



**Sprint IP FCC Complaint Log
2009-2010**

Complaint Tracking for Sprint IP (06/01/2009-05/31/2010). Total Customer Contacts: 111

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/02/09	A Voice customer said that they were receiving fraudulent calls via Sprint IP. Customer Service apologized. No follow up was requested.	06/02/09	The customer was informed about Internet Relay calls.
2	06/03/09	A customer stated that they somehow got a hold of Customer Service, but are unaware of how they got there. The customer stated that it seemed that they were transferred to Customer Service without their knowledge in the middle of an important call. Customer Service told the customer that this would be sent to a supervisor, and apologized for the confusion and disconnect. A follow up email was requested.	06/03/09	A Supervisor discussed this call with the Operator. The Operator did not remember, but was coached to never transfer a customer without them requesting this. The Operator understood. Email was sent to customer.
3	06/04/09	A customer stated that during a call, they told the Operator that the outbound line understood relay, and the customer also give instructions to not type any answering machine message. The customer gave a message to leave if the phone was answered by an answering machine. When the outbound did answer, the individual on the outbound line was evidently unfamiliar with relay. The outbound stated that this was a wrong number, and disconnected. The customer gave a new number to dial, which differed by one digit from the previous number. The operator dialed the new number, but treated it as though there were no instructions on this call because the Operator could not apply instructions to two calls. The customer complained that the Operator did not follow instructions.	06/08/09	The Supervisor apologized for the issue, and completed the call for the customer. The customer wanted the notes entered, however Internet customer profiles can only be accessed by Customer Service. The Supervisor also discussed this incident with the Operator. The Operator was frustrated that the customer did not give instructions on the second call. The protocol for IP customers is to repeat the series of instructions for separate calls. The Supervisor discussed methods for stress management, and using words such as "please forgive my misunderstanding," or "Unfortunately the Operator is unable..." The Supervisor confirmed in training that in case of a wrong number it is okay to support the customer by following the original instructions for a second call.
4	06/06/09	A customer stated that they were contacted through Internet relay and had received a fraud warning. The customer did not request a follow up.	06/06/09	Customer Service apologized and explained the purpose of relay, and explained that there are ADA and FCC regulations to help deaf people communicate. Customer Service explained that unfortunately there are some people who use it fraudulently. The customer stated that they were unaware of relay and would ignore the fraudulent caller.
5	06/15/09	A customer stated that during a call to a business, the Operator disconnected.	06/15/09	The Operator does not recall this particular call, or any other call that was disconnected. The Operator was addressed on call disconnection.
6	06/15/09	A customer stated that during a call to a business, the Operator disconnected the call.	06/15/09	A Supervisor witnessed this particular call, during which the Operator dialed out and reached a fax machine. When the Operator notified the customer, the customer accused the Operator of disconnecting the call.
7	06/15/09	A customer reported that the Operators are having to ask multiple times for the number to dial on Sprint IP calls. This indicates to the customer that the number is not populating. Customer Service apologized for the problem and opened a trouble ticket. Follow up is required for problem resolution.	06/15/09	The customer was notified that there was a bug in the system, which was cleared. The customer confirmed that the problem was fixed.
8	06/19/09	A customer stated that they asked an Operator to redial a number. The Operator asked for the number to dial. The customer asked the Operator if they were new because typically the Operator does not ask the number to dial when it is a redial. The customer said at this time the Operator disconnected the call. Customer Service apologized to the customer. No follow up was requested.	06/19/09	A Supervisor met with the Operator who stated that she had placed two calls for this customer. After completing the second call, the Operator got no response, and sent Alt twice. The only response the Operator got was "Are you new?" After that, the Operator sent "Disconnecting call SKSK" because the customer did not give a number to dial. The Supervisor told the Operator that if a customer does not respond to "Alt" twice with a number to dial then the Operator should beep for a Supervisor. The Operator understood.

9	06/19/09	A Voice customer was very upset after receiving a threatening and harassing Sprint IP call regarding her child. The customer said that she received a call from a medical facility who said invalid, frightening, and personal medical information about her child. The customer was concerned in regards to HIPPA, and feels that this should never be allowed. Customer Service explained the purpose of relay, and that relay must adhere to FCC guidelines. Customer Service gave the customer the FCC number and informed the customer that the Sprint IP Program Manager would be in touch with her. The customer requested a follow up.	06/19/09	The Relay Program Manager tried to call the customer via phone but left a message. The Relay Program Manager also sent the customer an email explaining the purpose of relay, including information about fraud, and how to contact the FCC. The Relay Program Manager also encouraged the customer to write down the date, time, and Operator's ID number, as well as the name of the Sprint IP caller. This way the customer can report this information to Sprint, the FCC, and the police if necessary.
10	06/22/09	A customer reported that they made a call using Sprint IP, and that when they requested another call the Operator disconnected. Customer Service advised the customer that a complaint would be filed with the information provided. The customer did not request a follow up.	06/25/09	The Team Leader met with the Operator. The Operator understood that they need to check with the customer before disconnecting the call.
11	06/23/09	A customer stated that she was disconnected from a call, and that the problem has happened on other calls. The customer said that it seems that the Operator stops typing, and then the call disconnects. Also, the customer said that when she enters the number to dial, it disappears from the screen. Customer Service apologized for the inconvenience, and opened a trouble ticket. A follow up was requested.	06/23/09	A technician shut down the UNIX server, and restarted it. The Iplanet and web services were also restarted. After the reboot all the services were running normally. The Relay Program Manager informed the customer to try calling again, and contact Customer Service if they experience any further problems.
12	06/23/09	A customer stated that she was unable to get her calls to go through relay. The customer said that she would enter her username and password, and receive a notice saying "Please Wait." The customer said that they would wait approximately 10 minutes, but the call would no go further. Customer Service apologized for the inconvenience, and opened a trouble ticket. A follow up was requested.	06/23/09	An issue was found with the Firewall Port. This was resolved by bouncing the web server for Sprint IP. The Relay Program Manager informed the customer that the issue was resolved, and explained the cause of the problem. The Relay Program Manager encouraged the customer to make test calls via Sprint IP, and to inform Customer Service if there were any further problems.
13	06/24/09	A customer stated they were being harassed by someone using Sprint IP. Customer Service apologized for the problem. No follow up was requested.	06/24/09	Customer Service educated the customer on the policies of relay.
14	06/29/09	A customer stated that that an Operator informed the customer that the Operator had pirated bootleg CDs at her desk, and that the Operator asked the customer if the customer wanted to download them. Customer Service let the customer know that this complaint would be noted. No follow up was requested.	06/30/09	The Operator does not remember this call, and also does not know what a pirated/bootlegged CD is.
15	07/01/09	A Voice customer stated that they were receiving fraudulent calls through the Sprint IP service. The customer is also upset because they requested a Supervisor, and the Operator relayed that to the caller. Customer Service apologized to the customer. No follow up was requested.	07/01/09	Customer Service educated the customer on the policies of relay. A Supervisor also educated the customer on the policies of the relay.
16	07/06/09	A customer contacted the Relay Program manager, who then forwarded this complaint to Customer Service. The customer stated that they were having problems with their Sprint IP calls disconnecting mid-call. Screen shots were provided to Customer Service via email. Customer Service informed the customer that the complaint would be filed, and a trouble ticket would be assigned for resolution. A follow up was requested.	07/06/09	Customer Service told the customer to update the call status box, and also to reduce the applications the customer is running on their computer. It was discovered that the customer had approximately 16 applications open and running on their computer. The technician believed that it was an issue with the customer's computer performance or the network connectivity. The customer might need to put in a ticket with their own IT department, or try to not run as many applications at one time. The customer understood.
17	07/07/09	A customer stated that the Operator was typing too slow. The customer expects a courtesy email stating that corrective action has taken place.	07/07/09	A Supervisor spoke to the Operator about this call. The Operator said that the outbound line was speaking too fast, even after the Operator used the standard slow down phrases. The Operator kept the inbound customer aware. The Operator has been instructed to beep for a Supervisor if this happens again in the future. The customer was contacted.

18	07/08/09	A customer reported that their friends, family, and coworkers did not want to use Sprint IP relay with the customer's blackberry because it is too slow, and they do not like the long pauses in transmission. Customer Service apologized for the inconvenience, and explained that some of the delay can be the typing speed of the customer, the cellular tower strength, or multiple other reasons. The customer insisted that the technology be improved. A follow up was requested.	07/08/09	Customer Service educated the customer on the signals of her wireless device. They also gave her some tips on how to speed up the process. The customer was appreciative.
19	07/15/09	A customer stated that the Operator read a message that was meant to be left on an answering machine when a live person answered the call. The customer tried to interrupt. Customer Service apologized to the customer and informed them that this would be forwarded to the appropriate person.	07/21/09	The customer's notes state "do not announce if family member." The Operator believed that they would not reach a voice person because the customer gave a long message prior to dialing out. When a voice person answered the phone, the Operator wanted to follow the customer's instructions about not announcing, but became flustered and read the message. When the customer tried to interrupt, the Operator stopped typing and the call proceeded from there. The Operator was coached on verifying how the customer would like the call announced, and understood where the mistake was made.
20	07/20/09	A customer emailed comments to the Customer Service department. These emails stated: "I made a relay call at approx. 10:25 am today. The Operator was a very poor speller, was very slow, and I had to repeat a date (5/11/06) even though I typed it three different ways, three times. Please work with this Operator to improve his technique. I was disappointed in using him for a business call. Thank you." Customer Service apologized for the inconvenience, and informed the customer that this would be sent to a supervisor. A follow up was requested.	07/20/09	A Supervisor met with the Operator and coached them on minimum requirements for speed and accuracy. There was a follow up with the customer.
21	07/24/09	A customer stated that the Operator typed unnecessary information from a recording after the beep. Customer Service apologized, and no follow up was requested.	07/23/09	The Operator followed the proper procedures in typing the complete message. The customer informed the Operator that he did not follow customer instructions. The Supervisor assisted and explained that the Operator did not receive pre-call set up instructions regarding what not to type. The Customer stated that they were dissatisfied with the Operator's typing style, and stated that the Operator was not trained correctly. The customer stated that they have a relative who works in another relay center, and that this particular center does not know how to process calls. The Supervisor explained the requirements of typing everything, and offered the customer a follow up from the training department. The customer remained unsatisfied with the explanations.
22	07/28/09	A customer stated that they asked an Operator to dial out and the line was busy. The customer asked the Operator to redial, but the Operator typed "SKSK." Then the Operator typed "SK" again, and disconnected. the customer was upset and felt that the Operator controlled the call. Customer Service apologized to the customer and informed them that the information would be passed on to the appropriate person. The customer does not want a follow up.	07/29/09	The Operator stated that after the first attempt, then informed the customer that the line was busy. The Operator did not receive a reply message from the customer. Due to the lack of response, the Operator followed the identified procedures and time frame for pausing and waiting for customer replies prior to disconnecting. The Supervisor suggested that the Operator type a no response phrase on Internet calls, although this is not required.
23	08/04/09	A Voice customer stated that they tried to dial an AIM 10 digit number, and received a message stating that the person was already on a relay call. The customer knew that this AIM user was not on a call. Customer Service apologized for the inconvenience, and instructed the customer to close any IP windows. The customer stated that the IP windows were closed. The customer made test calls, but still received the same message. A trouble ticket was opened, and a follow up was requested.	08/04/09	The Relay Program Manager attempted to contact the customer. There was no answer but a message was left on the answering machine. The Relay Program Manager tried to contact the customer again, but still no answer. The complaint is now closed.
24	08/07/09	A Sprint IP customer stated that they are blocked from using the service. Customer Service shows that this customer was calling internationally. Customer Service turned in a trouble ticket. No follow up was requested.	08/07/09	The call was international and blocked. The customer gave their address, stating they were located in the United States, however their IP was located internationally. This call was under suspicion of fraud.

25	08/10/09	A Sprint IP customer stated that they still cannot place calls. Each time the customer attempts a call, they receive a message stating that the outbound is "already on a relay call." Customer Service apologized for the inconvenience, and explained several possible fixes. None of these have worked. Customer Service opened a trouble ticket. Follow up was requested.	08/10/09	The customer was informed that this issue should be resolved by the Sprint IP release that was pushed on October 20, 2009.
26	08/17/09	A customer stated that they are upset because a Supervisor told them "This is a Relay Supervisor. Your phone number has been documented for the abuse of relay. Your call is being disconnected." The customer stated that they were not using abusive language. Customer Service apologized for any inconvenience. The customer requested a follow up email.	08/17/09	The Team Leader investigated the disconnect records, and discovered that the Supervisor followed the proper procedures for disconnecting calls that are considered abuse. The Team Leader sent a follow up letter via email to the customer about the feedback on our service and apologized for any inconvenience.
27	08/19/09	A customer stated that they were on a call using AIM. The customer stated on the call that she was calling to check on furniture, and when the call was placed the outbound immediately hung up. The customer asked the Operator to redial, but not to announce relay. The Operator was unresponsive, and the customer received no further communication from the Operator. The customer requested a follow up via email.	08/19/09	It was discovered that the Operator's computer had stopped transmitting, and she was unable to inform the customer about what was going on. A trouble ticket was filed. Customer Service emailed the customer.
28	08/20/09	A Sprint IP customer stated that she made a call to a banking institution. During the call a Supervisor interrupted and read a statement. The statement explained the possibility of fraudulent activity being perpetrated through Internet Relay. The customer stated that her call did not meet this criteria. Customer Service apologized, and informed the customer that this would be forwarded to the appropriate person. A follow up was requested.	08/20/09	A customer notified the customer that this call did meet the criteria. There was investigation to see if specific criteria can be removed for future interventions.
29	08/21/09	A Sprint IP customer stated that she was disconnected two separate times while trying to place a call to her insurance company. Customer Service apologized for the inconvenience. A follow up was requested.	08/21/09	The Relay Program Manager contacted the customer via email to see if the customer had experienced any more disconnections. The Program Manager also educated the customer on writing down the time, date, and Operator's ID number explaining that this would help pinpoint a place to start follow up. The Program Manager also informed the manager of Sprint Relay Customer Service to find out if the Operator needed training.
30	08/31/09	A Sprint IP customer stated that using Sprint IP needs to be a little less time consuming, because sometimes the customer only has a limited time to make a call. Customer Service apologized for the inconvenience, and explained that this comment would be passed on to management. No follow up was requested.	08/31/09	This information was shared with the management. The customer did not request a follow up.
31	09/03/09	A customer stated that during a call, an answering machine picked up. The customer typed "Hello" to see what was going on. The customer stated that the Operator replied "It's an answering machine retard."	09/03/09	The center's Operation Manager spoke to the Operator who does not recall saying this. The Operator was coached on the etiquette of processing a phone call through relay, and the consequences of doing so in a poor manner. The Operator understood the situation and the consequences it entails.
32	09/03/09	A Sprint IP customer stated that she was unable to copy and paste in the conversation area. Customer Service apologized for the inconvenience, and opened a trouble ticket. A follow up was requested.	09/03/09	It was discovered that there was a bug within the Sprint IP platform. The customer was informed of the updated platform.
33	09/08/09	A customer stated that the Operator disconnected their call before the customer was ready. The customer had wanted to make another call.	09/08/09	It was discovered that the Operator disconnected after the proper disconnect procedure.

34	09/14/09	A Sprint IP customer stated that when receiving an incoming call, a pop-up appears asking if he wants to accept or ignore the call. When the customer clicks on "accept" the call disconnects. Customer Service apologized for the inconvenience, and opened a trouble ticket. A follow up was requested.	09/14/09	The customer was informed that this problem should be corrected with the new Sprint IP feature/platform.
35	09/17/09	A customer stated that she was disconnected mid-conversation while using Sprint IP on her Blackberry. Customer Service apologized and submitted a trouble ticket. A follow up was requested.	09/17/09	The log files for this call were found, but there was no evidence that the Operator hung up on the customer. The outbound customer had finished a fairly long passage, when suddenly there was no response from the inbound customer. There was also no disconnect message, just no response. After a while, the Operator tried all of the proper procedures, but finally stated that she was disconnecting. At this point the Operator did disconnect. A follow up was performed with the customer.
36	09/19/09	A customer had stated that an Operator disconnected their call. A Customer Service Representative apologized, and stated that they would forward this to the appropriate person. A follow up was requested.	09/19/09	The Operator's Supervisor spoke with the Operator regarding this call, but the Operator does not specifically remember this incident. The Operator, however, knows that she never hangs up on customers. The Operator's Supervisor stressed that it is unacceptable to hang up on customers, and they reviewed the disconnect procedure. There was a follow up with the customer.
37	09/19/09	A TTY customer stated that they answered a phone call from Sprint IP and the Sprint IP user screamed "Is this (TTY User Name) yes or no?" The Operator did not identify themselves at the beginning of the call. The outbound line was very demanding, and responded with their name and hung up. It appears that this was a voice call through AIM as it was a call from an IP to a TTY phone. A Customer Service Representative apologized for the actions of the Operator and stated that they would forward this to the appropriate person. The customer was satisfied with this response, and requested a follow up email.	09/19/09	The Team Leader met with the Operator. They went over proper call procedures paying particular attention to providing excellent customer service. The Operator understood. A follow up email was sent to the address provided apologizing for the incident and thanking them for reporting the problem.
38	10/05/09	A customer instructed the Operator to get names, dial the number, get a specific branch, and deposit an amount. About 23 minutes later, the customer received an apology from the Operator from not following through. The Operator also had types out the wrong date, and did not alert the outbound of her mistake. A Supervisor apologized to the customer for her frustration. The customer was upset with the Supervisor, stating that he was not frustrated but this was a factual event. Customer Service apologized, and proceeded to tell the customer that this would be forwarded to the appropriate person but the customer hung up on the Customer Service Representative.	10/09/09	The Operator stated that she remembered this call, and that the name was added after she had already dialed out. The Operator said that she heard no beep that would have indicated that the customer had typed something, but when she scrolled up later to read the instructions she saw what the customer had typed. The specific branch that was requested was not included in the recording that she reached, so the Operator waited for a live person to answer the line. When the live person came on the line, the Operator stated their greeting, and explained the relay service. The Operator then asked the live person to repeat what they said when they answered the phone. When the outbound repeated, they did not repeat their name. The Operator was coached on keeping the customer informed at all times.
39	10/07/09	A customer emailed Customer Service after the customer had received a call from Sprint IP. The customer accepted the incoming call, but then received a message saying "Please hold while we connect your call to a Sprint IP Relay Operator." An Operator then came on the line requesting a number to dial. The customer did not ask to make a call, but had accepted an incoming call. Customer Service sent the text of the conversation to the Program Manager for investigation. A follow up was requested.	10/07/09	The Relay Program Manager attempted to contact the customer via email a couple of times. The Relay Program Manager also contacted the Customer Service Representative who had reported this complaint to see if they had a copy of the text. A ticket was created, however the Relay Program Manager requested clarification on the solution. An email was sent to the customer asking for an update on status. Two more emails were sent to the customer. There has been no response so the complaint is closed.
40	10/09/09	A Sprint IP customer stated that she is unable to use the "Save conversation" feature. Customer Service apologized for the inconvenience, and opened a trouble ticket. A follow up was requested.	10/09/09	The Relay Program Manager contacted the customer via email and educated the customer on checking their pop-up block settings when clicking the link to save the conversation. It was suggested that the customer add "www.sprintip.com" to their pop-up blocker settings.

41	10/19/09	A Sprint IP customer said that he was unable to access his account with the password that had been generated by the system. Customer Service apologized for the inconvenience and opened a trouble ticket. A follow up was requested.	10/19/09	The Relay Program Manager confirmed the solution and sent the correct username to the customer.
42	10/19/09	A customer stated that they could not make contact due to static on the line. A trouble ticket was entered.	10/19/09	The technician switched out the SP230 card to correct the static problem. The technician also did a test with the same version of Flash and IE as the customer had, and did not receive any errors. The technician investigated to see if there was an issue with the customer's Flash, or if they had a program running on their computer that caused an issue. It was discovered that often times, some programs cause Adobe Flash Player 10 to run slowly, and sometimes the computer may become unresponsive. The customer has been contacted.
43	10/19/09	A Sprint IP customer stated that they asked an Operator to call into a conference call. The Operator told the customer that they would need to use Voice/TTY or ASCII to make this call. Customer Service apologized to the customer, and advised the customer to try the call again. The customer was informed that conference calls are a part of Sprint IP service. No follow up was requested.	10/19/09	The Operator stated that they remember this call. They said that the call came in with instructions of a conference call, as well as the 800 number to dial. The Operator dialed out and received a busy signal. The Operator told the customer (ONE MOMENT PLS) and redialed the number two more times, per procedure. On the third dial out, the Operator still reached a fast busy signal and stated "(YOUR CALL CANNOT BE CONNECTED THROUGH SPRINT IP RELAY PLEASE CALL YOUR LOCAL STATE RELAY VIA VOICE, TTY OR ASCII TO COMPLETE THIS CALL) GA." It was determined that the Operator did follow procedures.
44	10/21/09	A customer stated that during a call the Operator seemed very frustrated and told the customer "I can't get a live person" and then disconnected the call.	10/21/09	The Team Leader met with the Operator who did follow procedures. The Operator stated that the customer never responded after being informed that the recording on the outbound had hung up. The Team Leader spoke with the Supervisor in charge, who confirmed that he had told the Operator to type "SKSK." After this, the Inbound said "it will go to a live person" so the Supervisor told the Operator to hold on, however the recording disconnected and no live person answered. The Operator then followed disconnect procedures.
45	10/25/09	A customer stated that they placed a Sprint IP call, and the Operator reached a recording that they typed to the customer. The customer stated that there was some kind of a confusion. The Operator called a Supervisor who disconnected the call as a potential fraud. The customer felt that she was treated rudely, and was angry about being disconnected. The customer requested a follow up via phone or email.	10/26/09	The Team Leader spoke to a Supervisor who was working during the possible time period of the call. The Team Leader made sure that the Supervisor knew how to scan the criteria that an Operator has listed before disconnecting a call. There was no time or date of the call listed, so no complete investigation was possible. The Team Leader sent an email to the customer apologizing.
46	10/27/09	A Sprint IP customer stated that during a call the Operator typed "One Moment Pls" when the customer had given a second number to dial. The customer then typed "hello ?" and received another reply saying "One Moment Pls." The customer then had to wait approximately 4 minutes before a male Operator came on the line and dialed the number. The customer stated that they should not have to hold while an Operator does a shift change, and they should not have to wait for someone to dial a number. Customer Service apologized for the problem, and advised the customer that this would be forwarded to the appropriate person. The customer requested a follow up email.	11/23/09	This Operator has been terminated.
47	10/28/09	A customer stated that a male Operator placed a call to a credit card company, and requested the customer's zip code and full social security number. After the customer provided this information, the call was disconnected. The customer requested an email follow up.	10/28/09	No Operator Identification number was provided, so proper action can not be taken. The disconnect may be attributed to a technical IP issue. A follow up email was sent to the customer.

48	11/01/09	A customer stated that they had been contacted by someone through Sprint IP who had defrauded the customer through email. The customer informed Customer Service that they had been victimized, and would be going to the police and state attorney. Customer Service apologized that someone had used the Sprint IP service to harm them, and explained the purpose of relay. Customer Service also explained that the Operator was complying with the law. The customer stated that if the identity of the caller was protected, that they would no longer want to speak to relay. The customer did not request a follow up.	11/01/09	The customer did not leave information for a follow up.
49	11/09/09	A customer stated that on a call to their electric company, the Operator reached a message saying "number is disconnected." The customer asked the Operator to redial, but the Operator hung up on them. Customer Service apologized, and explained that this would be forwarded to the appropriate person. The customer did not request a follow up.	11/09/09	The customer did not request a follow up. The Relay Program Manager has informed the Supervisor, who has trained the Operator to be more attentive.
50	11/24/09	A customer stated that an Operator said she would not be able to call a regional 800 number through Sprint IP, and that the customer would have to call using a TY. The customer said that he did not have a TTY, as they are becoming obsolete. The customer told the customer that TTYs are not obsolete, as they process thousands of calls. The Operator then disconnected the customer without giving the customer an opportunity to ask for a Supervisor. Customer Service apologized for the problem, and offered the customer a call back. The customer is requesting a follow up.	11/24/09	The Operator has been coached to focus on Customer Service when she is offended by comments from customers, such as TTYs are obsolete. The Operator said that she did not fill out a trouble ticket after the call was disconnected, because the last thing she remembers was the customer saying profanities to her.
51	11/28/09	A customer stated that they were disconnected from their call while speaking to a video store about the content of a film. A Customer Service Representative apologized and told the customer that this would be investigated. A follow up was requested.	11/28/09	This was assigned to the Call Center Supervisor. The Operator stated that she remembered this call, and that when it ended the outbound hung up, then the inbound. The Operator stated that she did not disconnect either party, but that both hung up on their own. The Supervisor reviewed the call disconnection procedures with the Operator, and it was determined that the Operator has a full understanding of these procedures. A follow up email was sent to the customer.
52	12/09/09	A customer gave an Operator specific Voice Mail retrieval instructions. The Operator typed "unclear messages" and also misspelled and typed incomplete numbers and messages. The Operator kept asking if he should redial. The customer felt that the instructions they gave were not followed. Customer Service apologized for the problem, and informed the customer that this would be forwarded to the appropriate person.	12/10/09	The Operator explained that he was having troubles understanding the dialect/accent of the voice recordings. This led to a slow down of the call, and affected the Operator's accuracy. The Supervisor informed the Operator that they should keep the customer informed by typing (unclear) as is described in call procedures. The Supervisor also suggested that the Operator call for support when encountering challenging call situations.
53	12/11/09	SprintIP caller calling at all hours of the morning, 12:00 PM through 6:00 AM, interrupting the person's sleep and the person will not quit calling. Apologized. No follow-up requested.	12/11/09	Informed customer about SprintIP calls.
54	12/14/09	Notes say please verify all numbers before dialing. Customer requested FD list - Agent did not verify before out dial. Customer stated a phone call ago notes did not come up at all.	12/14/09	Team Leader met with CA and she was coached to always look at customer notes and make sure to verify the # if requested. CA apologized. CA now understands that "RL" meant to look in the FD list. CA coached and then apologized. Team Leader sent e-mail to customer per customers request for follow-up.

55	12/14/09	A Sprint IP customer stated that he was having trouble logging into SprintIP.com. The customer said that sometimes the site does not give him a place to enter the number to dial, other times it erases the number, and sometimes the "lettering gets weird and acts odd." Customer Service apologized for the inconvenience and opened a trouble ticket. A follow up was requested.	12/14/09	The Relay Program Manager sent an email to the customer explaining that the customer needs to check their preferences and settings. Some IP customers set their settings to delete cookies, user names, and passwords. They also set their computers so that when a browser is closed nothing is saved. Also, when Sprint IP is logging in, if a number is entered on the screen, it will refresh once the username and password are accepted. This will clear out the number to be dialed. The Relay Program manager stated that they believe the customer has their settings set up to clear all usernames and passwords. The customer received these instructions, and was able to go through the steps. The customer thanked the Relay Program Manager, and was very pleased.
56	12/15/09	A customer stated that they do not think the Operators read the notes. The customer said that the Operator did not verify the number prior to dialing out. The customer also said that this happens about 99% of the time. Customer Service thanked the customer for the feedback. The customer would like a follow up email.	12/17/09	The Operator was coached to make sure that they always read notes. The Operator did remember the call, but did not remember verifying. The Operator apologized, and understood what he had done incorrectly. A follow up email was sent.
57	12/21/09	A Sprint IP customer stated that they wanted to change their contact number information but has been unable to do so. Customer Service apologized for the inconvenience, and opened a trouble ticket. A follow up was requested.	12/21/09	An email was sent to the customer asking for the new number that the customer wants to change it to. The customer was told that the technician would update the contact information. The customer has not responded to the email. Another message was sent to ask if everything was working okay. The customer responded and said everything was working.
58	12/22/09	A Sprint IP customer stated that they were unable to perform a dial-around with another IP provider's number. The customer said that they were getting a message saying that the number is not verified as a valid number from another relay service. Customer Service apologized for the inconvenience, and opened a trouble ticket. A follow up was requested.	12/22/09	An email was sent to the customer to inform him that he needs to contact the other relay provider to see if his number was provisioned correctly. A second email was sent to the customer informing him that he needed to contact the other relay provider about his number.
59	01/04/10	A Sprint IP customer stated that when they dialed the number requested, the wrong number was displayed on the Sprint IP. The Operator, however, did reach the correct number. Apologized for the inconvenience, and opened a trouble ticket. Follow up was requested.	01/04/10	Customer Service emailed the customer, informing them that the number was correct. The customer was also informed that Sprint IP cannot take messages, and that he must be online in order to receive calls.
60	01/06/10	A customer stated that the Operator refused to redial a number, and was rude to them. Customer Service apologized to the customer, and thanked them for bringing attention to this issue. The customer requested a follow up.	01/06/10	The Team Leader coached the Operator. The Operator understands that they must treat every call in a polite and professional manner. The Operator understood. Attempts were made to contact the customer, however no contact was made due to an invalid email address.
61	01/07/10	A TTY customer stated that they were using Sprint IP to call a business. The Operator dialed out, informed the customer that the line was ringing, and then disconnected. The customer received three plus signs when the call was disconnected. The customer then called back, got the same Operator, who then dialed out and got an answering machine. The call was disconnected again. The customer called back a third time, and got the same Operator who then said "You are a fraud," along with a Spring Message and then disconnected the call. Customer Service apologized to the customer. A follow up by a Supervisor was requested via email.	01/07/10	The Team Leader coached the Operator on improper line disconnect, as well as treating each call in a polite and professional manner. The Operator understood. A follow up email was sent to the customer.
62	01/08/10	A Voice customer said they were receiving relay calls regarding a puppy for sale. Customer Service apologized for the inconvenience. No follow up was requested.	01/08/10	The customer was given information regarding Sprint IP calls.

63	01/14/10	A Sprint IP customer stated that the Operator was rude and said "I am going to disconnect the call" and hung up. Customer Service apologized for the inconvenience. Follow-up was requested.	01/14/10	The Team Leader tried to find a transposed number that may have been an Operator working during the specific time period of the complaint. No Operator working has the particular identification number. The Team Leader sent an email to the customer, as per their request, apologizing for the unfortunate experience. The Team Leader researched the Operator Identification Number and found that there is currently no Operator with this number.
64	01/22/10	A Sprint IP customer reported that the Operator hung up on them, after the customer gave the number to dial. The customer stated that a recording came on, and they requested a live person prior to dialing out. The Operator types the first name of the business then typed "(recording playing) and then types (alt.). The line was disconnected after that. Customer Service apologized to the customer for the problem, and advised them that the complaint would be forwarded to the appropriate person. The customer requested contact via email. The customer also stated that they have never been contacted from previous complaint requests. The customer stated that they work for TRS and they know how the relay service works, and the call should not have been disconnected.	01/27/10	The Team Leader coached the Operator on the importance of treating each call in a professional and polite manner. The Team Leader also explained the severity of disconnecting calls improperly. The Operator understood. A follow up mail was sent to the customer.
65	01/26/10	A Sprint IP customer stated that they are unable to receive relay agent responses when making or receiving calls. The customer said they type, but receive no response. Customer Service apologized for the inconvenience, and opened a trouble ticket. A follow up was requested.	01/26/10	Customer Service informed the customer that the problem was fixed. Customer Service told the customer to contact us if there were any more problems. The customer said everything was working fine.
66	01/27/10	The customer said that the Operator did not verify the number to dial per the customer's notes. When the Operator dialed out, an answering machine was reached, but the Operator did not type out the answering machine recording. Instead the Operator types "(ans mach playing) and (ans mach hung up)."The customer stated that there is no note saying not to type out the answering machine. A follow up was requested.	01/29/10	The Operator was coached on reading the customer's notes, and to follow them as stated. The Operator was reminded to also verify the number to type. The Operator is now aware of how to properly follow customer notes. A follow up email was sent to the customer.
67	01/28/10	A customer said that the Operator did not read the customer's instructions. The instructions stated to verify the number before dialing out, however the Operator did not do this. No follow up was requested.	01/28/10	The Operator was coached on being sure to read the customer's instructions carefully and to be sure to verify the number before dialing out. The customer was pleased, and stated that on the next call this Operator followed instructions and the call went smoothly.
68	01/29/10	A customer said that the Operator hit the wrong macro and wrote "XXX" and then apologized four times. The customer said they responded by saying "Damn girlfriend, keep it together girlfriend, wow don't get so upset. Just kidding." The Operator then said "Don't talk to me like that, it is a mistake of course."	01/11/10	The Team Leader met with the Operator. The Operator understood that they should ask for assistance from a supervisor if they need help. The Operator also understood that their comment to the customer was not professional. The Operator was coached on proper protocol.
69	01/29/10	A customer said that during a call the Operator announced relay. The outbound Voice customer was angry and hung up. The customer said to redial, and the operator responded by saying "she hung up on you all right." The Supervisor apologized to the customer for the Operator's conduct.	01/14/10	The Team Leader met with the Operator. The Operator understood that she was not supposed to do that during a call. The Team Leader coached the Operator, and the Operator apologized. The Team Leader sent an email to the customer for follow up.
70	01/29/10	A customer stated that he had a problem with an Operator, because the Operator stated that they did not have to verify the Frequently Dialed Number, although the customer's notes state to verify all numbers before dialing out. The Supervisor explained that the number referred to a land line, and that they needed to speak to Customer Service to change the notes. The customer said that the call was then disconnected.	01/29/10	The Operator was coached on following the customer's instructions, and to verify all numbers (including Frequently dialed numbers) if the customer requests that. It was discovered that the disconnection at the end of the call was not the Operator, but it was the Supervisor who was assisting the Operator at the time. The Supervisor disconnected the call due to abusive language from the customer. The Supervisor tried to explain that the Operator is not normally asked to verify a Frequently Dialed number, but that the Operator should have done so when requested.

71	01/29/10	A customer stated that the Operator did not follow the customer's instructions to hang up and redial. The customer saved the transcript of the call, if needed. A Customer Service Representative apologized for the inconvenience and informed the customer that a supervisor would be notified. A follow up was requested via email.	01/29/10	The Operator remember the incident, and admitted that they did not see the customer request to disconnect the call. The Operator was coached on being aware of the customer's typing at all times, and to follow instructions as soon as they are received. A follow up email was sent to the address provided.
72	01/29/10	A customer stated that the Supervisor would not answer their questions, and that the Supervisor instructed the customer to call Customer Service. The Supervisor asked the customer if there was anything else, and the customer said yes and began to ask a question. The Supervisor then disconnected. The customer has a transcript of the call if needed. A Customer Service Representative apologized for the situation, and informed the customer that this would be forwarded to the appropriate person. A follow up was requested via email.	01/29/10	The Supervisor explained that he identified himself as a relay Supervisor on the call, and the customer proceeded to start a debate about relay procedures and the Operator's role during a call. The Supervisor suggested that the customer discuss these issues with Customer Service, and asked if there was anything else he could assist with. The customer continued with the rhetorical questions regarding relay procedures. The Supervisor noticed that there were other customers waiting for assistance, so he informed the customer that he would be disconnecting the call, and that if they wished to place another call they should reconnect to an alternate Operator. A follow up email was sent to the customer.
73	02/01/10	A customer stated that they were unable to place internet relay calls using AIM. Customer Service informed the customer that someone would look into this issue to see what can be done. A follow up email was requested.	02/01/10	Customer Service contacted the customer to explain the registration process for AIM, as well as to answer any questions pertaining to the use of AIM.
74	02/02/10	A customer's notes state to "verify the number before dialing" but the customer stated that the Operator did not follow these notes. The Operator dialed out before verifying the number. The customer requested to speak to a Supervisor, so the Operator placed them on hold but then the call disconnected. The customer requested a follow up be sent via email. Customer Service apologized to the customer, and informed them that this would be documented and forwarded to the appropriate person.	02/02/10	The Supervisor met with the Operator who does not remember this specific call. The Operator did admit that she may have missed a customer note stating to verify the number before dialing. The Operator also stated that she never has and never will disconnect a call with a customer before they are finished. A follow up email was sent to the customer.
75	02/03/10	A customer stated that the Operator did not follow the customer's instructions in her notes. The customers notes say to verify the number before dialing out, but the Operator failed to do so. Customer Service apologized to the customer for the inconvenience. No follow up was necessary.	02/03/10	The Operator was coached on the importance of following customer notes, with emphasis on verifying the number to dial before dialing out. The Operator understood.
76	02/04/10	An Internet Call Now customer cannot receive calls on Sprint IP. Customer Service apologized for the problem and opened a trouble ticket. A follow up is required to ensure problem resolution.	02/04/10	A follow up email was sent to the customer to inform them that the problem was fixed.
77	02/09/10	A customer stated that they asked an Operator to place a second call, but the Operator had disconnected the call too quickly. Customer Service apologized to the customer and informed them that the complaint would be forwarded to the proper person. No call back was requested.	02/09/10	The Team Leader met with the Operator and went over the importance of proper disconnect procedures. The Operator understood.
78	02/09/10	A Sprint IP customer stated that he is unable to make calls via AIM on his Blackberry. AIM is saying that it cannot verify registration with Sprint. Customer Service apologized for the inconvenience, and opened a trouble ticket. Follow up was requested.	02/09/10	Customer Service emailed the customer to check on the progress, as the technician was fixing it. A second email was sent to the customer to inform them that the problem should be solved, and requested that the customer contact Customer Service if there were any other problems.
79	02/12/10	A SprintIP GTalk customer stated that she does not receive a response from Sprint IP relay when she texts a number to dial. Customer Service apologized for the inconvenience, and opened a trouble ticket. Follow up was requested.	02/12/10	An email was sent to the customer to inform them that the problem was fixed, and it should now be working properly.

80	02/18/10	A customer said that the Operator hung up on them because she did not know how to do a 2 line VCO call. Customer Service thanked the customer for the feedback.	02/19/10	The customer was thanked for the feedback. The Operator was coached.
81	02/20/10	A customer stated that they were upset that their call had been flagged as abusive. The customer wanted to know the reason behind this. A Customer Service Representative apologized for the problem. The customer also complained because Customer Service did not know why he was requesting a follow up.	02/20/10	This was assigned to the Ohio call center Supervisor. The Team Leader looked into the complaint, and met with the Operator who does not remember this call. The Team Leader coached the Operator to make sure that any calls with abusive issues are documented. All logs and documentation have been checked, but nothing was documented on this customer being abusive. The Team Leader sent a follow up email to the customer.
82	02/28/10	A customer stated that the Operator did not relay verbatim. The customer said that instead of relaying "it is in" the Operator typed "I am in." Customer Service apologized for the inconvenience, and found another Operator to handle the customer's call.	03/01/10	The Operator said that the outbound customer was confused about the location, so the outbound customer assumed he had voiced his words incorrectly the first time. The outbound was changing ASL to conversational English. The Operator was coached to not change things that don't need changing, and to let the outbound clarify with the inbound, if necessary.
83	02/28/10	A customer stated that they are unable to connect to an operator via SprintIP, AIM or Google Talk. A Customer Service Representative informed the customer that someone would look into the issue. A follow-up is requested via email.	03/01/10	A Customer Service Representative worked with this customer and the problem has been resolved.
84	03/02/10	A customer said that the Operator originally followed the customer's note to verify the number, but when the customer corrected the number, the Operator did not verify again. Customer Service thanked the customer for the feedback. The customer would like a follow up email.	03/03/10	The Operator was coached on remembering to verify each number the customer requests before dialing out, and on always following customer's instructions. A follow up email was sent to the customer.
85	03/04/10	A Sprint IP customer was told by an Operator as well as two supervisors that Internet 2 line VCO calls are not possible. Customer Service apologized for the inconvenience, and explained that 2 line Co calls can be made. No follow up was requested.	03/04/10	The customer did not request a follow up.
86	03/04/10	A Sprint IP customer wanted to know why her assigned number does not show up on the page. The customer said that they know someone who has registered, and that the number does show up on their page. Customer Service apologized for the inconvenience, and opened a trouble ticket. A follow up was requested.	03/04/10	An email was sent to the customer asking about the status of her calls. The customer responded and said that the calls are working fine now, and that this was a one time glitch. The customer appreciated the follow up.
87	03/13/10	A customer said that the operator continued to "mess up" by sending the wrong macros. The customer stated that this was the worst call he has ever had, and that he thought the Operator was rude. The customer asked two times for a male Operator to take over the call, but the Operator stated that he was too far into the call to switch Operators. After the customer asked for a male Operator the second time, the call was disconnected. Customer Service apologized to the customer and informed him that the Operator's Supervisor would be notified of the situation. The customer would like a follow up call.	03/13/10	The Operator stated that they "just had a hard time with that call." The Operator was coached on the macros, and it was reiterated that the Operators cannot hang up on customers. It was also explained that it is always okay to get a different gendered Operator when it is requested by the Inbound customer. Customer Service followed up with the customer was requested.
88	03/17/10	A customer said that the Operator did not verify the number before they dialed out. The Operator reached an answering machine, did not send the gender, and then said "(PERSON HUNG UP)" instead of "(ANS MACH HUNG UP)" Customer Service thanked the customer for the feedback and assured them that they would forward this to the appropriate person for follow up with the Operator.	03/18/10	The Operator was coached on following the customer notes and verifying the number to dial when asked to do so by the customer. The Operator was coached on keeping the customer informed when a voice person answers the phone in the middle of a playing answering machine. A follow up email was sent to the customer.

89	03/17/10	A customer reported that during a call to a tractor company the Operator said "hold a minute." A Supervisor then came on the line and informed the company that this was a fraudulent call. The company ended the conversation right after the customer asked for the email address of the company. Customer Service thanked the customer for reporting the incident, and informed them that this would be sent to the Program Manager for follow up. Follow up was requested.	03/17/10	An attempt to call the customer did not go through. An email was sent to the customer asking how her relay calls were working. Customer Service explained fraud to the customer, and offered to send the company information on fraud. The customer appreciated the information.
90	03/20/10	A customer said that the Operator only got the first two numbers, and then hung up on the customer. The Operator did not follow the customer notes or verify the Frequently Dialed numbers.	03/20/10	The Operator Identification number provided was incomplete, so follow up was not completed.
91	03/20/10	A customer stated that they asked an Operator why they dialed out, and the Operator disconnected the call. The Operator said that the number was already pre-populated in the dial box. The customer asked the Operator if they read the customer notes. Then the Operator disconnected. The customer's notes state to verify the number before dialing out. The customer called into relay after the disconnect to make this complaint. The customer wants a follow up contact via email.	03/20/10	The Team Leader met with the Operator to discuss proper disconnect procedures, and the importance of following customer notes. The Operator understood. A follow up email was sent to the customer as per their request.
92	03/29/10	A customer asked the Operator why they dialed out without reading the customer's notes. The customer's notes state that they want all numbers verified before dial out. Customer Service apologized to the customer, and verified the customer's notes. This will be forwarded to the appropriate person.	04/02/10	The Operator said that they were confused because she did not think she needed to verify on IP calls. The Supervisor explained that all numbers must be verified if that is in the customer instructions. The Operator understood, and will do so going forward.
93	03/31/10	The Operator did not follow the customer's notes to verify the number before dialing out to a Directory Assistance call.	03/31/10	The Team Leader met with the Operator, who apologized because she was aware that she did not verify the number before dialing out. The Operator was coached on reading customer notes before dialing out calls.
94	04/01/10	A Sprint IP customer reported that the Operator did not follow the customer's instructions to get a live person on the line when calling to a Finance Department. The Operator asked the customer if they wanted a live person after already reaching the department. After the customer responded to the Operator, the Operator sent the holding macro, and then the call disconnected. Customer Service apologized for the problem encountered and advised the customer that this would be forwarded to the appropriate person. The customer did not want a follow up.	04/06/10	The Operator did not recall this specific incident. The Supervisor coached the Operator to change procedures to fit with customer notes. Due to the fact that the customer already requested a Live Person, there should have been no need to ask, or give the hold macro. The Operator should just continue to inform the customer of the call's progress.
95	04/01/10	A SprintIP user stated that they were unable to connect to Call Now via GTalk. Customer Service apologized for the inconvenience, and opened a trouble ticket. Follow up was requested.	04/01/10	Customer Service emailed the customer to inform them that the technicians did not see any attempts that showed her number connecting to Sprint IP. The customer was asked to inform us if it was working. A second email was sent informing the customer that her ten digit number was found, and asked for clarification of the problem. A third email was sent to the customer. There has been no response. The case is now closed.
96	04/06/10	A customer stated that the Operator did not follow her customer instructions to verify the number before out dial. Customer Service apologized for the inconvenience. The customer requested a follow up via email.	04/06/10	The Operator was coached on following the customer notes and instructions. The customer was followed up with via email.
97	04/06/10	A customer stated that the Operator did not verify the number to dial prior to dialing out, as it was instructed in the customer's notes. Customer Service apologized for the inconvenience. The customer requested a follow up email.	04/06/10	The Operator was not assigned at the time of this complaint. Customer Service was unable to follow up. The customer was emailed.

98	04/06/10	A customer said that the Operator did not inform the customer when the outbound line was not responding, or when they were holding. Customer Service thanked the customer for the feedback. The customer requested a follow up email.	04/26/10	The Operator had taken over this call, and the previous Operator had informed them that the Voice line did not say "Go Ahead" so wait a while before sending the "GA." The Operator was sometimes waiting up to 20 seconds. The Operator was coached on timeliness of sending the "GA" and being sure to include as much information as possible to keep the customer informed. A follow up email was sent.
99	04/08/10	A customer stated that the Operator did not verify the number to dial before out dialing. Customer Service apologized for the inconvenience. No follow up was requested.	04/08/10	The Operator was not aware that they are still required to verify the number to dial, prior to out dialing, even on Sprint IP. The Operator was coached on this.
100	04/09/10	A customer contacted Customer Service via email to report that the Operator did not follow her requests, and the customer did not feel that the Operator was "ethically sound" as an imp-relay Operator. Customer Service thanked the customer, and informed her that this would be sent to the call center supervisor. A follow up email address was provided.	04/09/10	The Team Leader met with the Operator to coach them on following instructions. The Operator understood that if they are experiencing any issues on a call, that they should call for a Supervisor. The Team Leader is confident that the Operator understands proper call procedures. A follow up email was sent to the customer.
101	04/15/10	A Sprint IP customer stated that the agent was rude by not processing their call. The customer said that they provided instructions three separate times for the Operator to check the customer's voicemail, and due to the Operator not following instructions the customer lost the voice messages. The customer said that the Operator kept saying "number calling to" and did not acknowledge the requests. The customer feels that this is unacceptable, and that the Operator could have explained the error of losing the message, instead of avoiding the issue. The customer does not want a follow up.	04/15/10	The Operator did not receive a number to dial from the customer, but requested it several times. The customer did not respond, and then disconnected. The customer did not request a follow up.
102	04/23/10	A customer said that while speaking to a Supervisor, the Supervisor would not inform the customer if anyone or another Operator was available. The Supervisor told the customer to call back if they wanted a different Operator. The Supervisor that took the complaint explained to the customer that information cannot be given out, and that a request for another Operator cannot be granted. The customer then replied that you can request a male or female Operator, and the Supervisor did confirm that male/female requests are honored.	04/23/10	It was confirmed that the Supervisor followed proper procedures. The call center does not have any Operator assigned to the original ID number that the customer had called about. A follow up email was sent to the customer.
103	04/27/10	A customer stated that the Operator did not verify the number to dial before out dialing. When the customer spoke to a Supervisor the call was disconnected. The customer notes clearly state to verify the number before out dialing. The customer wished for a follow up via email. Customer Service apologized to the customer and stated that this would be forwarded to the proper person.	04/27/10	The Operator remembers this call. The Operator said that the call came in, and that the number had already been populated by the customer. The Operator said that she did verify the number to dial before out dialing because she has had this customer before. The customer asked for a Supervisor, and began talking about past politics for approximately ten minutes. The customer then proceeded to call the Supervisor derogatory names at which point the Supervisor said that they would have to disconnect if this continued. The customer again began calling the Supervisor names, and so the Supervisor disconnected.
104	05/03/10	A customer said that an Operator dialed a number for the customer, and the line was busy two times. The customer gave the Operator a new number to dial, and the Operator did not verify this number per the customer's notes. The customer asked for a Supervisor, and the Operator responded (ONE MOMENT PLEASE) and then disconnected the call. Customer Service apologized to the customer, and informed them that this would be forwarded to the appropriate person. The customer would like a follow up email.	05/03/10	The Team Leader met with the Operator and coached them on the importance of following customer notes. The Team Leader also advised the Operator about the consequences of disconnecting calls. The Operator understood. A follow up email was sent to the customer per their request.

105	05/05/10	A customer said that an Operator disconnected the call. The customer said they were typing, and when they looked up they saw that the call had been disconnected. The customer would like this to be looked into. The customer said that if the Operator disconnected the call on purpose, that they would like for them to learn from their mistake. Customer Service apologized to the customer, and informed them that the complaint would be forwarded to the appropriate person. A follow up was requested.	05/05/10	The Operator was met with, and has a full understanding of the importance of not disconnecting customers. The Operator was coached on proper procedures of handling calls. An email was sent to the customer for follow up.
106	05/06/10	A customer stated that while going through an operator switch, the customer was transferred to Customer Service. The customer stated that this has happened twice. Customer Service apologized for the problem, and assured the customer that the complaint would be sent in as stated. No follow up was requested.	05/06/10	The Team Leader said that this particular Operator is working at a Beta position, and that they did not transfer anyone to customer service, nor did any Operator switch take place during the time of this complaint. A trouble ticket was turned in, as this problem is believed to be a problem in the system and not an Operator error.
107	05/08/10	A Sprint IP customer was on a personal phone call, when the Operator told the customer that the outbound party was no longer responding. The Sprint IP user was using AIM to make this call, and was just about to send a message when the Operator typed "No response (Operator ID number) Disconnecting your call." The Operator then disconnected from both parties. The customer was upset, as was the outbound individual. Customer Service apologized for the issue, and stated that this would be forwarded to the appropriate person. No follow up was requested.	05/08/10	The Supervisor reviewed proper call procedures with the Operator, as well as disconnect procedures.
108	05/11/10	A customer stated that the Operator did not follow their instructions of verifying the number to dial before dialing out. As this call was an IP call, the number is automatically placed in the dial window, and the customer stated that the Operator went ahead and dialed without verifying. The customer wanted this documented, and requested a follow up via email. The customer wants the Operator to know that they should verify numbers on all calls, even if the number is already in the dial window.	05/11/10	It was discovered that this Operator is no longer employed, so there was no follow up. An email was sent to the customer. Also, information regarding following customer notes, regardless of the type of call, was distributed to all of the Operators in this center.
109	05/12/10	A customer stated that the Operator did not follow the customer's notes that indicated to verify the number before dialing out. The Operator dialed the wrong number from the Frequently Dialed List, and did not verify this number before dialing. The Operator also used the incorrect macros during the call. No follow up was requested. A Supervisor apologized for the inconvenience, and assured the customer that this would be forwarded to the appropriate person.	05/12/10	The Team Leader met with the Operator, and coached them on the importance of following customer notes and instructions. The Operator understood and no follow up was requested.
110	05/24/10	A customer said that the Operator did not wait for the customer's response to verify if the number to dial was correct. The customer was upset because the Operator dialed out without a specific yes or no as to whether the number was correct.	05/24/10	The Team Leader observed the screen at the time of the complaint. The Team Leader noted that the Operator did verify the number to dial, but when she received no response after 5 plus seconds, the Operator dialed out. The Supervisor explained that it is procedure to take a non-response as a yes and dial out after about 5 seconds. The Supervisor explained this to the customer. The customer wanted to file a complaint about the procedure. The Team Leader sent an email for follow up per the customer's request.
111	05/27/10	A customer reported that the Sprint IP Operator's typing accuracy was terrible and unprofessional. The customer stated that the Operator typed words like in an advertisement. The customer was on an important call, and had a lot of difficulty understanding the Operator's typing. Customer Service apologized for the problem, and informed the customer that this would be forwarded to the appropriate person. The customer requested an email follow up.	05/27/10	The Team Leader met with the Operator who understood that he needs to work on his typing accuracy. The Team Leader coached the Operator to be more careful and aware of his spelling during a call. The Operator was given suggestions and tips on how to improve his typing accuracy. The Team Leader sent a follow up email to the customer per their request.