

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298

Receiver & Inspector

July 12, 2010

FCC Mail Room



July 8, 2010

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Room TW-B204
Washington, D.C. 20554

**Re: *California Public Utilities Commission Telecommunications Relay Service
Transmission of 2009-10 Customer Complaint Log Summaries; Docket No. 03-123***

Dear Ms. Dortch:

The California Public Utilities Commission (CPUC), by this letter, is transmitting to the FCC copies of the customer complaint log summaries for the three providers of Telecommunications Relay Service (TRS) in California -- Sprint, GoAmerica, and Stellar Nordia (aka Stellar Relay). In addition, we are transmitting a copy of the complaint log summary prepared by our contract administrator for the CPUC's Deaf and Disabled Telecommunications Program (DDTP). All of these summaries cover the period from June 1, 2009 through May 31, 2010. We are submitting these summaries on disk and by hard copy; if the FCC wishes to receive them electronically, please notify us and we will send them in that form as well.

Because of the absence from the office of key CPUC personnel, we were not able to make this submission by the July 1, 2010 due date. We contacted Arlene Alexander at the FCC and requested an extension of time to file until July 9th. By e-mail, Ms. Alexander indicated that we could file by the 9th.

We believe that our summaries conform to the FCC's guidelines for submission. If FCC staff have any questions, or determine that the summaries are deficient in any way, please do not hesitate to contact me by e-mail at hmm@cpuc.ca.gov or by telephone at (415) 703-1319.

Sincerely,

A handwritten signature in black ink that reads "Helen M. Mickiewicz".

Helen M. Mickiewicz
Assistant General Counsel
California Public Utilities Commission

HMM:nas

Attachments

No. of Copies rec'd. 0
List ABCDE

**FCC Summary Log
For
California Relay Service
June 1, 2009 to May 31, 2010**

DDTP

Number of Complaints received from June 1, 2009 to May 31, 2010

June '09	July '09	Aug '09	Sept '09	Oct '09	Nov '09	Dec '09	Jan '10	Feb '10	Mar '10	Apr '10	May '10
2	1	2	3	0	1	1	0	2	0	2	1

**The total Number of Complaints for this reporting period was 15.
Complaints are followed up and resolved in a timely manner.**

DDTP California Relay Service Customer Log 2009-2010

Date of Incident	Description	Date of Resolution	Description of Resolution
06/02/09	Operator announced as one provider, then corrected herself as from another provider.	06/02/09	Provider notified. Said they would coach the operator in using the correct name. Customer informed of action.
06/04/09	Customer called 711 - operator announced as one provider. When call was transferred to STS, the operator announced as a different provider.	06/05/09	Provider notified. Verified that calls are "branded" and cannot be changed to another provider when transferred. Said they will remind all operators to use the correct provider name.
07/01/09	Hearing business has been receiving scam calls through relay service. Wants to know why the relay operator does not disconnect the caller.	07/04/09	Explained operator confidentiality and transpance rules & gave FCC contact information.
08/01/09	Various concerns re: time relay provider takes to answer complaints, calling STS dedicated line that is not answered and not being able to hear the CA when (s)he is leaving a pre-dictated message on an answering machine. Customer said he does not want to discuss it with the provider any longer - wants DDTP to investigate.	08/09/09	Discussed specifics with provider, and shared their answers with customer. The relay provider's records show that the complaint referred to was answered at the time it was made. They suggested that if he calls and doesn't get an answer that he note the time and number of rings and contact customer service immediately so they can troubleshoot the problem. Their system does not allow for the STS user to hear what the relay operator says when (s)he is leaving a message on an answering machine.
08/18/09	Questions re: the long distance charges for relay calls. Said she had a profile for a particular long distance carrier that was not honored. She did not want to talk to provider any longer.	09/20/10	Worked with customer & provider. The provider could not find a profile for the customer. They worked with the long distance company and the charges were dropped.
09/14/09	Was not able to call family in Arizona through VCO for 2 weeks	09/14/09	Informed relay provider, who said should not have happened and they needed more specifics. Customer did not provide more info. but is now able to call Arizona.
09/23/09	Could not reach one of the relay providers at 10:10,10:30 or 10:50 am.	09/24/09	9/23 contacted relay provider's customer service and found out that the provider was experiencing service problems during that time. Informed customer.
09/28/09	Lawyer wanted to know if calls are confidential.	09/29/09	Provided information about relay call confidentiality.
11/10/09	Customer was not able to reach relay through 3 different relay numbers.	11/10/10	Emailed customer and suggested he check whether his line or phone had a problem, since no one else reported trouble with those numbers.
12/14/09	Works at a restaurant, getting a lot of scam calls ordering delivery for a large order and asking the driver to bring change.	12/14/10	Explained that the relay operator cannot disconnect a call even if (s)he "knows" it is a scam and suggested customer hang up as soon as she realizes the call is a scam.
02/09/10	Business owner who is trying to meet ADA requirements; wants to know if 7-1-1 is legitimate and free. Also wants to know if free means no long distance anywhere in the world.	02/09/10	Explained what relay service is and how it works. Told him that the service is free, but not toll or long distance charges. Explained that relay calls made from a California phone to a California phone were offered for free by the providers, but all inter-state and inter-national calls would still incur long distance charges. Explained that 7-1-1 will access the relay service throughout the US.

Date of Incident	Description	Date of Resolution	Description of Resolution
02/26/10	All of his customer profile information is not available on a relay provider's website.	02/27/10	Explained to customer that it is not a contract requirement that the relay provider have customer's profiles available online.
04/07/10	Business manager & is getting scam calls that waste a lot of time. Is there a way to stop people from using the relay service for scam calls? If not, she isn't sure whether she will accept relay calls.	04/07/10	Explained purpose of relay service and that it is federally mandated and must be as "functionally equivalent" to standard phone calls as possible, and that the relay operator is just the conduit for the conversation which is directly between the two parties. Suggested she compare it to standard calls - if she gets scam calls she doesn't quit answering the phone and shouldn't for relay either. If she would hang up as soon as she realized a call was a scam she should do the same thing on a relay call. She said she would do that and would continue to take relay calls.
04/20/10	Tried to make STS call (customer is speech disabled), relay operator couldn't understand her, but said "you are hearing" and hung up on her.	04/20/10	Contacted provider. The relay operator was in training and had received a lot of disallowed calls that day. She was coached on not making assumptions. Informed customer.
05/27/10	Works for org. that helps people with disabilities find jobs. Wanted info. re: relay service & communication methods.	05/29/10	Called and answered questions. Also sent her brochures, etc. for her and to give out to clients.



June 14th, 2010

Go America CRS Annual Complaint Log Summary

Attn: David Weiss
DDTP CRS Department Manager
505 14th Street
Suite 400
Oakland, California
94612

David,

Enclosed, please find the Stellar Go America Complaint Log Summary for the 12-month period ending May 31, 2010.

Regards,

Rita Beier Braman
Director Text Operations and National Quality Manager
10022 Veirs Mill Road, Suite 504
Silver Spring, MD

**FCC Summary Log
For
Go America California Relay Service
June 1, 2009 to May 31, 2010**

DDTP

Number of Complaints received from June 1, 2009 to May 31, 2010

June '09	July '09	Aug '09	Sept '09	Oct '09	Nov '09	Dec '09	Jan '10	Feb '10	Mar '10	Apr '10	May '10
10	5	15	11	4	12	8	5	5	8	7	9

**The total Number of Complaints for this reporting period was 99.
Complaints are followed up and resolved in a timely manner.**



Customer Complaints - June 1, 2009 to May 31, 2010

Type	Tracking Number	Origin	Source-Language	Date Received	Category	Sub-Category	Description of the inquiry	Date of Solution	Description of the Solution
JUNE									
Complaint	CPSTS-06090118-0432	CRS	STS	1-Jun-09	Service Complaints	Speech to Speech Service	Customer complaint on a STS CA stating that the CA could not understand them and was very upset.	2-Jun-09	CSP informed customer that the CA's supervisor would be notified and will speak with the CA. CA was coached on proper voicing techniques such as spelling, going through alphabet etc to ensure understanding.
Complaint	CPTTY-06090413-5777	CRS	TTY	4-Jun-09	Service Complaints	Didn't Follow Customer Instruction	Customer called to make a formal complaint on an operator stating that the voice user had to repeatedly tell the operator to speak more slowly.	6-Jun-09	CSP informed customer that a follow up letter would be sent via mail and an email was sent to all TMs regarding the complaint. The operator was coached to speak slowly and clearly.
Complaint	CPVCE-06091017-4249	CRS	VOICE	10-Jun-09	Technical Complaints	Other Technical Type	Received email from CRS contract specialist that when dialing access number 866-735-2922 from an analog line they hear tty beeps. When dialing from a VOIP line they reach a Voice CA and provided the numbers they were calling from.	11-Jun-09	Information was sent to IT and it was found that both the ORIG Ani's that were being used had GOAM profiles attached which will override the access number that is used when dialing into relay. The information was forwarded to operations to be forwarded to CRS contract specialist.
Complaint	CPVCO-06091118-0487	CRS	VCO	11-Jun-09	Technical Complaints	Garbled Message	Customer calling in because she is getting garble.	20-Jun-09	CSP contacted customer for troubleshooting and found that other electronic equipment was nearby machine. The customer had the equipment moved and garble is cleared up.
Complaint	CPSTS-06091123-1857	CRS	STS	11-Jun-09	Service Complaints	Other Service Type	STS user said he called a minute ago and got a male operator. When the STS user requested a female operator, the male operator transferred without voicing the alt T to let him know he is transferring.	15-Jun-09	CSP listened and apologized. Agent was coached by TM to ensure that when they transfer the call they are voicing to the customer and ensuring the customer understands and is aware of call status.
Complaint	CPSTS-06091219-0951	CRS	STS	12-Jun-09	Miscellaneous Complaints	Billing	Requested refund of long distance charges	12-Jun-09	Refund was issued.
Complaint	CPVCO-06091700-2038	CRS	VCO	16-Jun-09	Technical Complaints	Other Technical Type	Customer calling to make complaint that operators are telling them that their VCO profile is not populating.	16-Jun-09	CSP verified the customer's profile was set to VCO with GOAM. CSP asked customer what access number they use when dialing into relay and the customer was using an 800 access number and not the 866 GOAM number. The customer was informed that this is why their profile was not coming up.
Complaint	CPVCO-06091723-5784	CRS	VCO	17-Jun-09	Technical Complaints	Garbled Message	Customer is receiving garble.	20-Jun-09	CSP conducted trouble shooting with customer. Customer still having issues, is going to look into getting a new phone.
Complaint	CPSTS-06092216-4774	CRS	STS	22-Jun-09	Service Complaints	Agent Disconnected Caller	Caller wanted to file a complaint about a CA, stating that the CA asked them to repeat multiple times and then hung up on them. Did not know the CA's number, and also did not know the specific time of call, but stated that they had been on since 900. Also said they were not connected to another party at the time of call.	30-Jun-09	6/23/09 Opened ticket with IT to request CDR of all agents handling inbound calls waiting for report. 6/30/09 report showed 4 agents processing calls for customer on said date and timeframe-forwarded information to TMs for review. 6/30/09 closing contact invalid due to no CA number specified and multiple agents handled calls for customer.

Complaint	CPVCO-06092515-1076	CRS	VCO	25-Jun-09	Technical Complaints	Garbled Message	Customer very upset about receiving garble, said they have made several complaints regarding this.	30-Jun-09	6/25/09 CSP emailed customer requesting additional information to help troubleshoot with no response from customer. 6/27/09 tried contact customer again with no response. Closing contact due to no customer response. Please refer to contact opened May 8th, 2009 as customer was unwilling to troubleshoot garbling with field advisor or any CSP
JULY									
Complaint	CPTTY-07090115-3549	CRS	TTY	1-Jul-09	Service Complaints	Agent Attitude	TTY customer complained that an operator typed rude comments to them	2-Jul-09	Reports show that the operator did not process any calls from or to the number provided by the customer.
Complaint	CPSTS-07090314-2082	CRS	STS	3-Jul-09	Technical Complaints	Other Technical Type	STS customer complained about the new platform used by GoAmerica.	3-Jul-09	CSP informed customer that their comments had been documented
Complaint	CPVCE-07090811-0468	CRS	VOICE	6-Jul-09	Service Complaints	Other Service Type	Voice customer complained about an operator stating that they would not tell her anything that the called party typed	17-Jul-09	Complaint invalid - operator had to request clarification from called party due to garbling
Complaint	CPSTS-07090714-4443	CRS	STS	7-Jul-09	Technical Complaints	Line Disconnected	STS customer complained because while connected to a call, the CA dropped off the line and it was just the customer and the called party connected	31-Jul-09	After investigation it was determined the console froze during call: by the time floor support was able to assist and resynchronize the console, both parties disconnected.
Complaint	CPSTS-07092400-2424	CRS	STS	23-Jul-09	Customer Care Inquiries	Not Available	STS customer complained that although their cell phone number is in the profile editor, when trying to add their home phone number, the system automatically deletes the second number	30-Jul-09	Issue forwarded to IT. 7/31/09 - CSP informed customer that the profile editors issues are still being investigated
AUG									
Complaint	CPSTS-08090116-2355	CRS	STS	1-Aug-09	Technical Complaints	Trouble Linking Up	Cust was experiencing problems placing a call to a radio station today, the line just went dead.	31-Aug-09	Technicians pulled a report to see if there were technical issues with specific consoles or if it was with the customer's phone line. Technicians state they did not see any calls placed from the phone number the customer reported. Customer did not call back to inform customer service if they were having any other issues.
Complaint	CPSTS-08090412-5679	CRS	STS	4-Aug-09	Technical Complaints	Other Technical Type	Email received from CRS Contract Specialist regarding a GoAmerica STS user with complaints and questions about the STS Service.	5-Aug-09	8/5/09- email was sent to the client with specific answers to the questions the STS customer requested from the client. Client to follow up with customer. No further action required.
Complaint	CPVCE-08090415-0346	CRS	VOICE	4-Aug-09	Technical Complaints	Other Technical Type	Voice customer stated that the last 5 calls they placed from 1145 to 1200 from their cell phone 510 area code have been routed to Georgia Relay.	11-Aug-09	No other reports received of calls being routed to GA Relay when dialing 711. ATT needs to be contacted by customer to inquire about calls being routed to GA Relay.
Complaint	CPSTS-08090621-2793	CRS	STS	6-Aug-09	Technical Complaints	Other Technical Type	STS cust doesn't like that he can't hear the rings when placing a call. He feels it takes too long to connect when placing a call.	12-Aug-09	CSP apologized and informed the customer that this is how the system is set up and processed through STS. CSP forwarded comments to the technicians
Complaint	CPVCO-08090714-5829	CRS	VCO	7-Aug-09	Technical Complaints	Garbled Message	VCO customer has been receiving garble from operators for the past few months. Customer requested CTAP number to have a technician come out and check their phone.	13-Aug-09	Customer was informed to press select button when receiving garbling, per manual recommendation for Dialogue VCO phone. Provided CTAP number to customer.
Complaint	CPVCE-08090817-0065	CRS	VOICE	8-Aug-09	Service Complaints	Other Service Type	Customer stated she was receiving relay calls early in the morning every day and she wanted someone to contact management about this.	13-Aug-09	Customer said they were from a computer. CSP explained difference from IP Relay and CRS.

Complaint	CPVCO-08091018-3202	CRS	VCO	10-Aug-09	Technical Complaints	Garbled Message	VCO customer calling about the continual garbling issue being experienced. Customer wanted to know what the company is doing to address the garbling.	11-Aug-09	CSP informed customer that I understood their concern and assured them customer service documents all complaints regarding garbling and the technicians are made aware of their report. Customer thanked CSP for documenting report, stated they did not have time nor want any sort of follow up to be made to them by the company. Information documented and forwarded to IT, no further follow required.
Complaint	CPVCO-08091201-0354	CRS	VCO	11-Aug-09	Service Complaints	Agent Disconnected Caller	Cust complaining about being hung up on by 7008M.	13-Aug-09	Operator was coached to honor all customer requests especially for supervisor even if operator was able to troubleshoot for customer.
Complaint	CPVCE-08091216-5563	CRS	VOICE	12-Aug-09	Technical Complaints	Other Technical Type	The customer works for AT and T Deaf and Disabled Services. Customer has a customer who uses the relay service. The customer does not think their long distance is being billed correctly. Customer would like a call back.	21-Aug-09	Technician called and talked to customer, he was content with the response that we couldn't find any records for this customer using our relay service in the past year but that we would update the customer's profile to set their long distance provider to SBC, which might fix any billing issues in the future.
Complaint	CPSTS-08091222-3896	CRS	STS	12-Aug-09	Technical Complaints	Other Technical Type	STS customer stated they wanted to make a formal complaint about the way STS CA's cannot disconnect calls.	17-Aug-09	Supervisor apologized to the customer and informed the customer that this complaint will be documented and forwarded to our technicians and to the appropriate person per the customers request. Information was also forwarded to operations manager to follow up with client. 8/17/09- technicians state the problem is still the same.
Complaint	CPSTS-08091500-4860	CRS	STS	14-Aug-09	Service Complaints	Speech to Speech Service	Customer wants to file a complaint on only having one manager he feels like it s not right to have one manager in charge	14-Aug-09	Customer service agent apologized to STS customer that there was only one manager available during that time. Customer service informed customer that this complaint will be filed.
Complaint	CPSTS-08092123-3166	CRS	STS	21-Aug-09	Technical Complaints	Other Technical Type	STS cust had a CA on the line, but after dialing out there was no CA on the line. STS cust thought the CA wasn't talking to him. No CA response. STS cust wanted to let us know.	21-Aug-09	Customer service agent asked the customer what is happening when they are placing calls and getting disconnected. Customer service reassured the customer that the technicians are aware of this issue in speech to speech and are working hard to correct these technical errors. Customer satisfied no further follow up required.
Complaint	CPVCO-08091814-0710	CRS	VCO	18-Aug-09	Customer Care Inquiries	Not Available	Customer reported that while providing info to the voice term the opr appeared to take over the call by providing the info that the term requested.	1-Sep-09	Operator number was found. Information forwarded to operator's supervisor for coaching. Operator was coached accordingly.
Complaint	CPHCO-08092715-0520	CRS	HCO	27-Aug-09	Technical Complaints	Other Technical Type	Customer was placing a relay call today Thursday 8/27/09 about 11:15 am and in the middle of the conversation the customer was not able to hear the pers on they were talking to. The customer is an HCO user.	31-Aug-09	Letter sent via mail informing customer issue with not being able to hear anything was due to operators defective headset, which has been replaced. No further action required.
Complaint	CPVCO-08093114-1701	CRS	VCO	31-Aug-09	Technical Complaints	Garbled Message	VCO customer calling to report the continual garbling they are experiencing	31-Aug-09	update from C2 ticket-Customer had placed a total of 11 calls on 8/31/09. 2 production consoles where the customers calls were attempting to being processed were identified with garbling issues. Consoles were taken out of service per technicians.
Complaint	CPVCO-09090319-3899	CRS	VCO	3-Sep-09	Technical Complaints	Other Technical Type	Customer had complaint that an operator was unable to dial a toll free number and stated that they were informed by the operator that their call could not be completed as dialed.	3-Sep-09	Operators were updated with work around code when receiving error message when dialing to toll free numbers

Complaint	CPSTS-09090800-5185	CRS	STS	7-Sep-09	Technical Complaints	Line Disconnected	Customer complained that they were disconnected from a CA while trying to retrieve a saved message.	9-Sep-09	IT pulled report to determine which operator processed the call - supervisor followed up with operator
Complaint	CPVCO-09090319-5652	CRS	VCO	3-Sep-09	Technical Complaints	Garbled Message	Customer stated they were unable to reach a long distance number using relay	9-Sep-09	Investigation concluded that there was a problem with the LEC. Test calls were placed to the number to verify it was working and contacted customer to inform them of resolution. Customer did state that it could be a problem with their TTY machine and has contacted CTAP
Complaint	CPSTS-09090518-5205	CRS	STS	5-Sep-09	Service Complaints	Other Service Type	Customer complained about hold times in STS only being 3 minutes	6-Sep-09	Customer was sent an e-mail informing them that the hold times in STS are 5 minutes and apologized that they were misinformed
Complaint	CPSTS-09090915-5215	CRS	STS	9-Sep-09	Technical Complaints	Line Disconnected	Customer complained that the line disconnected when they tried placing a call through STS relay and that the CA's could not understand them.	14-Sep-09	Report from IT showed that the call disconnected from originating party. CA's were reminded to use re voicing techniques to help better understand the STS customers.
Complaint	CPVCO-09090715-2377	CRS	VCO	7-Sep-09	Service Complaints	Typing Speed/Accuracy	Customer complained that an operator did not respond fast enough to the customer during the call. The operator did not inform the customer of call status when operator dialed to number provided.	8-Sep-09	Supervisor reviewed complaint with operator
Complaint	CPVCO-09090923-0841	CRS	VCO	9-Sep-09	Service Complaints	Agent Disconnected Caller	Customer complained that an operator hung up on them while they were looking up a number to dial. Customer stated the operator informed them they could hold for 3 minutes while the customer looked up number and when the customer came back on the line the operator had hung up.	10-Sep-09	Report showed the operator waited the appropriate amount of time and followed disconnect procedure when customer did not return to the line
Complaint	CPVCO-09090714-1032	CRS	VCO	7-Sep-09	Technical Complaints	Garbled Message	Customer complained of having garble on multiple relay calls .	15-Sep-09	IT investigated and did troubleshooting. Issue resolved.
Complaint	CPSTS-09091814-3020	CRS	STS	18-Sep-09	Service Complaints	Agent Attitude	Customer complained agent was impatient	23-Sep-09	Supervisor reviewed complaint with operator
Complaint	CPVCO-09092815-0887	CRS	VCO	28-Sep-09	Miscellaneous Complaints	Carrier of Choice	Customer complained about long distance charges and requested to have their long distance preference changed	28-Sep-09	CSP changed the long distance carrier preference for the customer
Complaint	CPTY-09093012-3554	CRS	TTY	30-Sep-09	Service Complaints	Answer Wait Time	Customer complained that their calls were not answered during three different attempts on 9/23/09; inquired as to the reason	15-Oct-09	Requested report from IT to determine the reason the customer's calls were not answered
OCT									
Complaint	CPVCO-10090318-0245	CRS	VCO	3-Oct-09	Customer Care Inquires	Not Available	Customer requested assistance with hearing the custom greeting on their personal voice mail	3-Oct-09	CSP placed call to the voice mail system. CSP informed the customer that there was not a custom greeting set up and referred the customer to their local telephone company for assistance with setting up their voice mail
Complaint	CPVCO-10091418-1356	CRS	VCO	14-Oct-09	Technical Complaints	Other Technical Type	Customer complained that there is heavy static on the line and constant garble	28-Nov-09	Information sent to IT dept for further investigation. Follow up email sent to customer

Complaint	CPVCO-10092110-1722	CRS	VCO	20-Oct-09	Miscellaneous Complaints	Billing	Customer requested refund of long distance charges	18-Nov-09	Customer was provided with GoAm CRS mailing address to send copy of billing statement - customer did not provide information.
Complaint	CPVCO-10092822-0798	CRS	VCO	26-Oct-09	Service Complaints	Didn't Follow Customer Instruction	Customer called to complain that the opr did not turn on the privacy feature	30-Oct-09	Supervisor reviewed complaint with operator and coached the operator accordingly

NOV									
Complaint	CPVCO-11090223-4637	CRS	VCO	2-Nov-09	Technical Complaints	Garbled Message	Customer complained because they continuously receive garble	10-Nov-09	CSP followed up with customer and was informed that the garble was received during stormy weather. The customer moved their TTY away from other electrical devices and stated that they were no longer receiving garble.
Complaint	CPVCO-11090821-4510	CRS	VCO	8-Nov-09	Customer Care Inquiries	Not Available	Customer complained that an operator did not keep them informed during a call	11-Nov-09	Supervisor reviewed complaint with the operator
Complaint	CPSTS-11091020-2272	CRS	STS	10-Nov-09	Service Complaints	Feelings not Described	Customer complained that they did not receive information regarding a complaint filed	11-Nov-09	Supervisor attempted to email tracking number to customer but it was returned undeliverable. Second attempt was successful
Complaint	CPSTS-11091216-1406	CRS	STS	12-Nov-09	Service Complaints	Didn't Follow Customer Instruction	Customer complained that a CA was rude and disconnected on them in the middle of their call.	22-Nov-09	Complaint was documented and CSP apologized for the inconvenience. After investigation, it was determined the disconnect was due to a technical glitch. the operator did not disconnect.
Complaint	CPSTS-11091217-1922	CRS	STS	13-Nov-09	Service Complaints	Other Technical Type	not view their speed dial list when the customer called from their cell phone even though their cell phone was listed on their profile	17-Nov-09	IT determined that that was a rare technical issue and a CSP contacted customer to inform them of the investigation outcome. CSP informed customer that if this happens again to provide their phone number to the CA so that they can look up the profile
Complaint	CPSTS-11091613-3872	CRS	STS	16-Nov-09	Service Complaints	Agent Disconnected Caller	Customer complained that a CA hung up on them and also that another CA transferred them to Customer Service without staying on the line to revoice. Customer requested a callback with follow up regarding the complaint. The customer also requested to have an update added to their profile.	20-Nov-09	CSP documented complaint and apologized for the inconvenience. After investigation it was determined that no calls were received on the date specified from or to the numbers the customer provided.
Complaint	CPVCE-11091718-0994	CRS	VOICE	17-Nov-09	Service Complaints	Typing Speed/Accuracy	Customer complained that an operator left out words and rephrased almost every sentence that the customer said to the TTY user	20-Jan-09	Supervisor reviewed complaint with the operator
Complaint	CPSTS-11091818-3069	CRS	STS	18-Nov-09	Service Complaints	Speech to Speech Service	Customer complained that a CA was not paying attention while processing their call and did not follow their instructions to leave a message the first time so the CA had to call back to leave the message.	18-Nov-09	CSP explained the process CA's follow to leave messages to ensure that the customer's can hear the message being left and a supervisor reviewed complaint with the CA
Complaint	CPSTS-11091917-1250	CRS	STS	19-Nov-09	Service Complaints	Speech to Speech Service	Customer complained because a CA asked them to spell several words throughout their call - Customer requested a follow up via phone call or email	19-Nov-09	CSP explained that asking customer's to spell words is one of the techniques CA's use to help them understand STS customers. A follow up email was sent to the email address provided.
Complaint	CPSTS-11092519-1498	CRS	STS	25-Nov-09	Service Complaints	Speech to Speech Service	Customer complained that a CA could not understand what they were saying and asked them to spell most of the words	30-Nov-09	CSP explained to the customer that asking for the spelling of a word is a technique CA's use to ensure they are understanding what is being said - Supervisor reviewed complaint with operator
Complaint	CPVCO-11092720-1305	CRS	VCO	27-Nov-09	Service Complaints	Didn't Follow Customer Instruction	Customer complained that an operator did not follow their instructions	3-Dec-09	Complaint forwarded to supervisor, operator was coached accordingly.
Complaint	CPSTS-12090105-4563	CRS	STS	30-Nov-09	Service Complaints	Speech to Speech Service	Customer complained that they have a hard time getting a CA that can understand them and their calls are always delayed because the CA's are constantly interrupting. Customer requested to speak to the operations manager.	21-Dec-09	Operations Manager spoke with customer, documented and addressed issue. A follow up courtesy call was made a few days later.
DEC									

Complaint	CPSTS-12090222-1814	CRS	STS	2-Dec-09	Service Complaints	Speech to Speech Service	Customer wanted to make a general complaint that the newer STS Cas cannot understand them and that they are tired of having to request a supervisor for every call. The customer gets frustrated with calls they place in the evening.	2-Dec-09	Customer verified that the CA's are using re-voicing techniques; informed customer that the Cas are utilizing the proper techniques and apologized for any inconvenience.
Complaint	CPVCO-12090922-1970	CRS	VCO	9-Dec-09	Service Complaints	Didn't Follow Customer Instruction	Customer complained because they were transferred to customer service without requesting it.	13-Dec-09	Thanked the customer and TM followed up with operator; transfer was at customer request and customer was followed up with.
Complaint	CPTTY-12091413-2926	CRS	TTY	14-Dec-09	Miscellaneous Complaints	Billing	Customer requesting refund of LD charges	14-Dec-09	Refund was issued.
Complaint	CPSTS-12091618-5404	CRS	TTY	14-Dec-09	Miscellaneous Complaints	Speech to Speech Service	Customer complained that their call disconnected while trying to modify a message	22-Dec-09	CSP apologized for the inconvenience. TM followed up with operator. Disconnect stemmed from operator error. Operator was coached.
Complaint	CPSTS-12091715-2749	CRS	STS	17-Dec-09	Technical Complaints	Line Disconnected	Customer complained that call disconnected. Customer requested a follow up email.	22-Dec-09	CSP apologized for the inconvenience. TM followed up with operator. Disconnect stemmed from operator error. Operator was coached. Sent email to customer as follow-up.
Complaint	CPVCE-12092116-3164	CRS	VOICE	18-Dec-09	Service Complaints	Agent Disconnected Caller	Customer complained that operator disconnected the call after dialing out twice to a number where there was no tty user available	18-Dec-09	TM followed with operator and was coached.
Complaint	CPTTY-12092313-1046	CRS	TTY	23-Dec-09	Service Complaints	Other Service Type	Customer complained that an operator hung up on them after they dialed out to a number and had the customer wait for a long time.	25-Dec-09	Customer did not provide correct op code and CDR reports showed two different operators processing calls for customer on day of complaint. Unable to determine which OPR to coach.
Complaint	CPTTY-12093020-0579	CRS	TTY	30-Dec-09	Service Complaints	Didn't Follow Customer Instruction	Customer complained that an operator did not provide them with the Relay Access Number during a phone call the customer was making	30-Dec-09	TM followed up with specific operator on the correct process on handling this request and a general reminder was sent out to all agents
Complaint	CPVCE-01100318-3782	CRS	VOICE	3-Jan-10	Service Complaints	Billing	Customer requesting a refund	4-Jan-10	Refund was issued.
Complaint	CPTTY-01101218-4997	CRS	TTY	12-Jan-10	Service Complaints	Speech to Speech Service	Customer complained that a 3 minute hold time for STS is not enough and requested to have the FCC website address emailed to them.	12-Jan-10	CSP informed customer that an email was sent out to them a couple months ago stating that the STS hold times are 5 minutes and not 3 minutes; this process has not changed. CSP emailed customer with details for the FCC website address.
Complaint	CPVCO-01101519-3271	CRS	VCO	15-Jan-10	Technical Complaints	Other Technical Type	Customer complained that they were on hold for an operator for 5 minutes without a response. They also complained that 6 months ago they could not connect to AZ and the problem was fixed but they arent able to connect to AZ again.	16-Jan-10	CSP placed test calls to the numbers provided and calls went through without any problems. CSP provided customer with CTAP phone number. IT investigation showed that the customer called in 10 times on this particular day and all calls were answered.
Complaint	CPVCE-01102207-5883	CRS	VOICE	22-Jan-10	Customer Care Inquiries	Not Available	Customer is concerned that agents are cutting them off too frequently, disconnecting when reaching answering machines and misspelling words. Customer feels that they should be able to interrupt the text user and they believe each agent should have a typin	30-Jan-10	Customer spoke with Center Operations Manager. The Director of Text Operations has attempted to contact the customer multiple times without success due to a busy line
Complaint	CPVCO-01102706-5307	CRS	VCO	27-Jan-10	Service Complaints	Didn't Follow Customer Instruction	Customer complained that operator did not follow instructions and disconnected on them	30-Jan-10	CSP apologized for the inconvenience and documented complaint. After investigation, it was determined that the customer placed the operator on hold and the operator followed the correct disconnect procedure.

FEB									
Complaint	CPSTS-02100116-1647	CRS	STS	1-Feb-10	Miscellaneous Complaints	Billing	Customer requesting a long distance refund request.	5-Feb-10	Refund was issued.
Complaint	CPSTS-02101602-5176	CRS	STS	15-Feb-10	Service Complaints	Speech to Speech Service	STS customer complained because CA's can't understand them	21-Feb-10	Supervisor apologized to customer for the inconvenience and documented the complaint. The customer requested for a STS operator and was transferred to an available CA.
Complaint	CPVCO-02101820-5574	CRS	VCO	18-Feb-10	Technical Complaints	Other Technical Type	Customer complained that they could not get through to a number they were trying to call.	18-Feb-10	CSP apologized for the inconvenience. Test calls confirmed the issue was cleared up and the number could be reached.
Complaint	CPTTY-02101916-4503	CRS	TTY	19-Feb-10	Technical Complaints	Garbled Message	Customer complained about heavy garble.	4-Mar-10	CSP apologized for the inconvenience and documented complaint. IT Ticket opened. 2/22 CSP tried to contact customer, was unable to speak with them. CSP sent an email and is waiting for a reply from the customer. Unable to reach customer to validate if issue is resolved
Complaint	CPVCO-02102400-2771	CRS	VCO	23-Feb-10	Service Complaints	Other Service Type	Customer complained that an operator sent "(hung up another call) GA xxx" in the middle of a call which confused the customer	27-Feb-10	Supervisor apologized to the customer and explained that when an operator makes an error the protocol is to type "xxx" to correct the error; Supervisor reviewed complaint with operator.
MAR									
Complaint	CPVCE-03100615-1519	CRS	VOICE	6-Mar-10	Technical Complaints	Other Technical Type	Customer called to inform us that she was receiving a fast busy signal when calling a specific phone number	14-Mar-10	IT ticket opened - test calls were made and all calls went through successfully. IT ticket showed possible problem with the customer's carrier of choice. Called customer and left a message for her, have not heard back from her. Ticket was closed, will reopen if additional follow up is needed.
Complaint	CPVCE-03100912-3504	CRS	VOICE	9-Mar-10	Technical Complaints	Charged for Local Call	Customer requested all charges billed to her by other carriers to be refunded	15-Mar-10	Refund request was submitted
Complaint	CPSTS-03101121-5683	CRS	STS	11-Mar-10	Service Complaints	Speech to Speech Service	Customer called to complain that she was given wrong info by a STS CA and that the CA was unprofessional	14-Mar-10	Info forwarded to the CA's Team Manager for appropriate coaching
Complaint	CPVCO-03101513-5706	CRS	VCO	15-Mar-10	Technical Complaints	Other Technical Type	Customer stated she is unable to receive calls on her VCO phone.	29-Mar-10	IT ticket opened and multiple test calls were placed. Test calls were successful. It was determined that the customer may have a faulty VCO phone and it was suggested that she contact CTAP to have her equipment checked.
Complaint	CPSTS-03101619-4203	CRS	STS	16-Mar-10	Technical Complaints	Other Technical Type	Customer called to say that he was unable to save changes to his profile and that his info had been deleted	1-Apr-10	IT ticket opened - IT was able to restore the customer's profile to a time before it was deleted unless he wanted to start a new profile from scratch. Customer requested to have his profile restored - IT restored profile
Complaint	CPSTS-03102400-2637	CRS	STS	23-Mar-10	Technical Complaints	Other Technical Type	Customer called to say that he was unable to save his online profile	2-Apr-10	TM spoke w/ the customer via telephone. She reviewed the customer's profile info while he was on the phone and informed him that all of his changes were saved, customer was satisfied w/ resolution and stated that he did not need additional follow up.
Complaint	CPVCE-03102519-4739	CRS	VOICE	25-Mar-10	Technical Complaints	Other Technical Type	Customer stated that when she calls her brother she sometimes receives a busy signal even though the lines are not busy or she reaches a wrong number	29-Mar-10	IT ticket opened and multiple test calls were placed to the Customer's brother. Results of the calls were inconsistent, sometimes a fast busy was reached and other times it was answered by a TTY. Customer's brother informed the CSP that his phone line had been chewed up by a squirrel and ever since he has been having problems. CSP referred the customer to contact his local LEC to see if they could perform troubleshooting on his phone lines.

Complaint	CPSTS-03102914-1379	CRS	STS	29-Mar-10	Technical Complaints	Customer Profile Database not Available	The profile editor website does not save the secondary phone number. When he logs back into his profile the number is not displayed anymore.	2-Apr-10	IT ticket opened. CSP followed up with customer and reviewed profile and saved changes. Customer satisfied with results.
APR									
Complaint	CPTTY-04100116-0022	CRS	TTY	12-Apr-10	Service Complaints	Agent Disconnected Caller	Customer complained that an operator hung up on customer during their call.	8-Apr-10	IT report shows that the caller disconnected, not the agent. Closing complaint as invalid.
Complaint	CPTTY-04100519-3788	CRS	TTY	5-Apr-10	Technical Complaints	711 Database Not Available	Customer says when they dial 711 from their TTY they cannot get into relay. Customer stated it has been happening for 5 days. Customer was able to get through to relay today but stated this is the first time they have encountered this problem of not reaching relay	7-Apr-10	CSP contacted customer and customer informed the CSP that their TTY phone was not set up correctly. They had a repair man come look at their TTY and fixed it. Customer is able to dial 711 from their TTY now.
Complaint	CPVCO-04100814-3216	CRS	VCO	8-Apr-10	Service Complaints	Agent Disconnected Caller	Customer complained that an operator hung up on them after operator informed them the line was (busy) ga	13-Apr-10	opr coached on correct procedure to use when experiencing technical difficulties - stressed importance of notating comments in wrap up box so that IT can follow up if necessary
Complaint	CPHCO-04101317-2708	CRS	HCO	13-Apr-10	Service Complaints	HCO Procedures Not Followed	Customer complained that operator did not follow instructions when they requested operator to speak louder and why it took approx 40-50 seconds for the operator to begin voicing their message after the GA was given.	13-Apr-10	supervisor followed up with operator. Opr coached on correct procedure to follow customer instructions and keeping the customer informed of call status.
Complaint	CPTTY-04101418-4238	CRS	TTY	14-Apr-10	Service Complaints	Didn't Follow Customer Instruction	Customer complained that an operator was calling back to a recording various times and did not follow their instructions to get a live person at the beginning of the call	20-Apr-10	Supervisor followed up with operator. The recording did not allow for a live person to be reached without other options being pressed - opr was coached on using CRM to keep customers informed of call status.
Complaint	CPTTY-04102212-2599	CRS	VOICE	22-Apr-10	Technical Complaints	Other Technical Type	TTY customer stated they attempted to dial a number with an operator and the operator was not able to connect the call.	22-Apr-10	CSP contacted the customer and informed issue with dialing number had been resolved per tech department
Complaint	CPVCO-04102600-5598	CRS	VCO	25-Apr-10	Service Complaints	Other Service Type	VCO Customer complained that operators often send "gender" xxx "answering machine" and it confuses the customer because they think there is a live person on the line. Customer would like their profile updated to state "do not send "gender" until it is known for sure that a live person answered".	27-Apr-10	CSP added "do not send "gender" until it is known for sure that a live person answered" to caller profile notes
MAY									
Complaint	CPSTS-05100421-4554	CRS	STS	4-May-10	Service Complaints	Agent Attitude	concerns regarding 2 agents - one regarding patience - the other regarding voicing techniques	10-May-10	provided feedback to agent
Complaint	CPVCO-05101923-5796	CRS	VCO	19-May-10	Technical Complaints	Other Technical Type	VCO garble	20-May-10	CTAP came out to assist customer with VCO phone and garble has been cleared
Complaint	CPSTS-05102019-3586	CRS	STS	20-May-10	Miscellaneous Complaints	Other Miscellaneous Type	Question about new service providers	20-May-10	provided information
Complaint	CPTTY-05102020-3908	CRS	STS	20-May-10	Miscellaneous Complaints	Other Miscellaneous Type	Question about new service providers	20-May-10	provided information and number for DDTP
Complaint	CPSTS-05102020-3072	CRS	STS	20-May-10	Miscellaneous Complaints	Other Miscellaneous Type	Question about new service providers	20-May-10	provided information and number for DDTP
Complaint	CPSTS-05102118-3919	CRS	STS	21-May-10	Service Complaints	Didn't Follow Customer Instruction	Technical issue dialing to Term	24-May-10	provided feedback to agent
Complaint	CPTTY-05102514-2247	CRS	TTY	25-May-10	Technical Complaints	Other Technical Type	Use of calling card when dialing through relay	31-May-10	Refund processed for calls
Complaint	CPTTY-05102514-5786	CRS	TTY	25-May-10	Service Complaints	Billing	Use of calling card when dialing through relay	31-May-10	Refund processed for calls
Complaint	CPSTS-05102614-0965	CRS	STS	26-May-10	Technical Complaints	Other Technical Type	Fast busy when dialing into STS	31-May-10	lines tested, able to call through

Complaint	CPVCO-04100721-4900	CRS	VCO	7-Apr-10	Service Complaints	Agent Disconnected Caller	Customer stated that after the agent sent their initial greeting the customer gave the opr the phone number to dial and then the operator hung up on the customer	8-Apr-10	IT report showed the agent did disconnect the call after 27 seconds of searching for customer. The call was flagged as "no sounds heard " Followed up with agent regarding appropriate disconnect times and should at least wait 1 full minute on Nordia when searching for an ORIG.
Complaint	CPVCE-04101220-5526	CRS	VOICE	21-Apr-10	Miscellaneous Complaints	Billing	Customer requested refund for long distance charges	27-Apr-10	After multiple attempts to contact customer for more information. Not enough information to process request. Closing ticket - to re-open if customer calls back.
Complaint	CPSTS-04102210-5018	CRS	VOICE	21-Apr-10	Service Complaints	Agent Disconnected Caller	STS customer contacted the client to inform them that they reached an STS operator who hung up on them in middle of call set up	22-Apr-10	Team Manager followed up with agent. Agent was coached on proper call processing procedures
Complaint	CPVCO-04102600-4426	CRS	VCO	04/25/10	Service Complaints	Other Service Type	VCO Customer complained that operators often send "gender" xxx "answering machine" and it confuses the customer because they think there is a live person on the line. Customer would like their profile updated to state "do not send "gender" until it is known for sure a live person answered.	27-Apr-10	CSP added -Do Not send "Gender" until it is known for sure that a live person answered to the caller profile notes.
Complaint	CPTTY-04102910-1815	CRS	TTY	04/29/10	Miscellaneous Complaints	Billing	Customer requested long distance charges to be refunded	3-May-10	Refund request was processed;
Complaint	CPTTY-04102920-3446	CRS	TTY	04/29/10	Technical Complaints	Garbled Message	Cust complained that the operator asked the customer to repaat what they typed and the operator stated it was garbled and then hung up on the customer.	30-Apr-10	Customer did not want follow up from this complaint but wanted the TM to speak to the operator about the issue. Tm followed up with agent and was coached on proper processes to clear garble.
MAY									
Complaint	CPVCE-05100518-1763	CRS	VOICE	5-May-10	Technical Complaints	Other Technical Type	HCO unable to connect with all relay providers	7-May-10	IT informed and placed test calls, tests successful
Complaint	CPVCO-05100903-1031	CRS	VCO	9-May-10	Service Complaints	Agent Disconnected Caller	Agent disconnected on caller	18-May-10	Agent was coached
Complaint	CPSTS-05101713-2104	CRS	STS	17-May-10	Service Complaints	Agent Attitude	complaint - agent was being funny	18-May-10	supervisor followed up with agent - agent was coached



June 14th, 2010

Stellar Relay CRS Annual Complaint Log Summary

Attn: David Weiss
DDTP CRS Department Manager
1333 Broadway, Suite 500
Oakland, CA 94612

David,

Enclosed, please find the Stellar Relay Complaint Log Summary for the 12-month period ending May 31, 2010.

Regards,

Dave Gaudreault
Director, Account Management and Operations
dgaudreault@stellarrelay.com
(514) 850-6962

**FCC Summary Log
For
California Relay Service
June 1, 2009 to May 31, 2010**

Stellar Relay

Number of Complaints received from June 1, 2009 to May 31, 2010

June '09	July '09	Aug '09	Sept '09	Oct '09	Nov '09	Dec '09	Jan '10	Feb '10	Mar '10	Apr '10	May '10
9	4	6	5	7	7	8	5	4	8	8	3

**The total Number of Complaints for this reporting period was 74.
Complaints are followed up and resolved in a timely manner.**



Customer Complaints - June 1, 2009 to May 31, 2010

Type	Tracking Number	Origin	Source-Language	Date Received	Category	Sub-Category	Description of the inquiry	Date of Solution	Description of the Solution
Complaint	CPTTY-06090312-1071	CRS	TTY	3-Jun-09	Miscellaneous Complaints	Billing	Requested refund of long distance charges	3-Jun-09	Refund was issued.
Complaint	CPVCE-06090411-2688	CRS	VOICE	4-Jun-09	Technical Complaint	Other Technical Type	AT&T called on behalf of a customer with thought they had crossed lines because they were receiving relay calls.	8-Jun-09	After investigation and testing, no issues of crossed lines found. Customer was actually receiving relay calls.
Complaint	CPVCE-06090515-4076	CRS	VOICE	5-Jun-09	Miscellaneous Complaints	Billing	Requested refund of long distance charges	6-Jun-09	Refund was issued.
Complaint	CPTTY-06090516-5274	CRS	TTY	5-Jun-09	Miscellaneous Complaints	Billing	Requested refund of long distance charges	5-Jun-09	Refund was issued.
Complaint	CPVCO-06091901-1088	CRS	VCO	18-Jun-09	Miscellaneous Complaints	Carrier of Choice	Request to change carrier of choice	25-Jun-09	Carrier of choice changed.
Complaint	CPVCE-06092316-3601	CRS	VOICE	23-Jun-09	Miscellaneous Complaints	Billing	Requested refund of long distance charges	26-Jun-09	Refund was issued.
Complaint	CPVCE-06092820-5898	CRS	VOICE	28-Jun-09	Technical Complaint	Other Technical Type	Receiving unwanted relay calls, would like relay blocked.	8-Jul-09	CSP documented complaint and explained we were unable to block relay from calling them. Customer very upset with the content of the calls, CSP informed them to contact Authorities to escalate issue. Customer satisfied, ticket closed.
Complaint	CPVCE-06092913-5471	CRS	VOICE	29-Jun-09	Miscellaneous Complaints	Billing	Requested refund of long distance charges	29-Jun-09	Refund was issued.
Complaint	CPVCO-06093018-2543	CRS	VCO	30-Jun-09	Service Complaints	Other Service Type	VCO customer complained that operators are not dialing collect calls outside of area code 213	30-Jun-09	CSP informed customer that yes local calls are free, outside numbers must be dialed collect, as per the profile created by the institution.
Complaint	CPVCE-07090714-3115	CRS	Voice	7-Jul-09	Customer Care Inquires	Not Available	Customer reaching fast busy, requested test calls be placed to TTY	31-Jul-09	Test calls conducted, successfully reached TTY. Issue Resolved.
Complaint	CPTTY-07091011-1676	CRS	TTY	9-Jul-09	Service Complaints	Didn't follow customer instruction	Voice customer complained that a male operator refused to dial a number for them and would not provide their operator number.	16-Jul-09	Contact closed as invalid as only female operators received calls from this customer and outbound calls were made.
Complaint	CPSTS-07092018-1102	CRS	STS	20-Jul-09	Technical Complaint	Cust. Prof. Database Not Available	STS customer inquired about how long it takes for changes to reflect on their profile	31-Jul-09	CSP informed customer that changes should take place right away
Complaint	CPTTY-07092117-5223	CRS	TTY	21-Jul-09	Service Complaints	Other Service Type	TTY customer complained that an operator told them that the number they dialed was disconnected	22-Jul-09	After investigation it was determined that the operator number provided by the customer was not in use during the time frame they stated the call was placed. Contact closed.
Complaint	CPVCO-08090116-2287	CRS	VCO	1-Aug-09	Technical Complaint	Garbled Message	Customer receiving garble.	18-Aug-09	CSP conducted tests and troubleshooting with customer. Garble clear, issue resolved.
Complaint	CPTTY-08090311-4184	CRS	TTY	3-Aug-09	Service Complaints	Agent Disconnected Caller	CA disconnected call	24-Aug-09	CSP apologized for customer experience and forwarded complaint to Supervisor. CA was addressed and coached.
Complaint	CPHCO-08090915-1054	CRS	HCO	9-Aug-09	Miscellaneous Complaints	Billing	Customer asked how he can change what calls are and are not restricted	17-Aug-09	Customer was informed to contact the corrections facility administrator for call restrictions.

Complaint	CPTTY-08091020-4459	CRS	Voice	10-Aug-09	Customer Care Inquires	Not Available	Customer would like calls from relay to be blocked.	11-Aug-09	After investigation it was determined the customer was referring to another relay provider. Provided the correct customer service number.
Complaint	CPTTY-08091819-4105	CRS	STS	18-Aug-09	Service Complaints	Speech to Speech Service	Customer complaint of being put on hold a long time and would like a technician to look into possible technical issue.	19-Aug-09	Information forwarded to Technician, no technical error found.
Complaint	CPTTY-08092715-1709	CRS	TTY	27-Aug-09	Service Complaints	Other Service Type	Complaint that in general CAs are refusing to repeat messages.	31-Aug-09	After an extensive investigation and discussions with customer it was determined CA's are following correct procedures. Follow up was made by the Operations Manager and Quality/Training Manager. Customer satisfied with explanation, ticket closed.
SEPT									
Complaint	CPVCE-09090817-1441	CRS	VOICE	8-Sep-09	Miscellaneous Complaints	Billing	Customer inquiring about long distance charges, believes they were double billed.	8-Sep-09	Customer called back to inform us they had reviewed the bill and realized Nordia is not overcharging. Ticket closed.
Complaint	CPTTY-09091121-1745	CRS	TTY	11-Sep-09	Service Complaints	Speech to Speech Service	Customer complaint regarding STS department and preparing a first thought, wanted unlimited "go aheads" without CA dialing out after first "go ahead".	11-Sep-09	CSP clarified procedures with customer. Customer was satisfied with explanation.
Complaint	CPTTY-09091717-2895	CRS	VOICE	17-Sep-09	Miscellaneous Complaints	Billing	Requested refund of long distance charges	22-Sep-09	Refund was issued.
Complaint	CPVCO-09093017-0521	CRS	VCO	30-Sep-09	Miscellaneous Complaints	Billing	Requested refund of long distance charges	30-Sep-09	Refund was issued.
Complaint	CPVCO-09091721-0617	CRS	VCO	17-Sep-09	Technical Complaint	Garbled Message	Customer receiving garble.	25-Sep-09	CSP documented complaint and forwarded to IT. Follow up email sent to customer.
OCT									
Complaint	CPVCO-10090321-3970	CRS	VCO	3-Oct-09	Service Complaints	Didn't follow customer instruction	Customer complained the that opr did not follow the correct procedure for processing his call	4-Oct-09	CA was coached on keeping the customer informed. Email was sent to customer with resolution.
Complaint	CPVCE-10090514-5821	CRS	VOICE	5-Oct-09	Miscellaneous Complaints	Billing	Customer requested refund of long distance	12-Oct-09	Refund was issued.
Complaint	CPTTY-10090711-0460	CRS	TTY	7-Oct-09	Miscellaneous Complaints	Billing	Customer requested refund of long distance	18-Oct-09	Refund was issued.
Complaint	CPTTY-10091415-4331	CRS	TTY	14-Oct-09	Miscellaneous Complaints	Billing	Customer requested refund of long distance charges	20-Oct-09	Refund was issued.
Complaint	CPTTY-10092019-5808	CRS	TTY	20-Oct-09	Service Complaints	Agent Attitude	Customer complained that the operator was not patient enough	28-Oct-09	Information sent to Supervisor. Operator was coached.
Complaint	CPTTY-10092505-2692	CRS	TTY	25-Oct-09	Service Complaints	Didn't follow customer instruction	Customer complained that the operator did not follow up front instructions	under investigation	Information forwarded to Supervisor. Operator coached on following instructions.
Complaint	CPVCE-10092921-4892	CRS	VOICE	29-Oct-09	Miscellaneous Complaints	Billing	Customer requested refund of long distance charges	2-Nov-09	Refund was issued.

NOV									
Complaint	CPVCE-11090218-4235	CRS	VOICE	2-Nov-09	Service Complaints	Agent Attitude	Customer complained that an operator was rude, unprofessional, and kept interrupting them.	5-Nov-09	Supervisor reviewed complaint with operator
Complaint	CPTTY-11090218-5562	CRS	VOICE	2-Nov-09	Miscellaneous Complaints	Billing	Customer complained that they were being charged by Nordia when they have a different long distance carrier. They stated that they do not call anyone outside of the state	9-Nov-09	CSP informed customer that if they are not profiled for their preferred long distance carrier, that they will automatically be billed by the relay services in the state of California. Refund request processed by billing department
Complaint	CPVCO-11090501-5044	CRS	TTY	4-Nov-09	Service Complaints	Didn't follow customer instruction	Customer complained that an operator did not follow their instructions	6-Nov-09	Supervisor reviewed complaint with operator
Complaint	CPTTY-11091019-0401	CRS	TTY	10-Nov-09	Service Complaints	Didn't follow customer instruction	Customer complained that an operator repeatedly did not follow their instructions	12-Nov-09	Supervisor reviewed complaint with operator
Complaint	CPVCE-11091100-2938	CRS	VOICE	10-Nov-09	Miscellaneous Complaints	Billing	Customer request for a refund for long distance calls.	19-Nov-09	Refund was issued.
Complaint	CPVCO-11092121-5144	CRS	VCO	21-Nov-09	Technical Complaint	Garbled Message	Customer complained about garble and requested a call back	22-Nov-09	CSP contacted customer and troubleshooted garbling issue. CSP informed customer if garbling occurred again to contact customer service for further investigation.
Complaint	CPTTY-11093019-4926	CRS	TTY	30-Nov-09	Technical Complaint	Garbled Message	Customer receiving garble.	5-Dec-09	CSP troubleshooted garbling issue. CSP informed customer if garbling occurred again to contact customer service for further investigation.
DEC									
Complaint	CPVCO-12090323-0920	CRS	VCO	12/03/09	Service Complaints	Retrieving/Leaving Recorded Message	Operator did not verify spelling of name left on answering machine.	7-Dec-09	The information was forwarded to the operator's TM and was coached on proper protocol.
Complaint	CPVCE-12090710-3272	CRS	VOICE	12/07/09	Miscellaneous Complaints	Billing	Customer requested refund of long distance charges	14-Dec-09	Refund was issued.
Complaint	CPVCO-12090900-0206	CRS	VCO	12/08/09	Service Complaints	Agent Disconnected Caller	Customer complained that an operator disconnected their call before they could wish the operator "happy holidays"	9-Dec-09	The information was forwarded to the operator's TM and was coached on proper protocol.
Complaint	CPVCO-12091015-0758	CRS	VCO	12/10/09	Service Complaints	Didn't follow customer instruction	Customer complained that an operator did not follow their instructions	10-Dec-09	The information was forwarded to the operator's TM and was coached on proper protocol.
Complaint	CPVCO-12091117-3122	CRS	VCO	12/11/09	Technical Complaint	Cust. Prof. Database Not Available	VCO customer profile not populating with Nordia.	21-Dec-09	Informed customer profile was not populating with Nordia because the customer was not dialing the toll free dedicated line
Complaint	CPVCO-12091415-0608	CRS	VCO	12/14/09	Service Complaints	Poor Spelling	Customer complained that an operator did not verify spelling and their name was spelled incorrectly	14-Dec-09	The information was forwarded to the operator's TM and was coached on proper spelling protocol.
Complaint	CPVCO-12092319-1264	CRS	VCO	12/23/09	Service Complaints	Agent Attitude	complaint that operator did not respond properly to courtesy phrase because close was sent immediately after.	23-Dec-09	Based on information customer provided, operator followed correct procedure.
Complaint	CPVCO-12092814-1178	CRS	VCO	12/28/09	Technical Complaint	Garbled Message	Customer complained receiving garble at random times on relay calls	3-Jan-10	Contacted customer multiple times to assist- no response contact closed
JAN									
Complaint	CPSTS-01100806-3459	CRS	STS	8-Jan-10	Service Complaints	Didn't follow customer instruction	Customer complained that a CA did not review their profile notes prior to placing their call	8-Jan-10	Supervisor reviewed complaint with operator
Complaint	CPSTS-01101100-4098	CRS	STS	10-Jan-10	Service Complaints	Other Service Type	Customer complained because they were on a call and the line when dead. When customer attempted to call back received a recording stating number was not working.	11-Jan-10	CSP informed customer of possible outage

Complaint	CPTTY-01101805-5930	CRS	VCO	18-Jan-10	Service Complaints	Agent Attitude	Customer complained that they requested for the operator to hold for a minute while they looked up a phone number and the operator did not respond at all.	21-Jan-10	Investigation determined that the operator held for the required 3 minute duration and followed the correct disconnect procedure when customer did not return to the line.
Complaint	CPSTS-01101817-5769	CRS	VOICE	18-Jan-10	Service Complaints	Speech to Speech Service	Customer called on behalf of an STS user who has trouble speaking due to a stroke and is having trouble reaching certain phone numbers. The call came from a prison profiled number.	18-Jan-10	CSP informed customer that relay experiences a lot of abuse from prison facilities and to clear up any issues. they need to have an administrator from their facility contact customer service
Complaint	CPVCE-01102219-2216	CRS	VOICE	22-Jan-10	Service Complaints	speech to Speech Service	Customer called on behalf of an STS user who has trouble speaking due to a stroke and is having trouble reaching certain phone numbers. Customer stated that they were an administrator at the customer's prison facility.	22-Jan-10	Supervisor contacted the facility and the administrator that answered the line had never heard of the officer the customer claimed to be on the previous call.
FEB									
Complaint	CPTTY-02100118-0381	CRS	TTY	01-Feb-10	Miscellaneous Complaints	Billing	Customer complained about charges for a call they did not make.	5-Feb-10	Refund request processed
Complaint	CPSTS-02100802-5049	CRS	STS	07-Feb-10	Service Complaints	Agent Disconnected Caller	Customer complained that when placing a call to an answering machine the CA's hang up.	27-Feb-10	Complaint documented and forwarded to IT
Complaint	CPTTY-02101901-1795	CRS	VOICE	18-Feb-10	Service Complaints	Didn't follow customer instruction	Customer complained that an operator refused to dial a toll free 800 number for them	26-Feb-10	Supervisor coached operator on using the workaround number when having trouble dialing 1800 numbers. Please note that the complaint was made from a PRISON profiled number
Complaint	CPVCE-02102618-0652	CRS	VOICE	26-Feb-10	Miscellaneous Complaints	Billing	Customer requesting a refund for long distance charges.	4-Mar-10	Refund request processed
MAR									
Complaint	CPTTY-03100115-5835	CRS	E-mail	1-Mar-10	Technical Complaint	Other Technical Type	Customer was receiving fast busy signal	2-Mar-10	IT ticket opened - Test calls were completed to customer's satisfaction - IT continuing to research possible tech issues, ticket closed at customer's request
Complaint	CPTTY-03100312-0182	CRS	TTY	3-Mar-10	Miscellaneous Complaints	Billing	Customer requested long distance charges to be refunded	5-Mar-10	Refund request was processed;
Complaint	CPTTY-03100316-1671	CRS	TTY	3-Mar-10	Service Complaints	Agent Attitude	Customer called to complain that an opr was rude and spoke too fast	4-Mar-10	Info forwarded to operator's Team Manager. opr was coached accordingly
Complaint	CPVCE-03100422-2678	CRS	VOICE	4-Mar-10	Miscellaneous Complaints	Billing	Customer requested long distance charges to be refunded	14-Mar-10	Refund request was processed;
Complaint	CPVCO-03101102-2467	CRS	VCO	11-Mar-10	Service Complaints	Other Service Type	Customer called to complain that she was unable to get through for 20 minutes when dialing 711	23-Mar-10	CSPs made 2 attempts to contact the customer to gather additional information, left messages for the customer to call back, have not received a call back. Contact was closed
Complaint	CPVCE-03101816-1062	CRS	VOICE	18-Mar-10	Technical Complaint	Other Technical Type	Customer was experiencing busy signals after connecting to the terminator although the line was not actually busy	30-Mar-10	IT ticket opened - Customer was contacted w/ info that IT had investigated, that our database did not align with what was reported and offered to make test calls. As of 3/30/10 we have not received a response from the customer. Ticket was closed
Complaint	CPVCE-03102616-3228	CRS	VOICE	26-Mar-10	Technical Complaint	Charged For Local Call	Customer requested refund for long distance charges	26-Mar-10	Refund request was processed; customer was notified that they could expect to see their refund within the next two billing cycles
Complaint	CPVCO-03103103-0819	CRS	VCO	31-Mar-10	Service Complaints	Other Service Type	Customer called to inform us that the opr did not follow proper procedure	31-Mar-10	Info was forwarded to the operator's Team Manager- the opr was coached accordingly
APR									
Complaint	CPVCE-04100615-2386	CRS	VOICE	6-Apr-10	Miscellaneous Complaints	Billing	Customer requested long distance charges to be refunded	8-Apr-10	Refund request was processed;
Complaint	CPVCE-04100615-3511	CRS	VOICE	6-Apr-10	Miscellaneous Complaints	Billing	Customer requested long distance charges to be refunded	8-Apr-10	Refund request was processed;



Sprint Nextel
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San Ramon, CA 94583
Office: (925) 380-2539 **Fax:** (913) 523-0269

Liz D'Anna
Program Manager
liz.danna@sprint.com

June 16, 2010

Mr. David Weiss
DDTP
1333 Broadway, Suite 500
Oakland, CA 94612

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

Dear Mr. Weiss,

Sprint has provided you the following information to support your filing with the FCC for the State of California:

- An annual Complaint Log which includes complaints received between June 1, 2009 and May 31, 2010 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

Please note that the Public Notice from the FCC has not been released yet. As soon as I receive it, I will forward it to you.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

Please note that for your state you must either (1) send an original and four copies of the printed report to the FCC or (2) file the report electronically at <http://www.fcc.gov/cgb/ecfs/>. If you file electronically, you will select "Submit a Filing" on the FCC's web page. If you file paper copies, they should be sent to the Commission's Secretary (via US Postal Service, First Class Mail, Express Mail or Priority Mail):

Marlene H. Dortch,
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

The report must be filed on or before Thursday, July 1, 2010. Please also note that your state is also encouraged to send an additional printed copy on or before July 1, to the Consumer & Governmental Affairs Bureau of the FCC to:

ATTN: Mark Stone, Deputy Bureau Chief
Consumer and Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Should you have any questions concerning this report, please contact me.

Sincerely,

Liz D'Anna
Program Manager
California Relay



Attachments:

- 1) Log Sheets

**FCC Annual Summary Log
For
California Relay Service
June 1, 2009 to May 31, 2010**

Sprint

Number of Complaints received from June 1, 2009 to May 31, 2010

June '09	July '09	Aug '09	Sept '09	Oct '09	Nov '09	Dec '09	Jan '10	Feb '10	Mar '10	Apr '10	May '10
15	11	8	12	9	7	3	11	10	13	13	12

The total Number of Complaints for this reporting period was 124. Complaints are followed up and resolved in a timely manner.



**California
FCC Complaint Log**

2009 - 2010

Complaint Tracking for CA (06/01/2009-05/31/2010). Total Customer Contacts: 124

Tally	Date of Comply.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/04/09	The customer asked the CA to ask for Kally when someone picked up, but she didn't and ended up asking for the wrong person. No follow up was requested.	06/04/09	When looking back on the computer screen the supervisor taking the complaint noticed that the CA asked for the correct person but spelled the name wrong as Cali and the caller was informed while discussing the issue. The CA was coached that if she is unsure of the spelling of the name to ask for clarification from the caller unless it is stated not to.
2	06/06/09	The customer stated that when attempting to give a commendation for an operator to the supervisor the supervisor was unprofessional and lacked people skills. The Customer Service Representative apologized to the customer for the bad experience and informed the caller that the information would be passed on appropriately. No follow-up is requested.	06/15/09	The complaint was in regards to the center's overnight Agent in Charge. While taking the commendation the Agent in Charge stated that she typed, "Hi this is Sprint supervisor 0156F how may I help you QQ). At that point the customer became angry that she had not properly identified herself. The Agent in Charge felt that there may have been a technical issue where the customer didn't receive the full announcement from her. The Agent in Charge was reminded to stay polite and professional even when a customer is mad and that she properly identified herself to the customer.
3	06/08/09	Answering machine message retrieval	06/08/09	The customer shared feedback regarding the accuracy of captions on the answering machine call and provided specific call data. The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor.
4	06/09/09	The operator ended the call when the VCO customer did not say "sksk" and was not ready to hang up yet. Customer disconnected before stating if a follow up was necessary.	06/10/09	The CA was followed up with in regards to the complaint. The CA stated that she had sent the wrong macro. She sent, "Person hung up Sprint CA 0038 SKSK" instead of "Person hung up Sprint CA 0038 another call qq." She realized the mistake at the end and could not cancel the macro but apologized and offered the customer another call. The CA was coached on the importance of sending the correct macros through the course of the entire call.
5	06/09/09	HCO customer had stated that operator 0570M kept typing to them when it stated in the customer notes that the customer is a HCO user and to not type. The Customer Service Representative apologized to the customer. Follow-up not requested.	06/09/09	The CA did not remember the call but was coached on the importance of reading all the customer notes and following them.
6	06/09/09	The CA did not follow the customer's instructions. The CA did not ask anything or for someone as the customer instructed. A follow up is requested.	06/10/09	The CA remembered the call and stated that he did ask for the person the customer requested but the person was not available at that time. The CA informed the customer that the person they asked for was not available, but the customer kept asking for them. The CA was still coached to remember to follow all customer instructions and notes and to remember to go through all the Speech to Speech questions as protocol unless stated otherwise. A follow email was sent on 6/17.
7	06/10/09	The caller did not have a complaint against the CA only with call policy and procedures. The customer wanted the operator to be able to go back over the call and give information about a call after the call ends. The customer stated, "There is no harm in asking the operator to go back and read to me things already typed; there is no invasion of privacy." The customer wanted a suggestion filed and a follow up	06/11/09	The suggestion was forwarded to the operations manager and a follow was given on 6/17.
8	06/10/09	The CA didn't understand what I was saying, she just kept asking questions, and I had to repeat myself over and over again. The outbound got most of what I was saying. A follow up was requested by means of an email.	06/30/09	The CA was coached on how to use different Speech to Speech techniques such as asking the caller to spell out the word or substitute the word with another. If still unable another CA can side jack to assist with the call. A follow up email was sent.

9	06/14/09	The CA did not read the customer notes. They specifically ask for a male CA and to not even ask about it. The CA asked if she would like a male CA and the customer did not reply. CA sat there for a while then typed, "Please hold for a male CA. No follow up was requested.	06/15/09	There is no CA with the operator number 0054.
10	06/14/09	At the end of the call the customer asked if the CA raised her microphone volume and the CA refused to answer because the call had ended. A follow up was requested by means of a telephone call and for a message to be left on the answering machine if there is no answer.	06/15/09	The CA was coached that she is able to give out the information in regards to whether or not she followed the customers instructions or the outbound's voice tone. The information that she is not to give out is anything the pertained to within the conversation or background sounds. A follow message was left on 6/18/2009.
11	06/14/09	Customer requested a male CA and when the CA logged on he sent, "Sprint CA 0021M continuing your call." The customer was happy and said, "OK CA, can we continue?" The CA did not respond and the customer asked the same question. He again did not response but sent, "Sprint CA 0021M continuing your call." She then asked for a supervisor and he did not respond. The customer said some time went by and he then typed, "CA 0021 disconnecting due to no response" and then hung up the call. A follow up was requested my means of an email.	06/15/09	The CA remembered the call. He stated that he sent the macro for continuing the call but did not receive a response so he sent it for the next three to four minutes still without a response and no request for a supervisor; the line was silent. The CA the put his flag up for supervisor assistance but did not receive it so he typed out the disconnect phrase after waiting ten minutes. The CA was coached to get a supervisor every time you disconnect a call and to never disconnect a call on your own. He was also reminded the consequences of disconnecting calls. A follow up email was sent 6/18/2009.
12	06/19/09	Accuracy of captions	06/25/09	The customer shared feedback regarding the accuracy of the captions. The Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. The Customer Service Representative noted that should the customer wish to provide the date time and CA# of any future calls we can take more specific action with the CA captioning the call. Customer has not provided any further call detail.
13	06/21/09	The TTY customer called the relay customer service line at approximately 1:20 p.m. and spoke with a representative. The customer's complaint was that the representative was rude, and acted like his/her mother. The TTY customer also stated that the CA told them "maybe you should read all the print." The CA didn't answer the questions that were asked. The customer service representative apologized and assisted the TTY customer with their questions. No follow up was requested.	06/21/09	The Customer Service Representative followed up with the CA and the CA stated that he recalls this call and stated that he has been trying to explain and answer the caller's questions for at least half an hour and CA admitted that he became a little curt at the end of the call. This issue has been taken care of.
14	06/24/09	Customer states that this CA did not follow directions and seemed very confused. They also did not perform very well on the call. When the caller asked for a supervisor, operator 0258F took over the call. She did not say she was a supervisor but when the problem was explained she simply transferred the call to customer service without telling the customer they were going to do so. The customer was very upset about this type of handling of the complaint. The Customer Service Representative apologized for the problem and assured that the complaint would be turned in as stated.	06/26/09	CA 0188 remembered the call in question. She stated that the caller gave the number to dial without an area code and stated it is a Kaiser number. Being that there was no area code provided the CA used the one that came in for the customer. The number did not go through so she asked, "Is this an 800 number or a different area code?" The CA was not able to attempt to dial again due to the customer asked for a supervisor immediately after the number did not go through initially and never stated if it was toll free. The CA followed proper protocol to use the area code provided and not to assume. The CA said there were no instructions provided either just a number. The operations manager followed up with the supervisor and she stated that she did send her supervisor's number. The operations manager asked the CA and the CA confirmed that the supervisor did in fact type her identification number to the customer. It may have been a technical issue on the customers machine.
15	06/25/09	A CA TTY customer says his call came in as VCO even though he is branded as TTY. The Customer Service Representative apologized for the inconvenience. Follow-up was requested.	06/25/09	Internal test calls consistently showed TTY branding. The ANI branding database showed TTY brand and the Program Manger spoke with the customer. The Customer Service Representative suggested that the customer create a CRS profile. The customer declined and is satisfied with the resolution.

16	07/01/09	Accuracy of captions	07/01/09	Customer shared general feedback regarding the accuracy on her captioned call. The Customer Service Representative apologized for this experience although customer had no specific examples or call details to share. The Customer Service Representative suggested that the customer may document the date time and CA # to allow us to take more specific follow up action. Customer understands and said she would document any future captioning concerns and share that with Customer Service.
17	07/07/09	The CA was very unorganized and improperly trained. She was confused on a directory assistance call and did not spell the name of the city when asked causing the directory assistance operator to hang up due to no response. The second time she, "just gave me to the voice" and did not give the correct information/instructions to the directory assistance operator. No follow up was requested.	07/07/09	The CA followed the correct call procedure. No corrective action was taken.
18	07/09/09	The CA gets involved in the call, breaks transparency and has done so more than once. The CA won't relay all the information and has trouble translating and typing in Spanish. A follow up was requested by means of a phone call.	07/09/09	The CA remember the call and stated she does not remember having any trouble with the call with translating or breaking transparency. The CA was coached on the importance of remaining transparent on the call and also performing the correct translation and typing. A follow up call was given on 7/17 at 6:20 p.m.
19	07/09/09	A voice user was unable to connect to the CapTel Service Number	07/09/09	Investigated isolated report of difficulty accessing the captioning service for a brief period of time in a specific office facility. The Customer Service Representative confirmed others from the caller's vicinity could place successful captioned calls. The issue appeared to be within the caller's local telephone network and resolved itself shortly thereafter. The Customer Service Representative confirmed that the customer could make successful captioned calls from this location.
20	07/10/09	The customer has been having problems connecting to relay using the "relay" button on their machine since their local phone company has switched. It sometimes takes ten to fifteen minutes to get through to an operator. A Customer Service representative apologized for the inconvenience and offered to have someone look into the issue to see if it could be fixed. A follow-up is requested.	07/10/09	A follow up e-mail was sent instructing the customer to contact the California Technology Assistant Project in regards to the equipment since the relay button may be starting to wear out.
21	07/16/09	CA did not follow customer notes to not type out the answering machine and to just relay the name on the machine. She also did not say if she used a serious tone while leaving the message. When asked what voice tone did she used she said, "Do not have that information". No follow up was requested.	07/16/09	The CA did not remember the call in concern. The CA was coached that she is able to give out information in regards to if she followed the call procedure correctly as requested by the customer. The CA is now aware of what to do in that situation.
22	07/17/09	The CA dialed the number out while I was still typing and relayed my message. When the message was garbled the CA didn't ask me to repeat it, leaving out large parts of my message. A follow up was requested by email.	08/06/09	The CA stated the caller typed out the number then sent a 'go ahead' message so she dialed the number out and immediately after the caller began typing again so she relayed that message to the outbound caller. CA admitted there was garbling and that she didn't ask the caller to repeat since she felt she would interrupt the conversational flow of the call. The CA was coached to always ask the caller to repeat and due to technical issues to attempt to disable the turbo code to stop the garbling issue. A follow up email was sent.
23	07/22/09	The CA didn't follow my customer notes to not type out recordings. She also typed out the business announcement and then redialed without explaining why. No follow up was requested.	08/06/09	The CA was confused by the customer notes because the notes stated not to type out recordings but was typed in with the same note stating answering machine instructions. This situation was clarified by a supervisor with the customer. The customers notes were adjusted so the mistake would not happen again. The CA stated that she accidentally disconnected the line but redialed back to it. The CA was coached to keep the caller informed at all times and if she is confused by the customer's notes or instructions to make sure she clarifies them.

24	07/24/09	The customer stated that the CA was snickering while relaying the conversation from the TTY user. She also stated that this has discouraged her from using relay. The Customer Service Representative apologized for the issue. No follow-up is requested.	07/24/09	The CA ID number identified by the customer is not assigned to any CA. In addition the call was placed through the California relay service and Sprint CAs in this number range do not serve California Relay. The caller does not wish contact so further investigation is not possible. California is a multi-vendor state, it may be that another call center vendor handled the call.
25	07/25/09	The CA had several messages to read and garbling occurred during the typing at the messages by the caller. The CA dialed to relay message but the caller felt the CA was relaying incomplete messages due to the garbling. The CA was then asked to hang up and gave instructions but the CA dialed out before the go ahead. The caller requested that the CA not dial out when there is garbling. A follow up was requested via email.	08/06/09	The CA remembered the call and stated that the caller typed out the number to call, some instructions, and then gave the go ahead where upon she dialed out. After the caller began typing again the CA then relayed that to the outbound. The CA stated there was some garbling but she asked the caller to repeat what she had said and that the caller would send the go ahead but then keep typing afterward. CA follow proper call protocol but was instructed in that situation to maybe wait a few seconds to make sure that the caller is completely done typing. A follow up email was sent out 8/6.
26	07/28/09	Dialing Issue - Unable to dial regional 800 number	07/28/09	Technical Support made adjustment so CapTel user can successfully make captioned call to regional 800 number. This resolved the customer's experience.
27	08/11/09	Customer stated that the CA refused to give her a voice tone description of how she voiced a message to an answering machine. A follow up was requested by means of a letter.	09/11/09	The CA was followed up with and coached that after the outbound has disconnected you are allowed to provide the customer with the voice descriptions; either the voice tone of the CA or the Voice party on the line. The CA is now aware of what to do in that particular situation. A follow up email was sent out to the customer.
28	08/14/09	Accuracy of captions	08/14/09	Customer shared general feedback regarding the accuracy of the captions where some words are not corrected. The Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. The Customer Service Representative suggested that if the customer wishes to document the date time and CA# of any future calls this may occur on we can take specific action with the CA captioning the call but that we shared information as received with the Call Center personnel.
29	08/15/09	Customer notes state that the customer does not want the answering machine typed but to inform her of the name on the answering machine. The CA did not give the name but only sent (and mach playing.) The customer had the CA hang up, pointed out her notes, and then had the CA redial. Upon the redial the CA typed the first line of the answering machine which included the person's name then sent (leaving message). Customer felt the CA had typed too much of the answering machine. No follow up was requested.	08/15/09	The CA was coached on the importance of reading and following the customer's notes perfectly. She was also instructed if there any questions in regards to them to clarify them with the customer.
30	08/17/09	Relay customer unable to call to Guatemala via relay. The Customer Service Representative apologized and follow-up was requested.	08/19/09	Sprint contacted VerizonLD on the outbound international calls through the Customer Relay Service issue. VerizonLD made the necessary system configurations and is accepting outbound international calls from Sprint. The Program Manager notified the customer. The customer was very pleased with our follow up response.
31	08/23/09	When reading my messages I had a few typos. I wanted to type, "I am numb with pain" but instead typed, "I am number with pain." When the CA read it she would not correct my mistakes. No follow up was requested.	09/11/09	The CA stated that the customer had typed the line out correctly and she read it as she typed it. So she read, "I am numb with pain" being there was no mistake in the typing. There were a few other typos that the CA pointed out that she had read verbatim in the call being she was unsure if that was the correct word she meant to type. The CA followed the correct procedure to read it verbatim if there in a mistaken substitute of the word and not due to a garbling technical issue.

32	08/25/09	The customer not able to bill international calls with their correct PIC code. The Customer Service Representative apologized to the customer and let them know that they would be contacted regarding this issue. Follow-up is required on this issue.	9/21/2009	The Relay Program Manager advised the VCO customer on the issue. The Relay Program Manager suggested that the customer obtain a prepaid card from her international carrier.
33	08/25/09	A TTY customer was unable to put a call through Sprint for an instate long distance call. The call took place this evening, about 6:00 PM CT. The Customer Service Representative apologized and no follow-up was requested.	08/26/09	The customer's profile was updated and the customer's intrastate toll carrier has been changed to Sprint. The Program Manager reviewed and approved the complaint and the resolution.
34	08/29/09	The CA did not follow procedure and kept interrupting the caller. No follow up was requested.	09/11/09	The CA did not remember the call at hand but was coached on the importance of following the customer's instructions and notes perfectly. She was also coached on not to interrupt the caller unless it is stated in the notes to be able to do so otherwise wait for the go ahead at the end. The CA is now aware of how to handle the specific situation.
35	09/01/09	Answering machine message retrieval	09/01/09	The customer indicated that his external answering 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.
36	09/02/09	The CA relayed a message on an answering machine and after the message had been relayed the caller noticed she had made a typo and asked the CA if she had read it as typed or read it as it should be. The CA stated she would not engage in a conversation with the caller. A follow up was requested by means of a phone call.	09/11/09	The Program Manager contacted the customer and assured that that particular operator has received coaching and process the calls as instructed. Customer appreciated the call and agreed to close the complaint.
37	09/04/09	On 9-4-09 at 9:50 CST the customer reports that she gave instructions before the call, and the CA did not follow them. The customer requested a supervisor, and she was "absolutely worthless and exasperated me." The Customer Service Representative apologized and follow up was requested.	09/04/09	Customer requests follow up on Sept, 9, 2009, between 8-9 PM. The CA remembered the call and stated that she had to dial a number out and upon doing so the caller picked and said, "I don't have time I don't want to do this" before the CA could announce. The customer asked her to redial so she did so and tried to announce the call where upon the outbound stated the same thing and disconnected. The customer asked the CA, "Did you announce the call?" and the CA responded that yes she announced and then the customer became upset but it was never stated to not announce the call either in the customer's notes or instructed by the customer. This was confirmed by the supervisor; CA followed call procedure. A follow up was attempted on 9/9/2009 but was unable to connect was informed by the relay service that no answering machine that answered either. A successful follow up was given on 9/16/2009.
38	09/05/09	The CA left a message on an answering machine when she wasn't instructed to do so. The customer had typed a short message to be read aloud to the voice person when they answered. The CA went ahead and left it on the machine without clarifying with the customer. The CA was also disagreeing and rude when the customer asked questions about whether it had been left as a message or not. No follow up was requested.	09/09/09	The CA misunderstood after leaving the message that the customer wanted to speak with a person. The CA processed the call per answering machine procedures. The CA did not recall the customer being upset being that she was very apologetic.
39	09/08/09	When calling 411 the customer asked the CA to redial and repeat only the listing but the CA read verbatim what she had previously typed out, "I don't want you to read what I typed before only say family court of orange county" Then the customer typed "repeat" so the recording would repeat the number but the CA did not read it until the recording hung up and she typed repeat three times. A follow was requested by means of a letter.	09/11/09	After the recording came on with the number she did not read repeat since the caller was a slow typist she did not get the word until after the recording disconnected. A follow up letter was mailed out to the customer.

40	09/09/09	The customer states that this operator did not use HCO properly and did not read the notes but instead typed to him before finally switching to HCO. The Customer Service Representative apologized for the problem and assured that the complaint would be sent in as stated.	11/05/09	The CA remembered the call and stated that the call came through on the TTY line and there were no notes stating that it was an HCO call. The CA was still coached on the proper procedure to follow when processing an HCO call.
41	09/09/09	The customer states that this operator did not use HCO properly and did not read the notes but instead typed to him twice before finally switching to HCO. The Customer Service Representative apologized for the problem and assured that the complaint would be sent in as stated.	11/05/09	The CA did not remember the call but was coached on the proper procedure to follow when processing an HCO call.
42	09/10/09	When calling the outbound party the caller did not hear a response from the CA and asked her to repeat. The CA stated I'm sorry I can not get engaged in a conversation and the caller will have to repeat. A follow up letter was requested by mail.	09/12/09	The CA was coached that she is able to repeat the line back to the caller or if requested by the caller she may go back only a couple lines in the conversation and repeat that back while the call is still connect. A follow up letter was mailed to the customer.
43	09/24/09	Accuracy of captions	09/24/09	The customer shared feedback regarding the accuracy of captions and provided specific call data for a call by CA#6590. The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. The call was further investigated and the CA reported trouble at their workstation on that call causing poor captions. The customer was informed of this trouble.
44	09/24/09	Accuracy of captions	09/24/09	The customer shared concerns regarding the accuracy of the captions. The Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. The customer stated preference not to give further details allowing for any specific follow up with the CAs captioning the calls.
45	09/25/09	CA TTY customer states on 9-24-09 the Supervisor said the operator was correct in not repeating the last sentence that was typed. The hearing customer did not hear the CA and the CA would not repeat. The CA kept repeating to the hearing customer "Operator please repeat my last sentence", which confused the hearing person on the call. The customer also states that the Supervisor refused to get them another CA when they requested an CA who was not going on a break in 20 mins. The customer said this supervisor will not help them in any way. A Customer Service Representative apologized to the customer and the customer would like follow up from the Program Manager.	09/25/09	The Program Manager had a follow-up conversation with the TTY-HCO customer. The Program Manager indicated that the CA has followed the instructions however it was not quite clear to the Program Manager of the supervisor's issue and action. The customer agreed to close out the issue. She thanked and appreciated the call.
46	09/25/09	CA TTY customer states that they were using a HCO on 9-24-09. The hearing customer did not hear what the CA read, asked them to repeat, and the CA did not respond. The customer typed for the CA to please repeat the last sentence. The CA read to the customer "Opr please repeat the last sentence". Hearing customer also asked "are you there" twice, and the CA did not respond with "pls hd they are still typing". The customer has a complaint about the Supervisor as well. The Customer Service Representative apologized to the customer. The customer would like follow up from the Program Manager and the Program Manager gave their phone number to the customer as well.	09/25/09	The CA was coached that he is allowed to go back a couple of lines within the conversation as long as both parties are connected and repeat the line. The CA was also coached to use the appropriate phrasing to redirect the customer while the inbound is typing.
47	10/05/09	Disconnect/Reconnect during calls	10/06/09	The Customer Service Representative discussed sporadic disconnection that occurs during some calls. The Customer Service Representative sent the customer follow up information explaining the difference between a CapTel and a traditional phone and how the phone needs to sustain a solid data connection to transport captions and voice simultaneously. The Customer Service Representative explained to customer why the disconnect/reconnect might be occurring and sent them tips to reduce its occurrence.

48	10/12/09	The customer asked the CA to dial and not type the recording and instead the CA typed out the entire recording. The customer then asked the CA to dial a second # and to leave a long message. They gave the CA instructions to redial and repeat the last 2 lines of the message if the answering machine picked up. Instead the CA instead typing the customer's own message back to the customer and did not pay any attention to the customer's repeated attempts to interrupt her. No follow up was requested.	10/17/09	The CA stated she was nervous about placing the call and stated that did not follow all of the customer's instructions and felt overwhelmed. The CA was coached on how to properly handle the situation and instructed to get the supervisor on the floor if she is having difficulties on a call.
49	10/15/09	Customer asked the CA to please relay whether her party heard her final "goodbye" message before he hung up. The CA just typed back to her (person hung up) go ahead. The CA responded with (no he already hung up) Go Ahead SKSK. The customer thought the CA was disconnecting on her after she saw SKSK. A follow up was requested by means of a phone call.	10/16/09	CA stated that SKSK was meant to indicate the end of the actual call, not that she's going to disconnect the customer. CA was still coached on when to properly use the SKSK and that she should have just given a GA. A follow up call was given on 10/16 at 2:19p.m. and the customer answered.
50	10/20/09	Accuracy of captions	10/21/09	Customer shared feedback regarding the accuracy of the captions of a specific call. The Customer Service Representative reported the call detail to Call Center Management and apologized for the incidence. Call Center management followed up with the CA with the CA's supervisor. Disciplinary action was taken as a result.
51	10/21/09	The CA did not spell words correctly causing the customer to have a hard time understanding what they were. The CA spelled Alpha Census as "Alfa Sensus" several times. A follow up was requested by phone call.	10/23/09	The CA stated that she misspelled census one time but made sure that she corrected it but she did not misspell alfa wrong. The CA was still reminded of the importance of making sure everything is spelled correctly in the call. A follow up call was given on 10/23 the customer was spoken to.
52	10/23/09	The customer was leaving a message and at the end a recording came on stating, "If you are satisfied with your message press 1." The CA typed (Pressing 1) If you are satisfied with your message press 1 (Recording hung up.) The customer was upset since they didn't know if they're message was left. No follow up was requested.	10/26/09	The CA remembered the call and the CA sent the wrong closing macro. The CA was coached on which macro to send during the closure of a call that she was to send (Your message left) Sprint CA XXXX another call. The CA is now familiar with how to handle the call situation.
53	10/24/09	The CA was able to provide the caller with her last name even though she did not provide the CA with her last name. No follow up was requested.	10/26/09	The CA did not remember the call but was reminded the consequences of breaking confidentiality and transparency on calls. The CA was coached on the issue.
54	10/25/09	The customer gave the CA the phone number to dial and then the go ahead and there was no response so. After the caller gave the number again and there was still no response. No follow up was requested.	10/26/09	The customer's call came through on the voice line and there were no notes stating that it was a VCO call. The CA was coached to check all the appropriate customer lines.
55	10/28/09	A male operator placed a call to a credit card company and the CA requested the customer's zip code followed by the full social security number. After providing the information the call was disconnected. A follow up was requested by means of an email.	10/28/09	There was no CA identification number provided without an identification number the proper action can not be taken. The disconnect may have been attributed to a technical IP issue or a possible fraudulent call. A follow up email was sent informing the customer of this.
56	11/02/09	The CA typed out "Sprint CA 0016F continuing your call." My customer notes state not to type out the CA change and no follow up was requested.	11/06/09	The CA was coached on the importance of following the customer's notes and instructions as how they are stated. The CA is now aware to be very attentive of the customer's notes.
57	11/03/09	Accuracy of captions	11/04/09	The customer shared feedback regarding (speaker unclear) macro use throughout the call and general impact on the accuracy of captions. The Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. The feedback as received was passed on to Call Center Management for follow up with the CA on the call. CA's supervisor coached this CA further to improve their skills.

58	11/05/09	The customer called into relay and told the CA the number they wanted to call and there was no response. The customer stated the number again and there was still no response. No follow up was requested.	11/05/09	The CA 0023F was not scheduled to work 11/5 the date and time of the complaint. The customer was informed though that his call came through on the voice line and not the VCO line. That may be why the CAs are not responding to him right away. The customer's call was branded on the wrong line as well and there was no note stating that he is a VCO user. The call branding was changed to voice carry over as well as a note inserted into his profile stating VCO user so that CAs are well aware to switch the line over to VCO in the case the call comes in on the wrong line.
59	11/05/09	The customer was on a toll free call and in the middle of the call the customer asked the CA to disconnect. They typed, (Operator hang up) GA. However, the CA did not hang up even though the customer kept telling her to hang up. The CA did not hang up and the CA kept typing what the person was saying. The customer had to disconnect and call back in. A follow up phone call was requested.	11/06/09	The CA remembered the call. She stated she did hang up but was informing the customer of the outbound person's last statement and after that she typed (CA disconnected) GA. By that time the customer had already disconnected the line while the full message was still transmitting. A follow up was given on 11/13. The customer did not answer but a message was left on the TDD answering machine.
60	11/14/09	The CA did not process the call according to the caller's request. The CA typed (ANS MACH) GA. No follow was requested.	11/20/09	The customer's notes stated when reaching an answering machine typed (Answering machine playing) GA and then the customer will decide what he would like to do from there. The CA did exactly that and typed (Answering machine playing) GA but was not instructed to do anything otherwise. This was confirmed by the overnight Agent in Charge on duty at the time. The CA was still reminded of the importance of following the customer's instruction.
61	11/18/09	The CA did not validate the customer's request to turn the mic up to maximum volume before leaving a message. When asked after the message was left, the CA typed, "it was already on max, no need to tell me." Also when she typed her last comment GA to SK the CA sent his ID number followed by SKSK and hung up. The customer's notes state, "Always validate instructions before dialing out" and "Do not send macros that repeat CA id number." No follow up was requested.	11/20/09	The CA was coached on the importance of following the customer notes and if unsure to verify them with the customer to clarify any confusion. The CA was also reminded that if he is having difficulty to get the supervisor on the floor to assist him so that the call goes smoothly for the customer.
62	11/30/09	Captions Lag too far behind voice	12/04/09	Customer referenced problem on isolated captioned call wherein he experienced delayed captions. Technical Support identified the call referenced and Call information was forwarded on to management at the CapTel Captioning Service Center to follow up with the captionist. Since the customer uses the CapTel in 2-Line mode the Customer Service Representative advised the customer of the option of pressing the Caption button OFF then ON again to re-establish a connection with a different captionist when experiencing anything out of the ordinary during their captioned calls.
63	12/08/09	Accuracy of captions	01/06/10	The customer shared general feedback regarding accuracy of captions with no examples or detail. The Customer Service Representative suggested the customer document the date time and CA# of any future calls to allow us to take specific action with the CA captioning the call. The customer expressed that this was a good idea and no further feedback has been received from the customer.
64	12/21/09	The CA didn't use the parenthesis appropriately when speaking to the customer. The customer's notes state not to send macros with the identification number. So at the end the CA typed, "Thank you and she hung up." Instead she should have typed, "Thank you (person hung up) GA." Afterward she still didn't use the parenthesis when typing to me she then just typed, "Yes mmaam the person u wee speaking to hung up GA." No follow up was requested.	12/22/09	The CA was coached on how to properly handle the call. She was reminded that when speaking to the customer you are to always type in parenthesis to avoid any confusion as to whom is speaking unless it is otherwise stated by the customer. The CA is aware of how to properly type to the customer.

65	12/22/09	Issue reported to Mike Baer on 11/13/09. Hi Mike, I would like to make a complaint about a TTY call I received on 11/10 at approx. 11:50 AM PST through Sprint CA0072M. The CA left out words and rephrased parts of most of the sentences the voice caller said. Several of these errors affected the communication. The voice caller asked the TTY user to pick up her daughter & take her to the caller's home. The CA relayed to take her to a meeting the caller had to attend. In another part, the caller said that there is cereal in the cabinet over the dishwasher. It was relayed that the cereal is in the cabinet over the fridge. This was a test call and the voice caller used a script.	12/22/09	Team Leader spoke with the CA on 12/21. While the CA did not remember this call specifically the CA was coached to type or read verbatim and how to appropriately request clarification when necessary. CA performance in this area will be monitored in the future. The CAs understands the importance of this performance area. The Program Manager will be informed of status. A follow up email from the program manager to the customer on advising of action taken by the call center to coach the CA.
66	01/06/10	Accuracy of captions	01/31/10	1/6/10 Customer called and said in addition to other issue (garbled captions) that sometimes captions are full of errors usually when the speaker is talking quickly. Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. The Customer Service Representative then advised that the customer may ask speakers to slow down as one option. Customer Service Representative suggested that if the customer documents the date time and CA# of any future calls this will allow us to take specific action with the CA captioning the call. 1/15/10 The Customer Service Representative sent a follow up letter encouraging the customer to share specific examples we can follow up on and the Customer Service Representative has not heard back from customer as of 1/31/10.
67	01/07/10	The CA dialed the wrong number from my frequently dialed list. I asked her to call Randy who is from a 408 area code and last in my frequently dialed list but instead she dialed the first number which is from a 916 area code and long distance. No follow up was requested.	01/07/10	The CA stated that when she accessed the frequently dialed list she pressed the enter key twice which dialed out the first number on the list but she disconnected right away. The CA was coached on the importance dialing the proper number out due to this may effect the customer's phone bill due to the billing of long distance or local. The customer was offered by the supervisor to dial the operator to get the long distance charge removed but the customer declined.
68	01/11/10	The CA read the customer's message verbatim and did not fix any typos when reading them to the caller. The CA responded with "I must read everything verbatim even if it doesn't make sense". A follow up was requested.	01/15/10	There was no CA error. CAs are instructed if there is a typo and they are unclear as to what it is suppose to be then to read it verbatim. A follow up call was attempted three times of which the caller did not answer on 1/12, 1/13, 1/14. No answering machine picked up either.
69	01/20/10	Customer felt that the CA didn't type in Spanish very well and because of that changed the context of the call. She took too long to relay the message and didn't keep the customer informed. The customer had to constantly ask if they were still on the line. No follow up was requested.	01/29/10	Spoke with the CA and spoke to her regarding keeping the customer informed. The CA was pleased with our offer to follow up with her. The CA stated that people were talking too fast. She tried to pace both inbound and outbound and tried to keep inbound informed as best as possible. The CA felt that she did misspell some words but the accent on the outbound was very strong.
70	01/21/10	CA TTY customer stated that for the past 5 years the Spanish Relay Operators are not translating to the best of their ability. Due to this, it is causing a problem between the customer and their family members. The customer states there are several operators are not translating correctly and they will give that information to the Supervisor. The Customer Service Representative apologized to the customer. The customer would like follow up from the Supervisor.	01/21/10	Spoke with all Spanish CAs 01/25/10. Here in the Lemoore Center we are working on having CAs practice their typing speed and accuracy. We are also working on having the CAs type practice scripts to help them with their spelling and translation.

71	01/22/10	The CA did not follow my notes stating not to type background sounds. The customer asked the CA is that note viewable and she responded, "Yes." The customer felt that the CA was rude and non-responsive with one word answers. A follow up email was requested.	01/29/10	The CA stated that the outbound person began to talk to someone in the background and said, "Ok goodbye" at that point she felt she should type (talking to someone) so that the caller didn't think they were ready to hang up with her. The CA was reminded to follow the customer's notes and not to type background sounds. A follow up email was sent on 1/29.
72	01/22/10	Technical issue - Customer had to press the relay button on their VCO machine 5-7 times before it would connect to the relay service. A follow up was requested by phone call.	01/25/10	The customer was informed by the supervisor on the floor that it may be a connection issue on the relay end or it may be the relay button on her phone if so she would have to contact California Technology Assistance Project to get the machine replaced or fixed. The technician tested the line and found no error but informed the caller it might be the machine's button or an issue with her phone service provider, AT&T, and there maybe a connection issue on that end. The call was made by the technician on 1/25.
73	01/25/10	The CA was rude to the outbound party.	01/25/10	The CA remembered the call and stated when she dialed out and the outbound party could not hear her. So she adjusted the microphone volume and then asked if that was better. They stated yes, they could hear her now, but when the CA told her she needed to pul her headset to her face she became defensive about it. The levels on the microphone were as high as they could go and the handset was close to the customer's mouth but the customer was still agitated and the caller hung up. The CA was reminded to get a supervisor if there is any technical issue with the headset.
74	01/28/10	The CA erased the message on the voice mail without relaying what the message was and the disconnected the call. She was also a very slow typist. No follow up requested.	01/29/10	The CA remembered the call and stated the customer said to press 3 to erase the message. The option was pressed to erase it and relayed (pressing 3). After that the caller asked what the message said the call was lost due to unknown reasons. The CA was instructed to relay the message before erasing it being that the customers rely on the CA to retrieve their messages.
75	01/28/10	The CA was not typing the voice mail verbatim and the caller got frustrated and upset with the CA. The CA responded to the caller saying, "I'm not going to let you antagonize me." This CA was very rude and had a bad attitude. No follow up was requested.	01/29/10	CA was spoken to on 01/30/10. CA states that was not what she said to the customer. CA asked the customer to hold while a supervisor was brought on the line due to verbal abuse.
76	01/29/10	The CA did not follow my instructions when he took over the call. I stated do not announce relay and do not say the "GA." When my party came on the line they asked me for my account number of which I gave the CA but he kept saying, "One minute" about 3 times. My caller eventually hung up on me and when I asked him for his identification number he hung up on me. A follow up was requested by a letter.	01/29/10	The CA remembered the call and stated that when the caller started to type it scrolled the screen down to the bottom and he lost the information to give the caller and was trying to scroll back through the conversation to find it. The CA was coached on the importance of following the customer's instructions to make the call go smoothly. He was also instructed to utilize the scratch pad capability of the computer to take down important information so that he does not have to scroll back through the conversation in the case of a technical issue. A follow up letter was sent out.
77	02/01/10	Dial Tone - Not heard	02/01/10	Customer reported there isn't a dial tone on the CapTel phone. The Customer Service Representative advised the customer to do a physical reset. It has been confirmed that this resolved the issue.
78	02/12/10	Dial Tone - Not heard	02/12/10	Customer reported no dial tone to the CapTel. After a physical reset of the telephone was done it resolved the issue and test calls were successful.

79	02/14/10	When the VCO user calls to the specific number through relay the operators reach a recording that says the line is disconnected; however, when the VCO user dials on a non VCO phone line the calls goes through. The VCO user and the other user have contacted their telephone company and the phone company says that there is nothing wrong with the line and that it must be a relay issue. The voice user is able to place calls through relay to the VCO user. The error occurs only when the VCO user tries to call the voice user. Customer service tried the call and the line only rang, no recording. Stated that we would document it and look into it. A follow up call was requested.	02/16/10	The IT Tech simulated a call and the line did not disconnect. The IT Tech placed three calls to the customer and received a ring yet no answer. The IT Tech was unable to communicate the findings with the customer.
80	02/15/10	Captions - stop in middle of call	02/18/10	Customer reported that captions stopped during a call and provided specific call data. The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. The call detail was shared with Call Center management and they reported a modem connection loss. Two days later a customer reported a second call and this time the cause of disconnection could not be identified. No trouble tickets or other indication of difficulty could be determined at our end.
81	02/18/10	Dial Tone - Not heard	02/18/10	The customer's helper reported there was no dial tone on the CapTel phone. The Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's issue
82	02/18/10	Dial Tone - Not heard	02/19/10	The customer reported no dial tone on their replacement CapTel phone. The Customer Service Representative advised the customer to try a physical and electronic reset. The customer confirmed that they are successfully using their CapTel phone now.
83	02/23/10	Accuracy of captions	02/24/10	Customer's son shared a specific call where his mother received questionable captioning that shared background sounds that the son did not feel were warranted. The Customer Service Representative conducted an investigation with the CA but a concrete cause for the customer's experience could not be found. The Customer Service Representative explained that it is the captionist's responsibility to caption everything they hear including background sounds and that the captionist's are coached not to determine what adds or doesn't add to the conversation to provide functional equivalence. The Customer Service Representative then discussed the possibility of technical problems on the phone line or the potential bleed through from other phone lines that could explain the captionist hearing background sounds that the son felt did not come from the other party's end. The captioning service call center management will increase monitor frequency for the specific CA that captioned the call reported to make sure further evidence of captioning 'non-call-content' is observed.
84	02/26/10	Dial Tone - Not heard	02/26/10	A customer's daughter called and stated there was no dial tone on the CapTel phone and it appeared stuck. The Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
85	02/26/10	A CA voice customer was angry because he was billed for a long distance call through Sprint without anyone asking who his long distance carrier was first. The Customer Service Representative apologized for the inconvenience and explained that setting up a customer profile will correct this for future calls. No follow-up requested.	02/26/10	The Customer Service Representative explained that setting up a customer profile will correct this for future calls. No follow-up requested.

86	02/26/10	CA VCO customer uses CA S2S and VCO as needed and has experienced garbled messages for the past 6-7 months. The customer does not have any problems when calling Sprint CRS as VCO, they only has problems as as S2S VCO.	03/15/10	The IT tech simulated calls and could not duplicate the customer's problem. The Program Manager left a message for the customer with an update and suggested that the next step this problem arises to trouble shoot the equipment. More than three attempts to contact the customer on various dates and times were made. A voicemail was left referring the customer to California Technology Assistant Project for equipment assistance. The ticket was closed due to the customer's lack of response.
87	03/02/10	Dial Tone - Not heard	03/02/10	Customer reported that dial tone is often not heard on CapTel. The Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
88	03/08/10	Dial Tone - Not heard	03/08/10	A customer's helper indicated that there was no dial tone on the CapTel phone. The Customer Service Representative advised the customer to perform a physical reset of the CapTel phone. The customer is now successfully using the CapTel phone.
89	03/08/10	Dial Tone - Not heard	03/08/10	A customer's helper said the phone no longer has a dial tone. The Customer Service Representative advised the customer's helper to perform a physical reset which resolved the customer's experience.
90	03/12/10	Dial Tone - Not heard	03/12/10	Customer's daughter reported that there was no dial tone on CapTel 200. The Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
91	03/15/10	Dial Tone - Not heard	03/15/10	Customer reported no dial tone on the line. The Customer Service Representative advised the customer to perform a physical reset. This resolved the customer's experience.
92	03/15/10	A CA voice customer called to say she had been billed again by Sprint, even though last month she had a profile set up with AT&T as her preferred COC. The Customer Service Representative apologized for the inconvenience and requested credit for the bill.	03/16/10	The customer was given credit back onto their account, their profile verified, and COC is setup as AT&T for long distance carrier.
93	03/16/10	Dial Tone - Not heard	03/16/10	A customer reported no dial tone on the CapTel phone. The Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
94	03/16/10	A customer stated that she was not able to read the CA's typing and keeps getting this particular CA. The call took place today at approximately 1:40 PM CT just before the CA transferred her to the Customer Service Representative. The CA apologized and no follow-up was requested.	03/16/10	The Customer Service Representative apologized for the inconvenient. No follow up requested.
95	03/16/10	The customer's calls keep getting garbled from relay. The calls took place today, at approximately 3:20 PM and 4:10 PM CT. The Customer Service Representative apologized to the customer and no follow-up was requested.	03/16/10	The customer made a follow up call and the Customer Service Representative apologized for inconvenience, no follow up requested.
96	03/19/10	Dial Tone - Not heard	03/19/10	Customer said that after she received a call from her Lifeline provider she could not get a dial tone on her CapTel phone. The Customer Service Representative advised her to do a physical reset of the phone. Customer now making and receiving captioned calls.
97	03/25/10	Dial Tone - Not heard	03/25/10	A customer reported that there was no dial tone on their phone after a household pet chewed through the telephone cord. After further troubleshooting with a Customer Service Representative the customer requested a home visit to have someone on-site to ensure the correct placement of the phone line cord. The Customer Service Representative advised the customer to contact the issuing agency to request a home visit and to obtain a replacement if necessary.

98	03/28/10	The caller was upset because the CA did not follow the instructions on the notes: to verify the number before dialing dial out or ask if they want a live person. No follow up requested	03/31/10	The Customer Service Representative apologized for the inconvenient, no follow up requested.
99	03/30/10	A caller was very upset that the CA did not type out a recording. She felt that the CA took control of the call and then the CA "lectured" her on relay policy. Then CA again "took control of the call" by typing please hold for supervisor.	03/31/10	The Team Leader spoke with the CA. The CA stated that the caller said there will be an answering machine and that she will leave a message. At that point the CA felt that she did not need to type out the entire recording since the caller knew it was an answering machine, she typed "and mach playing" follow up with customer on 04/05/10 with an email.
100	04/06/10	Dialing Issue - Unable to dial regional 800 number	04/06/10	The customer reported being unable to dial to a regional toll free number from the CapTel with captions. Technical Support made adjustment so that the CapTel user can successfully make captioned calls to the number.
101	04/07/10	CA voice customer said they received a very disturbing telephone call and a message was left on their answering machine. They do not know anyone who is deaf, but this person knew the persons name. The customer would like to know if this person was able to call them through our service. The Customer Service Representative apologized to the customer and the customer would like a follow up from the Program Manager.	04/07/10	The Program Manager followed-up with customer and the customer figured it out.
102	04/08/10	Technical - General	04/08/10	The customer was unable to dial from the CapTel phone because the service did not recognize their area code/dialing prefix as a valid combination. This was resolved by updating the area code/prefix table. Confirmed this resolved the customer's experience.
103	04/08/10	A CA voice customer was upset to discover her long distance call through relay was billed at Sprint rates when AT&T is her long distance carrier. The Customer Service Representative apologized for the inconvenience and created a customer profile setting up AT&T as the customer's long distance carrier. No follow-up requested.	04/08/10	Created a customer profile and set up AT&T as customer's LD.
104	04/11/10	A customer stated that the CA included the "(asking for ___)" but did not type the person's name that the customer had asked for that were in the parentheses afterwards to confirm who was on the line. The customer stated that it was confusing. A follow-up has been requested by phone or by email if they cannot be reached by phone.	4/11/2010	The Customer Service Representative spoke with the CA. The CA did not remember the call and said that they forgot to put in the callers name. The Customer Service Representative educated the agent the importance of keeping the customer informed and emailed the customer with a follow up.
105	04/13/10	Dial Tone - Not heard	04/13/10	A customer's daughter reported that there is was no dial tone. After further troubleshooting the Customer Service Representative advised the customer to contact the issuing agency for repair or a replacement.
106	04/15/10	Dial Tone - Not heard	04/15/10	A customer's helper reported that all three of her CapTel phones are experiencing no dial tone. The Customer Service Representative advised a physical reset. This resolved the customer's experience.
107	04/15/10	A customer has tried for 2 days to reach her hearing impaired aunt and cannot do so using the CA relay service. She is getting rapid busy signals every time she tries. Relay Customer Service response was an apology for the problem and assured that a trouble ticket would be turned in. The customer would like a call back when the problem is fixed	04/30/10	An IT Tech called the customer numerous times and did not receive a call back. The ticket was closed due to non response.
108	04/19/10	Dial Tone - Not heard	04/19/10	Customer's helper stated that the customer's phone has no dial tone. The Customer Service Representative advised the customer's helper to perform a physical reset of the phone. Customer confirmed this resolved their experience.

109	04/20/10	A caller reported that the CA made his call very confusing because he asked for a specific person at the number but when a female answered, she just typed "hello ga". Another female lives at the residence as well so he did not know who he was speaking to. The Customer Service Representative thanked the caller for taking time to let us know about this problem and told him the report would be sent to the call center supervisor. No follow up requested.	04/20/10	The CA did not remember the call and was educated on the protocols of call procedures.
110	04/22/10	A customer complained that the CA typed too many "SKSK" in a row. He typed 8 of them in a row and customer was very offended. The customer also complained that when management follows up they never leave a voice message and would like to have a message left on their TTY machine. Follow up required by phone.	04/26/10	The CA remembers the call and stated he always sends multiple sk's. The CA was coached that at the closure of calls only send the appropriate amount of only sksk. The Customer Service Representative followed up with the customer via phone, left a message, and indicated to the customer that the situation has been dealt with and the CA has been coached and also apologized for any inconvenient this may have caused her.
111	04/23/10	The call came in and the customer typed VCO on, the CA typed "no", the customer again requested VCO on and the CA typed "no" and sent Alt 2. When the customer asked for another CA and CA typed "no" then hung up on the customer. The customer stated that the CA was "very very rude". The CA did not send "voice now" at any time and the customer was very upset that the CA hung up on them and refused to process his call. The customer stated that he is an actual VCO user.	04/23/10	CA does not recall receiving this customer or a call like this and the CA has not said no to "VCO on". The Customer Service Representative educated the CA to make sure this is not happening and no follow up was required.
112	04/23/10	Call came in and customer typed VCO on. CA sent Alt 2 10 times and customer waited and sent VCO on again. CA hung up on the customer and did not send Alt V. Customer was very upset with the CAs rudeness and refusal to process call. The customer states that he is an actual VCO user.	04/23/10	The Customer Service Representative spoke with the CA. CA does not remember hanging up on the caller or sending Alt 2. A trace came back showing the CA does not disconnect calls.
113	05/03/10	Dialing Issue - Unable to dial regional 800 number	05/03/10	A customer reported being unable to dial a regional toll free number from the CapTel phone and receive captions. Technical Support made an adjustment so that CapTel user can successfully make captioned calls to the regional 800 number.
114	05/10/10	A caller cannot retrieve phone messages through relay and gets constant busy signals. The Customer Service Representative apologized for the problem. Follow up required to insure the problem's resolution.	05/17/10	The problem was a LEC issue and was resolved on 5/11/10. Carolyn in Customer Service interfaced with Verizon and notified the customer.
115	05/10/10	Accuracy of captions	05/10/10	The customer shared feedback regarding the accuracy of the captions. A Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. The feedback as received was passed on to Call Center Management. The Customer Service Representative suggested that the customer document the date time and CA# of any future calls to allow us to take specific action with the CA captioning the call. The customer reported there has been no issues since.
116	05/11/10	Customer states that he called in and CA ignored his request to dial a number. CA kept typing "I don't know what you're talking about sir" The CA finally dialed out and by this time the customer was very frustrated and upset. He kept asking the CA why he didn't respond. The CA kept responding with "he didn't know what he was talking about" and the customer stated that the CA was very rude and unresponsive.	05/11/10	A Customer Service Representative spoke with CA and he did not remember the call.
117	05/14/10	The customer never gave her name during the course of the call and at the end the CA referred to the caller as Miss Garr. The customer asked the CA how she knew her name and the CA replied "Because we have received many of your calls where you entered your full name."	05/14/10	The CA stated that they were just trying to be nice and was coached on confidentiality and transparency.

118	05/18/10	When a customer called in the CA did not respond after a number was dialed.	05/18/10	The CA was unsure of the call but stated that the call probably came through on TDD and they didn't know it was VCO. The Customer Service Representative coached the CA to also check the VCO line and not to assume there is no caller on the line.
119	05/18/10	When the customer called in the CA did not respond after a number was provided.	05/18/10	The CA was not aware that a VCO call was in progress. The call came in TTY and the CA waited for a number and there was no response. The CA continued to wait and then disconnected the call. The CA did not hear the VCO on line and was not aware a number had been provided.
120	05/19/10	A VCO customer states that CA 0034F made a call and announced the relay when they were specifically told her not to so. Because of this, the person who was being called hung up on relay. The CA then got a supervisor on the phone and supervisor Marie said they could not replace this CA with another operator on the line. Call notes were added to the customers profile to state "do not announce or explain relay unless told to do so" at he customer's request. The Customer Service Representative apologized for the problem and assured that the complaint would be sent in as stated. No call back requested	05/20/10	The Customer Service Representative coached the CA on following customer notes.
121	05/20/10	Accuracy of captions	05/24/10	The customer shared the appropriate call details that appeared during a specific captioned call. The Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. The call detail was forwarded to Captioning Service Management for follow up with the CA. Disciplinary action was taken with the Ca by the CA's supervisor. The Customer Service Representative let the customer know of action was taken as a result of their reporting to us.
122	05/26/10	Dial Tone - Not heard	05/26/10	The customer's husband reported that the CapTel phone had no dial tone. The Customer Service Representative advised that the customer perform a physical reset of the phone. The customer confirmed that this resolved their experience.
123	05/27/10	Dial Tone - Not heard	05/27/10	The customer reported that she frequently loses a dial tone on their CapTel phone. The Customer Service Representative recommended performing an electronic reset and confirmed that this resolved the customer's experience.
124	05/28/10	Dial Tone - Not heard	05/28/10	The customer's granddaughter reported that there was no dial tone on CapTel phone. After extensive troubleshooting the Customer Service Representative advised the customer to contact the issuing agency to have the unit replaced or serviced.