer's notes not being followed. They want the Relay Operator to verify the calling to number before dialing out. The Customer Service Representative thanked the customer for taking the time to let us know.	06/15/09	The Relay Operator did verify the full number but got the area code wrong. When the customer corrected her, she then just verified the area code instead of the entire number again. The Relay Operator was coached on making sure to always verify the entire number and follow any customer instructions.
3	07/02/09	A TTY customer called into the call center and said, "this Relay Operator will not dial my phone number." The customer requested a phone call follow-up and then asked to be transferred to customer service, a supervisor transferred the call to customer service.	07/02/09	The team leader met with the Relay Operator and the Relay Operator did remember this call. The supervisor was called over to assist with this call and it was documented in the log book. The Customer Service Representative reminded the Relay Operator that if they experience any problems to notify a supervisor immediately in order to ensure excellent customer service. The Relay Operator understands. The team leader called the telephone number provided in order to follow-up with the customer and was told that we had the wrong number. The team leader had verified the number with the caller.
4	07/08/09	A TTY customer reports garbling when the call was taken by over by the second Relay Operator. The Customer Service Representative apologized and a technical ticket was opened. No follow-up was requested.	07/08/09	The technician did a follow-up with a test call at that position and the problem was not reproduced. It appears that was a one time occurrence and the customer did not request a call back.
5	07/13/09	The customer explained the interrupt feature did not work through the New York Relay Service on 7-13-09. The Customer Service Representative apologized and a technical trouble ticket was opened. Follow up has been requested.	07/13/09	This feature is currently available so it may have been a training issue. The Relay Program Manager followed up with the trainer and notified the customer that the Relay Operator has been coached.
6	07/16/09	The Relay Operator said while on a Directory Assistance call, "Well , do you wanna write it down again?" As the caller dialed "0", the Relay Operator said, 'I already did that sir'. The Relay Operator was rude and the customer would like a follow-up via phone.	07/16/09	The team leader met with the Relay Operator on the same day. The Relay Operator said that she did not use the word "again". In addition, once she knew the customer was upset about asking him to write it down, she tried to sound 'friendlier.' The team leader emphasized that it is important to maintain a positive tone of voice. The team leader followed up with the customer and thanked him for the feedback.
7	07/17/09	Technical - General	07/17/09	The CapTel Service recording that prompts the caller to enter the number they want to dial was temporarily out of order thus the caller did not know when to enter the number they were calling. The Customer Service Representative advised the customer to enter the number they wished to call after a 5 second pause. Technical support then reset the equipment resolving the issue completely.
8	07/21/09	Accuracy of captions	07/21/09	The Relay Operator did not state the business correctly. The customer did not have the time, date, or Relay Operator number for the call. The Customer Service Representative apologized for the incidence and thanked the customer for bringing their issue to our attention. The feedback as received was passed on to Call Center Management for follow-up with our training team.

9	07/27/09	A New York VCO customer is having trouble calling Puerto Rico. The customer has had this problem in the past and would like to have a follow-up call from the technician. The Customer Service Representative assured the customer that a message would be sent to a technician.	07/28/09	Trouble ticket was opened on this problem. The Sprint technician worked with this customer and resolved the issue.
10	08/03/09	A New York HCO customer always reaches VCO when dialing 711. The Customer Service Representative apologized for the inconvenience and checked the customer's profile, branding set up correctly for HCO, and opened a trouble ticket. Follow-up has been requested.	08/03/09	A technician confirmed that the customer is now branded properly as HCO. The Customer Service Representative notified the customer.
11	08/05/09	Technical - General	08/06/09	Caller attempting to dial to a CapTel user received a busy signal when trying to connect via the captioning service. Technical support identified the cause and fixed the issue immediately upon notification. The Customer Service Representative identified a secondary issue with the customer's phone line and confirmed the customer can successfully make a call at another location. The customer is having the phone line serviced as a result.
12	08/07/09	An HCO customer states that she was giving a message to be left in case an answering machine picked up and the Relay Operator hung up on her. The Customer Service Representative apologized and no follow-up was requested.	08/07/09	The Customer Service Representative had a discussion with the Relay Operator who remembered that the customer was typing for 30-40 minutes to the Operator without ever giving a GA or a number to dial. The Relay Operator called a supervisor over. The supervisor informed the customer she could not carry on a conversation with the Relay Operator and to please provide a number to dial. The customer did not respond after the supervisor's repeated attempts to communicate with the customer so the supervisor informed her that he would be disconnecting the call due to lack of communication and if she needed to make a call to please call back.
13	08/10/09	Accuracy of captions	08/11/09	The customer shared that she is a new CapTel user and just getting used to reading captions. The Customer Service Representative provided education regarding how captions are generated using voice recognition and that the CapTel user should ask for clarification of the Relay Operator inserts (Speaker Unclear) as the captionist cannot ask the other party to repeat. The Customer Service Representative sent the customer a copy of newsletter that contained tips for new users and noted that the customer can document the date, time, and Relay Operator number of any future calls that they would like specific follow-up action on with the Relay Operator captioning the call.
14	08/17/09	Customer states the Operator was unable to process her VCO-VCO call. Customer states she asked the Operator if she is able to do this and she said yes but once the call got connected she was not typing for her and her VCO daughter. This caused the daughter to hang up. Apologized to the customer for the inconvenience and assured her the Operator would be spoken to. Customer was satisfied and does not need a follow-up call.	08/17/09	Follow-up was done with the Relay Operator. She knows how to handle VCO-VCO calls and remembered she did not let the machine transmit before hitting the VCO key before sending the Relay announcement. The procedure was reviewed with her and she was also given a hard copy of the call procedures for this type of call.
15	08/17/09	The customer states that the Relay Operator did not follow his notes to verify the number prior to dialing out. The Customer Service Representative apologized to the customer for the inconvenience and assured him the Operator would be spoken to. The customer was satisfied and would like follow-up results emailed to him.	08/17/09	The Relay Operator said that they had difficulty understanding the customer and asked him to repeat twice. After that happened the customer asked for a supervisor. The supervisor was called over, she understood him, put the number in the dial window and hit complete. The supervisor then took over the call for the Relay Operator and did not verify the number for him. There was no way for the Relay Operator to verify if the call went through. The Customer Service Representative e-mailed the customer.

16	08/18/09	A Speech to Speech customer said that on a call before he hung up with the Relay Operator, she called the customer 'sweetie.' The customer was uncomfortable with this.	08/18/09	The team leader met with the Relay Operator. The Relay Operator does have a habit of being affectionate with a lot of people by calling them sweetie and the supervisor explained this is not appropriate when speaking to customers. The Relay Operator apologized and the team leader then spoke with the customer via phone at customer's request. The customer seemed satisfied that the Relay Operator was spoken to and that the Relay Operator apologized.
17	08/24/09	A customer dialed into Relay and after one ring got dead air. The Speech to Speech caller said that they wanted to let a supervisor know each time this happened.	08/24/09	The Customer Service Representative thanked the customer for that information and no follow-up was requested.
18	08/28/09	Accuracy of captions	08/28/09	The customer shared feedback regarding the accuracy of captions on her calls. The Customer Service Representative suggested that if the customer wishes to document the date time and Relay Operator number of any future calls Customer Service can take specific action with the Relay Operator captioning the call and Call Center management. Feedback as received was shared with Call Center Management. The customer has not reported any additional details for follow-up.
19	09/02/09	Dialing Issue - Unable to dial regional 800 number	09/02/09	Technical Support made adjustments so that the CapTel user can successfully make captioned calls to regional 800 number.
20	09/03/09	Accuracy of captions	09/28/09	The customer shared feedback regarding the accuracy of captions and provided specific call data on a call. The Customer Service Representative shared the call details with Call Center management for follow-up. The Relay Operator's supervisor was notified of the concern and as a result increased monitoring frequency for this Relay Operator. The Customer Service Representative thanked the customer for bringing the issue to our attention.
21	09/08/09	Answering machine message retrieval	09/08/09	The customer indicated that her voice mail messages were not being clearly captioned. The Customer Service Representative provided tips to improve clarity of messages and recommended an outgoing message that ask callers to speak slowly and distinctly to help record clearer messages.
22	09/09/09	A customer received a voice mail at work that was left by a Relay Operator. The Relay Operator left a mumbled message and the customer could not understand the message. As a result, the customer has no idea which client called. The Customer Service Representative thanked the customer for reporting this and assured him the Relay Operator will be coached. The customer is satisfied and does not want a follow-up call.	09/09/09	Operator was coached about the importance of speaking clearly and not too fast when leaving a message on an answering machine. The Relay Operator was apologetic and stated she would definitely be more careful about this.
23	09/14/09	Captions Lag too far behind the voice.	09/14/09	The customer reported that on a particular call captions were lagging. The Customer Service Representative apologized to the customer and explained that there was a trouble ticket documented by the Relay Operator noting technical difficulties. The customer understood and appreciated the follow-up. The Customer Service Representative thanked the customer for reporting their issue.

24	09/20/09	The VCO customer was very upset because the Relay Operator kept asking the VCO user to repeat the number over and over again and never placed the call. The VCO user stated that this has happened more than once with this Relay Operator and is very upset. The VCO user states that they end up having to hang up and get a different Relay Operator to process the call and that this is delaying the ability to reach the person they are calling. The Customer Service Representative apologized and stated that the information would be passed on to the right individuals. No follow-up was requested.	09/20/09	The Customer Service Representative met with this Relay Operator. The Relay Operator said he has not had any calls today where it was necessary to ask more than once for a number. The Relay Operator discussed the possibility of VCO not connecting properly so that the Relay Operator's are not able to hear the number being given. The Relay Operator was coached on being ready to get number, listening closely and getting assistance if unable to understand a customer.
25	09/20/09	The VCO user stated that this Relay Operator makes the caller sit on the line for a long time before processing the call. The VCO user was unsure of the date that this took place, but stated that it happened within the last week. The VCO stated that they have to say "Hello? Hello? Is anyone there?" and then this Relay Operator finally responds to them. The VCO user states that it takes about two minutes for this Relay Operator to actually start dialing out. The VCO user was very upset and wants this issue resolved quickly. The customer service representative apologized to the VCO user and stated that this information would be passed on to the correct individuals. No follow-up was requested.	09/20/09	The Relay Operator stated that she had her keyboard locked up sometime last week and was unable to place the call immediately. The Supervisor On Duty was able to get the keyboard to work, and then the Relay Operator then dialed out. The Supervisor On Duty verified the incident that occurred and attributed it to technical issues.
26	09/21/09	The customer sent an email to report that she was being billed on her Verizon bill for toll-free numbers through New York Relay. The Customer Service followed up with the customer via email to request bill copies on 9/21 and advised her she needs to set up a customer database profile. She also advised the customer that we look forward to resolving her billing issue.	09/30/09	Sprint is unable to provide a full response to the complaint filed by this customer because she has not yet submitted the bill to Customer Service so we may verify charges and assist. The Customer Service Representative has called and e mailed customer but received no response.
27	09/23/09	The Customer states when she was typing her message for an answering machine the Relay Operator cut her off and increased the speed to 50 wpm. Her notes say 10 wpm. She stated she did not like this so she hung up. The Customer Service Representative apologized to the customer and informed her that the Operator will be coached. The customer is satisfied and does not want a follow-up call.	09/23/09	A Customer Service Representative discussed the situation with the Relay Operator. The Relay Operator stated that she did not have any calls in which the notes said to slow the speed to 10 wpm and that she would have remembered that. She also stated that she had some voice to TTY answering machines, but no TTY to voice answering machine calls. Regardless, the Relay Operator was coached to make sure the wpm is set at what the customer wants and not to change it unless specified by the customer.
28	10/13/09	Captions Lag too far behind voice	10/27/09	A customer's friend shared feedback regarding the delay of captions during a call with the CapTel user when calling to register their preferred carrier of choice. The Customer Service Representative called the CapTel user after researching the call to provide results. The Customer Service Representative explained how captions are generated and why there is a delay in captions as words are being revoiced. The Customer Service Representative also explained the option of skipping captions to the most current captions when desired. The customer acknowledged these tips and thanked the Representative.
29	10/14/09	The Relay Operator did not verify the number to dial as requested in the customer's notes. The Relay Operator redialed a number on her own without permission of the customer and Relay Operator did not inform the customer if the voice person had hung up. The Customer Service Representative thanked the customer for bringing this to our attention and informed him that the Operator will be coached on all of this. The customer was satisfied and has also requested a follow-up contact via e-mail.	10/14/09	The Operator was coached to follow customer notes to verify all numbers prior to dialing and to always inform the caller of all call steps that are taken. Operator was also coached about keeping the customer informed of when their party is hanging up. Operator was receptive to the feedback and says she understands all of this. A follow-up email was sent to the customer per his request.
30	10/20/09	The customer stated that the Relay Operator did not verify the phone number like his notes say to do and the Relay Operator misheard the number several times. The Customer Service Representative apologized to the customer and informed him that the Relay Operator would be coached on following the database and customer instructions. The customer is satisfied and does not want a follow-up call.	10/20/09	Had a discussion with the Operator about following customer instructions and notes. Advised the Operator to keep the customer informed by sending (one moment please reading notes) so the notes can be reviewed prior to dialing the number to ensure quality customer service. Operator stated she understood and would make sure to always read and follow customer notes.

31	10/21/09	Technical - General	11/06/09	The customer reported that during a call she experienced the phrase "Technical difficulties Please hang up and try your call again." The Customer Service Representative investigated the call and found out that the captionist was experiencing loss of audio. This loss caused the captionist to be unable to process the call. The Customer Service Representative sent an email to the customer explaining what happened and apologized for this inconvenience and the customer understood.
32	11/05/09	Accuracy of captions	11/05/09	The customer shared feedback regarding the accuracy of captions and provided specific call data for a call to their voice mail that morning. The Customer Service Representative apologized for the incidence and advised the customer that they would follow-up with Call Center management. The Customer Service Representative investigated and identified a trouble ticket noted by the Relay Operator. The call detail was shared with Call Center management for follow-up with the Relay Operator by the Relay Operator's supervisor to confirm resolution of problem noted.
33	11/13/09	The customer said that every time the Relay Operator calls she seems to be arrogant.	11/13/09	The call involves a professional voice tone and Relay Operator followed guidelines and procedures. The team leader called the customer to let him know that their complaint had been processed.
34	11/29/09	The customer complained that once Relay called the number they could not connect to the outbound caller. The Customer Service Representative apologized for the inconvenience and was able to directly call the outbound caller that she could not reach earlier. The customer wanted to rule out a Relay problem so they asked for a technician to follow-up.	01/11/10	The Customer Service Representative spoke with the customer regarding the long distance call not being able to go through New York Relay due to a carrier of choice problem. The technician placed a test call using the customer's phone number through New York Relay selecting the customer's long distance carrier of choice, and got the recording "We are sorry your long distance service has not been established". This recording indicates that the customer needs to contact their local exchange carrier to make sure they have long distance service and that their account is in good standing. The technician is unable to contact the customer's local exchange carrier because the local exchange carrier will only divulge customer account information to the customer. The trouble logs from this issue give no indication of error experienced when processing the call. The customer referred to their local exchange carrier to resolve the issue.
35	12/09/09	A VCO customer gets delayed when making long distance calls through Relay using the local exchange carrier. A Customer Service Representative apologized and opened a trouble ticket. No follow-up was requested.	12/15/09	A Sprint technician tried to reach the telephone company technician and has not received a call back. The Relay Program Manager called the technician and he asked that Sprint's technician call back again. Sprint's technician called again several times but has not received a call back. This ticket will be closed. If there is another issue, we will investigate again. The technician left a message with the telephone company technician.
36	12/14/09	The customer notes say to confirm the number to be dialed before dialing out. The Relay Operator did not do this. The Customer Service Representative apologized and told the customer that they would address their concern with the Relay Operator.	12/14/09	The Customer Service Representative reminded the Relay Operator to confirm number to dial with customer before dialing call.
37	12/15/09	A Speech to Speech customer wanted to know when the Relay Operator was going on break during a call. The Speech to Speech customer did not like that she did not give him the answer.	12/15/09	The team leader called the customer to let him know that the Relay Operator followed procedure and if he wants to know when a required shift change will be necessary, he needs to make his request before dialing out on a call.
38	12/17/09	It sounded like the Relay Operator was not there because when she was asked to repeat, she did not respond.	12/17/09	The team leader met with the Relay Operator. The Relay Operator does not recall anything unusual about any calls in the past couple weeks (call date and time are not listed on complaint). The Relay Operator has never had a complaint of any kind before this. The Relay Operator is sorry for any inconvenience.

39	12/24/09	The customer voiced the number to dial and the Relay Operator did not dial it out fast enough. The customer states that she is documenting the Operator number near her phone so when she gets her again she will "give her a piece of her mind". She also stated that she will be calling Relay Program Manager. The Customer Service Representative apologized to the customer and informed her the Relay Operator's supervisor will be notified regarding this and the Relay Operator will be coached. The customer declined request for a follow-up call.	12/28/09	This is the beginning of a series of calls from a very frustrated VCO customer who has a new phone and is having trouble using it. She is very upset, impatient, and does not respond well to any assistance provided by the Relay Operators or supervisors. The Relay Operator stated she did not have any VCO calls that went poorly on the date of this call. The supervisor in charge during this call tried to speak to this customer on many occasions but the customer would not accept any assistance.
40	12/28/09	A VCO called regarding several issues including: she can't reach Relay dialing 711, telemarketing calls, and Clarion not setting up her program correctly. The customer also complains of garbled messages and problems with Relay Operators being disrespectful and rude. The Customer Service Representative apologized for the various problems, tried to refer the caller to the correct sources to correct the non Relay issues but the caller disconnected before the information could be provided. The Customer Service Representative also provided the Relay Operator numbers to management. The customer wants to be contacted.	1/4/2010	The technician called the customer to try to figure out what might be causing her garbling problems. He did not experience issues on the call but the customer is still very unhappy. The Relay Program Manager called her and did not get an answer. The Customer Service Representative is calling her to let her know that a Relay Ambassador is going to call to set up an appointment for a home visit. The Relay Ambassador visited with this customer and she apparently has a new VCO phone and it is not working in the same way as the old one she had. She is planning to send her VCO phone back to the company, it seems the VCO button announcing calls may be defective.
41	12/29/09	The customer's notes state to verify the number before out dial. The Relay Operator did not verify the number before calling, they just started calling. The Customer Service Representative apologized to the customer for the inconvenience and assured them that the complaint would be passed to Relay Operator's immediate supervisor for coaching. No follow-up requested.	12/29/09	The team leader met with Relay Operator and coached them on the importance of following the database instructions. The Relay Operator understands.
42	12/29/09	The Relay Operator did not verify the number prior to dialing out and the customer notes stated to verify the number. The Customer Service Representative apologized for the problem and offered a follow up contact.	12/30/09	The Relay Operator did remember the call and had not verified the first number. The Relay Operator stated that they had apologized and processed another call correctly, remembering to verify the number. The Relay Operator was coached on making sure to read and follow customer notes every time and stated they understood.
43	12/29/09	The customer kept getting garbled messages. The customer was branded as VCO and has several Relay Operator numbers. Follow-up has been requested.	1/4/09	The Syracuse technician has been trying to call this customer and she does not answer her phone. We now have an appointment for tomorrow, and hopefully the technician will be able to assist her. The Syracuse technician talked with customer and have made arrangements for a home visit.
44	01/08/10	The Operator had a bad attitude calling a Casino. When the outbound caller asked Relay Operator to repeat, Operator did not repeat.	01/08/10	The Relay Operator followed procedure. It can be difficult on these calls, but the Operator must follow procedure and do what inbound says repeating after them, not the outbound as it would create more confusion.
45	01/08/10	The Relay Operator did not attempt to instruct the outbound caller to wait for the inbound to stop speaking to respond to caller.	01/08/10	The team leader met with the Relay Operator. The Relay Operator said his instructions were to repeat what was NOT understood. The outbound caller understood him and both interrupted each other. The Relay Operator followed Speech to Speech procedures.
46	01/13/10	Technical - General	01/13/10	The customer reported a specific call where the captions did not establish after being transferred to her CapTel phone at work. After further investigation it was noted on this particular call that the captionist was experiencing technical difficulties at their work station that caused the captionist to be unable to caption this call. The captionist's experience was brought to the attention of a supervisor at the Call Center and they were able to resolve the situation. The Customer Service Representative apologized to customer regarding their experience during this particular call and thanked customer for bringing it to our attention.

47	01/19/10	A New York VCO customer complains that she is still getting Operators who are not skilled with VCO calls. She also says she is coming in branded TTY instead of VCO. The Customer Service Representative apologized for the inconvenience and opened a trouble ticket and follow-up has been requested.	01/19/10	The customer has sent her VCO phone back to the company. She believes there is a problem with her new VCO phone.
48	02/02/10	Dial Tone - Not heard	02/02/10	The customer's aide stated that there is no power or dial tone on the CapTel. The Customer Service Representative advised the customer to send the unit to Ultratec's National Service Center for unit to be serviced or replaced.
49	02/22/10	Dial Tone - Not heard	02/22/10	The customer's aide called Customer Service referencing to a lack of dial tone on CapTel phone 200. The Customer Service Representative advised the party to perform a physical resetting of CapTel phone and this resolved the customer's problem.
50	02/23/10	Accuracy of captions	02/23/10	The customer shared feedback regarding the accuracy of some words during her captioned calls. The customer gave one example but did not have the call details for the Customer Service Representative to further follow-up with the Call Center personnel. The Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. The Customer Service Representative suggested that the customer document the date time and Relay Operator number of any future calls noting we would appreciate the opportunity to take specific action with the Relay Operator captioning the call by way of further training and monitoring.
51	02/25/10	Dial Tone - Not heard	02/25/10	The customer reported that his CapTel phone does not have a dial tone and appears to be locked up. The Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
52	03/01/10	A TTY customer states at the end of the call, the TTY customer told the Relay Operator thank you and wished him a terrific day. The Relay Operator was rude and did not respond, so the TTY customer finally hung up. The Customer Service Representative apologized and no follow-up was requested.	03/01/10	The Relay Operator was coached that when the customer directs a closing comment to him he should reply in a timely manner and mirror the caller's last thoughts. The Relay Operator said he always does this and did not remember a call in which he did not offer a prompt reply to the customer. He was apologetic that the customer thought he was being rude, but he said he understood how the customer could have come to this conclusion.
53	03/02/10	Dial Tone - Not heard	03/02/10	The customer reported no dial tone on the line. The Customer Service Representative advised the customer to perform a physical reset. This restored the customer's dial tone.
54	03/18/10	Dial Tone - Not heard	03/18/10	A customer's helper called on behalf of customer and stated that the CapTel has no dial tone and the screen is stuck. The Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
55	04/02/10	Dialing Issue - New local prefix not in database	04/02/10	The customer reported being unable to make outgoing calls. Technical support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call and this resolved the customer's issue.

56	04/03/10	The customer states that the Relay Operator was slow. The customer told the Relay Operator to redial the number by putting the number in again manually, but the Relay Operator did not, she redialed automatically. The Relay Operator told her the line was busy and the customer said that the line shouldn't be busy. The customer states that the Relay Operator does not listen well. The customer told the Operator her long distance carrier is Verizon and the Operator told her "you don't have to tell me that, it is in your notes". The Customer Service Representative apologized to the customer and informed the customer we would follow-up on this with the Relay Operator. The customer is satisfied and does not need a follow-up call.	04/03/10	The Customer Service Representative discussed with the Relay Operator who remembered the call. The Relay Operator remembers informing the customer that the Carrier of Choice information was in her notes, as a courtesy, not to be meant as rude and the Operators says she did not say "you don't have to tell me that". The Relay Operator remembered the customer saying to dial the number again and not saying "manually". There is no documentation about why the customer stated the Relay Operator was "slow", but the Relay Operator repeatedly passes our contractual typing requirements of 60 wpm. The Relay Operator also stated that, yes, the line was busy and the Relay Operator has no control of that. The Relay Operator was coached to get a supervisor to assist when the customer starts getting upset.
57	04/05/10	Dial Tone - Not heard	04/05/10	The customer's friend called noting the lack of dial tone on CapTel phone 200. The Customer Service Representative advised the customer to perform an electronic resetting and relocation of the telephone cord to the appropriate jack at the base of the phone. This resolved the problem.
58	04/06/10	Dial Tone - Not heard	04/06/10	A customer with a new CapTel phone reported no dial tone. The Customer Service Representative advised plugging the AC adapter from CapTel into an available power source. The customer confirmed that this resolved the customer's experience.
59	04/10/10	When calling 1-877-826-6977 New York VCO line the customer never reaches an Operator and has made several attempts. There is no ring or no answer. When they call the old 800 number for New York VCO they immediately are able to reach a Relay Operator. No follow-up requested by customer.	04/10/10	A test call to the New York VCO number completed with no problem. They need additional information from the customer but the customer has requested no follow-up. The complaint has been closed due to lack of information.
60	04/12/10	Dial Tone - Not heard	04/13/10	The customer reported that there was no dial tone heard on their CapTel phone. The Customer Service Representative advised the customer to contact the telephone company to replace the faulty wall jack identified during troubleshooting.
61	04/14/10	Technical - General	04/16/10	The customer reported that she is unable to dial three specific business telephone numbers from her CapTel phone. When she dials with captions she reaches a busy signal. Further investigation shows that customer is unable to complete her calls due to the way the business is routing Relay calls. Since the business is unwilling to make any adjustment to resolve the issue the Customer Service Representative provided the customer with an alternative toll-free number that she can use to call with captions. The customer is satisfied.
62	04/20/10	Mid-call line disconnected. Customer wants a call back.	04/20/10	After an investigation it was found out that it is a technical issue on caller's end. The team leader called the customer and left a message on the customer's answering machine about the issue.
63	04/26/10	Disconnect/Reconnect during calls	04/26/10	The customer is experiencing disconnections during her captioned calls. The Customer Service Representative sent the customer information explaining the difference between a CapTel and a traditional phone. They explained to the customer why the disconnect/reconnect might be occurring and sent an email with tips to reduce their occurrence.
64	04/30/10	Dial Tone - Not heard	04/30/10	A customer's daughter reported that there was no dial tone. The Customer Service Representative advised the customer to perform an electronic reset and was able to confirm that this resolved the issue.
65	05/05/10	Dial Tone - Not heard	05/05/10	The customer's daughter reported that the CapTel did not have a dial tone. The Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.

66	05/07/10	A phone call just disconnected in the middle of the call while the Relay Operator was taking phone numbers down. The customer wants a follow-up phone call.	05/07/10	The team leader met with the Relay Operator. The team leader coached the Relay Operator to report any technical difficulty that may result in disconnects. The team leader will work with the site technician to place a test call to the customer. That will enable them to trouble shoot the issue and rule out any problems on our end so customer can call his phone company if needed.
67	05/10/10	The caller said the Relay Operator sounded mad while setting up and processing his call. He said that the Relay Operator was slamming things and said a swear word. The caller said he just did not appreciate hearing that as he was attempting to call his Grandmother. The Customer Service Representative apologized for the problem and the caller wants a follow-up by the Supervisor regarding this issue.	05/10/10	The supervisor had a discussion with the Relay Operator about the call, in which she stated that she gave a pleasant Relay greeting and proceeded to process the call professionally. The Relay Operator states that at no time she use any vulgar language or slam anything around. This Operator has an excellent work record and has never been observed doing or saying anything unprofessional to customers. The supervisor in charge also did not hear any loud noises or rudeness either. Tried to contact this customer for follow-up but keep reaching a recording that does not lead to an answering machine or live person.
68	05/13/10	Dial Tone - Not heard	05/13/10	The customer's daughter called and stated the CapTel has no dial tone but other phones in the home have dial tone. The Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's issue.
69	05/17/10	Dial Tone - Not heard	05/17/10	A customer's son reported no dial tone on the CapTel phone. The Customer Service Representative advised customer to perform physical and electronic resets of the phone. It was confirmed that the customer is using the CapTel phone successfully.
70	05/19/10	Captions - stop in middle of call	05/19/10	A customer reported seeing 'Your phone is going to be disconnected' during a documented captioned call and then the call disconnected. After further investigation the Customer Service Representative informed the customer that the captionist noted no audio on the line so the call was disconnected by a supervisor at the call center.
71	05/20/10	The Relay Operator called the customer sweetie and made the customer uncomfortable. The customer wasn't sure if they had filed a complaint or not.	05/20/10	The team leader explained to the Relay Operator that the use of terms like "sweetie" are inappropriate. The Relay Operator understands.
72	05/25/10	Dial Tone - Not heard	05/25/10	A customer's husband reported not being able to make an outgoing call. The Customer Service Representative advised the customer to perform a physical reset and confirmed this resolved the customer's issue.
73	05/26/10	Dial Tone - Not heard	05/26/10	A customer's husband reported no dial tone. The Customer Service Representative advised the husband to perform a physical reset and confirmed that this resolved the customer's issue.
74	05/28/10	The customer states that their notes contain instructions for voice mail retrieval that has the ten digit number and pass-code. The customer asked the Relay Operator to retrieve their messages and the Relay Operator responded with (place handset next to answering machine) and did not dial the voice mail number. Relay had another Operator retrieve the messages and it was done correctly. The Customer Service Representative apologized to the customer and informed the customer procedures for voice mail retrieval will be reviewed with the Relay Operator. The customer was satisfied and does not want a call back.	05/28/10	The supervisor reviewed step by step the procedures for the differences between a voice mail retrieval and answering machine retrieval. The Relay Operator stated that, yes, she was confused between the two, but the review of the procedures makes her confident she will handle these call types correctly in the future.

75	05/31/10	The Relay Operator was nasty, very arrogant, and refused to do what the caller asked. The customer told the supervisor at the time of the complaint that he wanted the Relay Operator involved in the call by talking directly to Relay Operator instead of his outbound voice when wanting the outbound voice to repeat.	05/31/10	The team leader met with the Relay Operator. The Relay Operator was explaining to the customer that it wasn't his role to be involved in the call and to please ask the outbound to repeat. The Relay Operator understands to stay professional and calm and ask for supervisor if the customer's requests cause a conflict that needs to be resolved. A supervisor told the customer we would follow-up Tuesday afternoon.
----	----------	---	----------	---

Date Generated: Mon, Jun. 21st, 2010 @ 10:50:15 AM CT