

	84650	IP Relay	6-Aug-09	Complaint	Service Issue: Technical	<p>Customer is reporting that during the last few weeks all Text Relay calls sent to their line 516-483-8422 have had lots of static. The customer explained that they would like someone who handles the Text Relay call centers to look into the static issue.</p> <p>Customer explained that if Purple researches calls to their number 516-483-8422 during the last two weeks they may be able to find the operators/stations that were used when the static was present on the line.</p> <p>Customer reports that they do not experience static on any calls except for the Text Relay calls from Purple.</p>	6-Aug-09	Thanked customer and forwarded to IT management. RB: There is a known static issue on some consoles in the center. Those consoles have been replaced and the necessary changes to environment made to correct static issue. Ticket was closed September 09.
	90973	IP Relay	24-Aug-09	Complaint	Service Issue: Operator	customer states that he has a message from a relay operator: 803621 and cannot understand the message and asks that our operators spell out email address or important information when they leave voice mails for deaf users.	25-Aug-09	Forwarded to Director of Quality and Text Operations. RB: Operator was coached on to be careful and clear when leaving voice messages.
	90981	IP Relay	24-Aug-09	Complaint	Service Issue: Operator	Received call from person using text relay said operator 70611F was very slow. Had to repeat greeting several times . Said that call lasted a little bit more then a hour and that call should have never went that long. Was not satisfied with the service.	25-Aug-09	Forwarded to Director of Quality and Text Operations. RB: Operator was coached on typing. Although the OPR passed their typing speed test, they were reminded that every call must be handled quickly and accurately
SEPT								
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	142397	IP Relay	13-Apr-10	Complaint	Service Issue: Technical	operator say no response for more than 30 seconds and disconnect im still typing?? cant the opr tell that im still typing???? that makes me frustrated and start the call over again	14-Apr-10	RB: OPR followed correct procedures if no text is transmitted for 30 seconds. OPR is to warn customer they must respond, wait another 30 seconds and then sign off on the call. Without specific OPR number, unable to determine if a particular operator is rushing the process. It is not possible to tell on wireless or AIM, if the customer has walked away from the call. Sometime lag is caused by wireless connection speed and/or AOL transmission speed and is beyond OPR's ability to determine or correct that as it is on the customer's side of the conversation.
	142842	i711	17-Apr-10	Complaint	Service Issue: Operator	Customer sent email stating she made a call through i711 and the RO did not follow her instructions that she typed before the call.	17-Apr-10	CCR sent email to customer thanking her for her feedback and explaining i711 protocol.
	142927	i711	18-Apr-10	Complaint	Service Issue: Technical	I just want to see better connectivity implimented, i tried to make a rather important call, and they kept disconnecting me. I rely on I711 and if they are not there for me, i cant do what i need to do. Sometimes in the middle of a call, they stop respondiing and i have to call again and when i tried again, it says service unavailable please try again later. Sometimes I cant wait until later. So please try to make your service a lot more reliable!	20-Apr-10	Customer Care tried to contact customer for further information. No reply to numerous attempts over 72 hours.
	143063	i711	19-Apr-10	Complaint	Service Issue: Operator	i711relay: -1/2- The i711.com relay service has a phone call for you. Type your response to take this call now, or type MSG to ignore it and have the relay i711relay: -2/2- operator take a message for you instead. (You can reply to this msg) where are the phone numbers I did not see? I did not see any messages to me what did the operator taking a message for me? What happened? I am very concerned about i711\'s performance rate slipping down so fast due to lack of phone numbers and messages when I was on the road. Let me know by email.	3-May-10	Customer Care sent email to customer explaining why she did njoy see the caller ID or get a message. Person calling may have chosen not to leave message once OPR informed them the customer was not available.

	143634	IP Relay	25-Apr-10	Complaint	Service Issue: Technical	I am fed up with Relay, you guys need to make some changes to your introductory call. I am sick of getting hung up on time after time and you really need to make some changes on how you conduct these calls because the way you are doing it now is not working.. DUH!! Yes, I am upset I go thru this all the time and am fed up!!! Also, when someone calls my cell it never gives me a chance to answer it I'm not sure why this is maybe you can help with that too since im am contatcing you.	3-May-10	Customer Care tried to contact customer to respond to complaint. No reply to numerous attempts over 72 hours.	
	143852	i711	27-Apr-10	Complaint	Service Issue: Procedure	I am complaining because #1: i711 used 30 sec rule to hang up on me. REMOVE 30 sec rule because you are not being fair to us. #2 is there a reason why I'm not getting any response from relay? Are they on strike or what?		Customer Care tried to contact customer to explain process and procedure but received no reply to numerous attempts over 72 hours.	
MAY									
	144968	IP Relay	7-May-10	Complaint	Service Issue: Operator	text relay support email your relay service is very very very poor service way too slow and always waiting for the reponse from other party way too slow this cause me great stress and inconvinient!	7-May-10	Without specific Operator information from caller, unable to provide follow up and coaching	
	146491	i711	22-May-10	Complaint	Service Issue: Other	I am complaint at i711.com because they give me head hurt and my body hurt are very bad and i want you to cancel of my i711.com account please for me. I am complaint that program code readed of my message about bank, stock and bonds savings. I am mad at them. I want you cancel of my account with i711.com please for me.	29-May-10	CCR made numerous attempts to contact customer to clarify complaint and issue without any response from customer.	
	146494	IP Relay	22-May-10	Complaint	Service Issue: Operator	I am getting frustrated with the service! most of operators like 70213 and 90177 and others are not following properly in ending our calls! They do not wait enough time before hanging up on me!	29-May-10	CCR emailed the customer thanking him for his suggestions and giving him suggestions on how to solve the 30 second rule during his calls.	