



Public Utilities Commission

Ted Strickland, Governor
Alan R. Schriber, Chairman

Commissioners

Valerie A. Lemmie
Paul A. Centolella
Cheryl Roberto
Steven D. Lesser

Received & Inspected

JUL - 8 2010
FCC Mail Room

June 30, 2010

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

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 Ms. Dortch:

As required by CG Docket No. 03-123, please find enclosed the original and four copies
of the Annual Complaint Log and Summary Report for the State of Ohio's
Telecommunications Relay Service from June 1, 2009 through May 31, 2010.

The Service Monitoring and Enforcement Department of the Public Utilities Commission
of Ohio (PUCO) received one complaint regarding the quality of service of the Ohio Relay
on May 19, 2010. The customer made additional calls on May 20, 2010 with no problems.
A copy of the case record is enclosed.

If you have any questions or need any further information, please contact me at (614)
466-0126 (Voice) or by e-mail at Lisa.Colosimo@puc.state.oh.us.

Sincerely,

Lisa Colosimo
Investigation and Audit Division
Service Monitoring and Enforcement Department

Enclosures

Cc: Arlene Alexander, FCC, Consumer & Governmental Affairs Bureau
PUCO Docketing Division

No. of Copies rec'd 0+4
List ABCDE

Case Report With Attachments

ID: SBAN06171072 Type: Investigation Investigator: Christine Lise Status: Closed
Saved: \$ Department: AD Origin: E-Mail

Service Address: Columbus, OH 43228 Franklin

Service Type: Residential AIQ: NIQ:

Industry: Solicitation:

EQIXC

Utility Company in Complaint:

Sprint

Territory:

Case Issues:

<u>General Issue</u>	<u>Specific Issue</u>
General	Brochures, maps, etc.
Telecom Specific	Ohio Relay Service/TDD equipment

Consumers:

Sandy, Steve

Mailing: 3554 Rosburg Dr Columbus, OH 43228

Events:

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Consumer	Call	Received	Hamilton, Nancy	5/17/2010 8:27:51AM	Sandy, Steve

Notes:

From: SANDY, STEVE CIV DFAS [mailto:STEVE.SANDY@DFAS.MIL]
Sent: Wed 4/21/2010 7:50 AM
To: Blackmer, Beth
Subject: Ohio Relay booklete
I understand that Danny Barrett who was the account manager was let go, but in this email - to whom do I request for additional Ohio Relay booklete?

The number I am requesting is 100 - one hundred. If wanted to know why that many - I work at the DFAS - Defense Finance and Accounting Service in Columbus we have a number of Deaf Associates that will get the VP soon - finally. So would be good to have them on hand and given them the option of calling Ohio Relay to conduct their business calls.

Also other booklette that can be given to hearing people to understand the necessities and the value of calling the Relay Service that is the "lifeblood" of calling out and in.

If I am allow to get them from you then my address is:

Steve Sandy
3554 Rosburg Drive
Columbus, Ohio 43228-7089

If you are not the person, please kindly forward my email to the correct people. Thanks in advance.

Steve

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Case Opened	Case Management	Hamilton, Nancy	5/17/2010 8:27:51AM	

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Case Assigned	Case Management	Hamilton, Nancy	5/17/2010 8:28:16AM	

Notes:

Case Re-assigned

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Research	Case Management	Colosimo, Lisa	5/18/2010 8:48:57AM	

Notes:

PUCO contacted the Ohio Relay folks. The requested brochures were sent out on 5/17/2010.

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Case Closed	Case Management	Colosimo, Lisa	5/18/2010 8:49:00AM	

Notes:

Close this case

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
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Consumer Web Complaint Received Thompson, Alfred 5/20/2010 4:25:08PM Sandy, Steve

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Case Opened	Case Management	Vance, Mary	5/21/2010 8:52:34AM	

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Case Assigned	Case Management	Vance, Mary	5/21/2010 8:52:34AM	

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Utility Company	Call	Posted	Colosimo, Lisa	5/21/2010 9:11:50AM	Sandy, Steve

Notes:
Steve,

Thank you for the update. If this happens again, please contact our TRS customer service at 800.676.3777 and they will be able to let you know if there are any problems or have a technician look into it. I am happy to hear that all went well this morning.

Again, I apologize for the frustrations you experienced yesterday and thank you for letting us know. Hope you have a great day and weekend.

Emma

-----Original Message-----

From: SANDY, STEVE CIV DFAS [mailto:STEVE.SANDY@DFAS.MIL]
Sent: Friday, May 21, 2010 7:32 AM
To: Danielson, Emma E [BMG]; Colosimo, Lisa
Subject: RE: Ohio Relay complaint

Good morning PUCO friends,

Dated 5-19-10 sometimes before 2:48 PM eastern time. There was no names or agent, it kept saying Please hold we are assisting others, it repeated like 4 times and once was garbled when I interferred to let them know it was garbled. But still a recording plays, so I hung up.

Next day 5/20/10 in the AM, two calls I made, it (ORS) answered like 1 to 2 rings like a snap. But my calls were performed effectively. Didn't catch who, but their job was well-performed.

5/19/10 was like hey - I need to make the call, but I wans't able to do so.

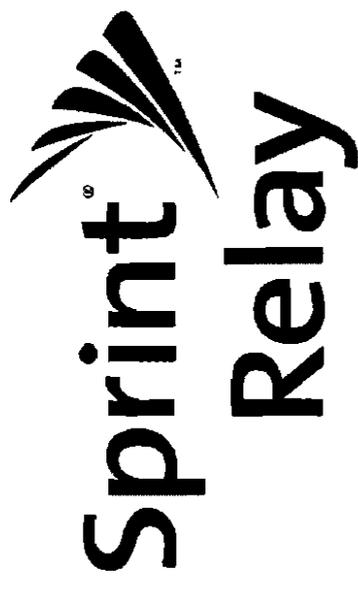
Steve

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Research	Case Management	Colosimo, Lisa	5/21/2010 9:13:21AM	

Notes:

PUCO forwarded customer complaint to Ohio Relay. E-mail correspondence is attached from customer and Ohio Relay. Sounds like a transmission problem or connection issue at the relay on 5/19/10. Calls on 5/20 went through quickly. Customer advised to contact Ohio Relay adm number to report problems such as this asap next time. Case closed.

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
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**Ohio FCC Complaint Log
2009-2010**

Complaint Tracking for OH (06/01/2009-05/31/2010). Total Customer Contacts: 61

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/18/09	A customer said that the Communication Assistant prolonged a call, and did not do what the customer asked. After the VCO gave the number to dial the first time, the Communication Assistant got a recording, and the VCO customer gave instructions. The customer said the agent typed the recording a second, and third time, but did not relay an option for what the customer wanted. The customer requested a follow up letter.	06/18/09	It was confirmed that the Communication Assistant did follow procedures, and the customer was upset that the outbound line was having phone problems as it kept connecting to the wrong place. The Team Leader sent a letter to the customer.
2	06/29/09	A Voice customer called relay, returning a call from a TTY. The customer said that the agent hung up after the Voice customer requested a specific Communication Assistant number. The customer said that the Communication Assistant was rude, and interrupting them. Follow up was requested.	06/29/09	The Team Leader called the customer as requested for follow up, and gave the customer service number to the customer. The Team Leader met with the Communication Assistant to make sure they know how to give the Communication Assistant number to all inbound and outbound customers when asked, per procedures.
3	07/06/09	A customer said they were not happy because they said it took 30 minutes to get through to an operator to place a call. The customer says they have been experiencing long waits, and is concerned about getting through in case of an emergency.	07/06/09	The Team Leader sent this complaint to upper management, so that they would be aware.
4	07/15/09	Technical - General	07/17/09	A customer was unable to dial one specific phone number with the CapTel. It was identified that the CapTel customer's telephone carrier was routing the call incorrectly. The adjustment was made by the carrier to correct the routing. This adjustment has resolved the issue, and the customer was able to successfully dial the number.
5	07/22/09	Accuracy of captions	07/22/09	A customer shared feedback regarding accuracy of captions. A Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. Information about clearer captions when captioning external answering machine messages was mailed.
6	08/05/09	A repairman from ATT contacted Customer Service to report an ongoing problem with a VCO customer being unable to reach her doctor's office when calling through Ohio Relay. When the VCO customer calls the doctor's office they reach a recording stating that the number is disconnected/no longer in service. A previous trouble ticket had been entered on this complaint. The Customer Service Representative thanked the repairman for reporting the problem, and explained that a trouble ticket would be entered. Follow up was requested.	08/05/09	The customer was informed via voice message that all is working fine, and to call if there are any questions.
7	08/10/09	A Voice customer said that the call they received was inappropriate and sexual in nature and wants a formal complaint made. Apologized. No follow up was requested.	08/10/09	The customer was informed about the purpose of relay calls.

8	08/10/09	A customer reported that she requested to be transferred to Relay Customer Service, and that the Communication Assistant put her on hold saying "one moment please." The customer waited for about two minutes when the Communication Assistant came back on the line and informed her that she had to answer another phone. When the Communication Assistant was questioned about that statement, she said she had to answer other calls as well. The Customer Service Representative thanked the caller for letting them know, and told her a report would be sent to the call center's supervisor. Apologized for the inconvenience. No follow up was requested.	08/10/09	The Team Leader met with the Communication Assistant. They went over proper call procedures with particular attention to keeping the customer informed and following customer instructions. The importance of providing excellent customer service was stressed. The Communication Assistant understands.
9	08/10/09	A Customer reported that the Communication Assistant did not follow the instructions in her database notes. When the Communication Assistant was questioned about this, they hung up. Customer Service apologized for the inconvenience and let her know that a report would be sent to the call center supervisor. No follow up was requested.	08/10/09	The Communication Assistant does not remember any call during which she may not have followed customer notes. Due to the fact that there was no specific information provided regarding the time of day the call took place, the day the call took place, or which customer note the Communication Assistant did not follow, it was difficult to follow up with the Communication Assistant regarding anything specific.
10	08/14/09	The Cleveland Ohio police department called in for one of our Ohio VCO customers. They said that when the VCO customer requests 911 the relay system is dialing Lakewood Ohio police department, when it should be dialing Cleveland Police department. The police department stated that the VCO customer has many medical issues, and it is vital that they are directed to the correct department. The customer was a former resident of Lakeland, but has since moved to Cleveland. Also the customer has same phone number they had when they lived in Lakeland. Customer service apologized to the Police Department and turned in a trouble ticket. The police department requested a follow up.	08/14/09	The customer was informed that customer to let him know that the Public Safety Answering Point number was changed to the number that the Ohio Police Department gave us. The customer thanked us for updating the information.
11	08/18/09	A customer said that a certain Communication Assistant called a recording several times, but continued to get the wrong number. The customer was very upset due to the fact that the call was long distance. The supervisor had the Communication Assistant call the billing department and override the multiple calls.	08/18/09	The Communication Assistant number provided was incorrect. The situation was investigated to see if the correct number could be found. No numbers matched, so the ticket has been closed.
12	08/21/09	An Ohio VCO customer has filed a complaint that a Communication Assistant was very inaccurate when typing numbers on a call. She was unable to give her the correct numbers when dialing and during the call. Apologized for the inaccuracy and advised the customer that we would advise the agent's supervisor. No follow-up was requested.	08/21/09	The Communication Assistant remembered call, and said that the customer was telling her throughout the call that she was typing the wrong numbers. The numbers were clear on the Communication Assistant's screen and so the Communication Assistant felt that the VCO customer was receiving garbled text. The Communication Assistant disabled the Turbo and reduced the typing speed. The VCO customer continued to state she was receiving numbers and/or the wrong numbers. The Communication Assistant demonstrated knowledge of the correct procedure in this type of situation.
13	08/26/09	A Speech to Speech customer called in with the following complaint about their previous calls: "Speech to speech user asked the Communication Assistant to repeat everything, but the Outbound understood the S2S user and so the operator did not repeat everything. The Speech to speech user is upset."	08/26/09	The Team Leader met with the Communication Assistant, and they recall that during the first call the customer requested "repeat only what's not understood." The salesman on the line put them on hold, and the Speech to Speech customer asked for a redial. The customer did not like the answer she got from the salesman, started yelling at him, and then both were talking over each other until the salesman hung up. Then, the Speech to Speech caller asked the Communication Assistant to redial and "advocate" and "speak for her." The Communication Assistant followed procedures correctly by only repeating what was not understood if needed.

14	08/27/09	An Ohio TTY user complained that the Communication Assistant was rude during a call that the customer made. The customer stated that the Communication Assistant was not patient with his slow typing and was told to "hurry up that she only had 3 minutes." Customer service apologized to the customer, and the customer did not request a follow up.	08/27/09	The Team Leader met with the Communication Assistant. The agent said that during the call there was no response, even after the greeting was given twice. The operator went to Voice and gave the greeting, heard a sound, asked for the number to dial, and a Voice person said "he's typing." The Communication Assistant asked again for the number to dial, and the customer said they didn't have a number. Then the Communication Assistant asked how they can help, and if they are placing a call. The customer said no. At this point the call had lasted for eight minutes. The Communication Assistant said to call back when the customer has the number to dial, and that they would have to disconnect. The Voice person in the background said, "Fine he doesn't want you" and then hung up. The Team Leader coached the Communication Assistant to wait and ask for the number to dial. The Team Leader said if there is no response, call a supervisor to let them decide how to proceed.
15	10/05/09	A Customer stated that her notes say for the operators to leave her message on the first try. These instructions were not followed when a certain Communication Assistant placed her call. Customer Service apologized for the problem and assured the customer that the complaint would be sent in as stated. No call back was requested.	10/06/09	The supervisor discussed this with the Communication Assistant. The Communication Assistant recognized her initial mistake while connected to the outbound. The Communication Assistant apologized and informed the customer that there was still time for them to leave a message. The customer did not leave the message and requested customer service. The supervisor coached the Communication Assistant on the importance of focusing on the call and preparing for following instructions.
16	10/07/09	An Ohio VCO customer complained and said: "I wish people who train new people would train them to not say, Oh, I can't talk to you, or intervene, like they don't care that we are deaf or understand we need help." The customer also feels its too difficult to call the Relay Program Manager via relay because when calling VCO to TTY, the Communication Assistants do not understand that the Relay Program Managers are deaf." The customer expects a toll free CapTel number, and says it is ridiculous that she has to call long distance. Customer Service apologized for the problem, discussed the Communication Assistant's roles, the relay guidelines we adhere to and explained that all agents are trained in processing various call types. The customer was also informed that she should call customer service with any agent performance issues. The Relay Program Managers toll free telephone number was provided. No follow up was requested.	10/07/09	The customer did not request a call back.
17	10/11/09	A VCO customer called the correct toll free number for their state relay service, but the call was sent to a different state due to overflow. The VCO customer was told that they could not place the call because she was not with the right state relay service, so the Communication Assistant did not place the call. The VCO user stated that she has had agents in that state place the calls before and never been told that they wouldn't do it. The customer was very upset. A Customer Service Representative apologized for the inconvenience and explained that they would make the appropriate individuals aware of the issue. No follow up was requested by the customer.	10/16/09	The Communication Assistant was presented with the complaint and does not remember the call. However, she insists she would not hesitate to make a call from any state. She has been coached on proper procedure relating to VCO and handling calls from any state.
18	10/12/09	A customer complained that the Communication Assistant made a lot of mistakes and hung up on her. The customer said they were not alone during this call, and did not like the service that was provided. The supervisor apologized for the inconvenience it caused and a follow-up letter will follow this complaint.	10/12/09	A trainer met with the Communication Assistant and coached her about spelling, keeping customer informed, and not disconnecting the call until they are completely done with their calls. The Team Leader sent a letter to the customer.
19	10/13/09	A customer had stated that she had attempted to place a Voice to VCO call but whenever the operator had dialed out the number there was only static heard on the line. Apologized to the customer, and stated that this issue will be investigated further. Follow up was requested.	10/13/09	The Team Leader tested the outbound VCO line, and found no static. The Team Leader called the customer and left a message informing them that a trouble ticket was put in.

20	10/15/09	A customer said that when dialing a local number they get a message to dial 1 or 0 to complete the call. Apologized for the problem, and opened up a trouble ticket. A follow up is needed to ensure resolution.	10/15/09	The ticket was reassigned to the Relay Program Manager. The customer was spoken to, and explained that technicians investigated the problem. It was discovered that the problem is with her local carrier, and that she should contact them to find out why she cannot get through to relay. The customer thanked us and said they will contact again if there is a problem.
21	10/19/09	A customer was upset that during a call the Communication Assistant didn't connect to an outbound person, and kept transferring because the outbound kept hanging up. The VCO was not sure about what the Communication Assistant told them. The supervisor apologized for the inconvenience.	10/19/09	The Communication Assistant would have followed procedures per the VCO user's complaint. The supervisor apologized for the inconvenience.
22	10/28/09	A customer states that the Communication Assistant did not leave a message on an answering machine as stated in the customer notes. Customer service apologized for the problem, and no follow up was requested.	10/28/09	At this time the particular Communication Assistant was not assigned. Unable to follow up.
23	10/29/09	A customer states that the Communication Assistant did not keep them informed when the caller paused during the conversation. They also did not give a "GA (go ahead)." Customer service apologized for the problem and assured the customer that the complaint would be turned in as stated. No follow up was requested.	10/29/09	The Team Leader met with the Communication Assistant shortly after the call. The Communication Assistant was coached and understands to always keep the customer informed and to use "GA (go ahead)." The Communication Assistant understands.
24	10/29/09	An Ohio TTY customer said that the Communication Assistant kept misdialing the number provided. Apologized for the inconvenience, and follow up was requested.	10/29/09	The Team Leader met with the Communication Assistant shortly after the call took place, and they remembered the call. The first part of the call was an agent error, as they dialed the wrong number. Then the TTY user dialed that same wrong number as his number to dial. The Communication Assistant became confused and so they dialed again, then realized that the customer was trying to inform her of the wrong number. The Team Leader called the customer, explained the situation, and apologized. The customer is satisfied.
25	11/13/09	Accuracy of captions	11/13/09	A customer shared feedback regarding random word errors during a conversation. The customer did not have any specific details for us to follow up on. The customer noted that the CapTel is instrumental in her ability to remain independent, but she wishes there was higher accuracy. A Customer Service Representative shared details regarding how the captions are generated and how corrections for word errors appear in brackets. The Customer Service Representative suggested that the customer consider documenting the date, time, and most importantly the captionist number of any future problematic calls so that CapTel Customer Service can follow up with Call Center personnel.
26	11/24/09	An Ohio Voice customer says that the Communication Assistant was typing extremely slow, and ignored the customer's requests for a new Communication Assistant and/or supervisor. Apologized, and a follow up was requested.	11/24/09	The Team Leader discussed the call with the Communication Assistant. Then the Team Leader called the customer, but the first number they tried had been disconnected. The Team Leader reached the customer at the second number listed. The customer said they do not want to be paced, and does not want everything relayed verbatim to her relative if she talks to the operator. The customer said she will call the FCC to get this policy changed.

27	12/03/09	Accuracy of captions	12/03/09	A customer shared feedback regarding the accuracy of captions and provided specific call data. A Customer Service Representative apologized for the incident and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by a supervisor.
28	12/09/09	A customer said that they were making a call, and it was suddenly disconnected.	12/09/09	The Team Leader investigated the complaint. First the Team Leader spoke to the Communication Assistant who remembered the call, and said it was an Ohio to Florida VCO to Voice call. The computer froze for both the inbound and outbound callers. The Voice customer could not hear the Communication Assistant. The VCO customer had 3 lines that did not transmit. The Team Leader was able to verify that the number was not disconnected by the Communication Assistant. The site technician's solution was to reboot the computer. The Team Leader sent a letter to the customer per her request to explain it was a technical problem and also to apologize for the inconvenience.
29	12/09/09	On a VCO to Voice call, the call suddenly disconnected after about an hour of conversation. The customer wants a follow-up call to know if it was technical or service.	12/09/09	A trouble ticket was filed by the Team Leader. The Team Leader attempted to call the VCO customer, but there was no answer.
30	12/15/09	A customer called into relay, and then the Communication Assistant answered, the TTY user gave the number to dial, but then the line disconnected.	12/15/09	The Communication Assistant had computer problems at the time of this call and the Team Leader was there assisting. The computer was locked up and the supervisor had no choice but to reboot the system. The customer could not be informed due to the frozen screen/keyboard.
31	12/17/09	A CapTel user is hearing echoes on the line.	12/17/09	The customer was advised to reduce the volume and adjust the tone slide. The customer was also advised to adjust the handset position. It was confirmed that this resolved the issue.
32	01/04/10	A Voice customer said they were receiving calls for merchandise using fraudulent checks. Apologized for the inconvenience. No follow-up was requested.	01/04/10	The customer was told about relay calls and how it works. They understand and thanked us for the information.
33	01/08/10	A VCO customer said that after placing a call the Communication Assistant told them the caller hung up, but did not give the customer a chance to make another call.	01/08/10	The Team Leader met with the Communication Assistant. The Communication Assistant said they were taking over a call during this time frame. The Communication Assistant understands that it is policy to let the caller know the call hung up and then wait for caller to request another call or wait until the customer hangs up. The Communication Assistant was upset as she always confirms the phone number for VCO (as per the notes) and knows all too well to not disconnect.
34	01/09/10	A customer said that they could not get through to a relay operator when dialing 711. The customer tried alternate numbers but still could not reach an operator. The customer was trying to call their mother who is a TTY user.	01/11/10	This incident was assigned to Customer Service. Customer Service will contact the customer for more information regarding this complaint. The customer was spoken to regarding the problem encountered. It was discovered that the database call type was ASCII, but should have been voice. Voice preference was entered with a note indicating the voice customer. The customer was advised to contact Customer Service if further assistance is needed.

35	01/17/10	A customer said that their phone number is not appearing when they call in to relay. A Customer Service Representative informed the caller that someone would look into the issue. A follow-up is requested.	01/17/10	The Team Leader entered a Trouble Ticket for a site-tech to research any possible technical issue beyond the call being through Skype. No technical issues were found. The Team Leader called the customer, as per their request. The caller said that it did work the day before, and will let us know if there is an issue in the future.
36	01/24/10	A STS Customer called in to Ohio STS and found that his seven notes did not appear on the screen. When the customer called Customer Service to see if the notes had been erased, all seven notes appeared on the Customer Service Screen right away. An Ohio supervisor came on line and said that the customer has called in to the center several times and the notes had not appeared any time. A Customer Service Representative (with permission from the STS customer) gave the seven notes to the STS operator along with the customers' thirteen frequently dialed numbers. Once disconnected from Customer Service they were to reenter it in the Ohio Center to see if the notes would stay. The customer did not request a follow up call.	01/24/10	The customer did not request a follow up.
37	02/01/10	A customer said that the Communication Assistant spoke softly and kept interrupting the call. When the Communication Assistant repeated the call in voice they were too soft, and inaccurate. The Supervisor apologized to the customer	02/01/10	The Team Leader met with the Communication Assistant who said that they remember that this call had a lot of static on the Communication Assistant's end. When the outbound Voice customer asked her to speak up, she asked the customer if they heard static but the caller said no. The Communication Assistant said she turned her volume up. The Team Leader will test the Communication Assistant's headset to make sure there is no problem, and will also check to make sure the Communication Assistant is loud enough on regular calls. The Communication Assistant was coached to check for her microphone being close enough for her voice to be heard.
38	02/09/10	A Voice customer stated that when she calls relay she gets cut off after holding for 5 minutes or more, however her second call typically goes through. Apologized for the inconvenience, and submitted a trouble ticket. No follow up was requested.	02/09/10	The technicians looked into this situation and could not find anything wrong. The customer did not request a follow up.
39	02/12/10	Dial Tone - Not heard	02/12/10	Customer called to report no dial tone. A Customer Service Representative advised the customer to perform a physical reset. It was confirmed that this resolved the issue.
40	02/12/10	Dial Tone - Not heard	02/12/10	A customer reported no dial tone on their CapTel phone. A Customer Service Representative advised a physical reset of the CapTel phone, as well as a check to make sure all other extension telephones were properly hung up. The customer confirmed that this resolved her experience.
41	02/26/10	A customer said that the Communication Assistant gave both the Voice user and TTY user a hard time by dialing four separate times to leave a message on an answering machine. This led the TTY user to think the Voice user was upset with her. Follow up was requested.	02/26/10	The Team Leader met with the Communication Assistant who said they do not remember dialing a call four times to leave a message on an answering machine. It was thought to be a technical issue, however nothing on this call was confirmed. The Communication Assistant apologized for the customer's negative call experience. The Team Leader mailed a follow up letter to the customer as per their request.
42	03/10/10	A VCO customer said that a Communication Assistant hung up after four rings. The customer would like a call back, and requested that a phone number be left if she does not answer.	03/10/10	The Team Leader met with the Communication Assistant. It was confirmed that he Communication Assistant followed procedures. This was a documented technical complaint verified by the Team Leader. The Team Leader called the customer back and reached an answering machine. A message was left for the customer to call back through Ohio Relay.

43	03/17/10	Answering machine message retrieval	03/17/10	A customer reported seeing misspelled captions while using their CapTel to retrieve voicemail messages. A Customer Service Representative explained how captions are produced and that proper names may be spelled incorrectly, especially if there are multiple variations of the name. The customer was also advised to document specific examples so a Customer Service Representative can investigate the calls further.
44	03/19/10	A VCO customer complained of 2 "terrible relay operators," and requested a relay supervisor. "The person kept asking me the same thing and I had to repeat 3 times." Apologized for the problem, and the supervisor assisted. The customer was informed that the agents will be followed up with regarding these issues. A follow up is requested.	03/19/10	A supervisor assisted with this call and said that the issue was not with the Communication Assistants. The issue was with the CapTel Customer Service Representative that was not being responsive and asked the customer to repeat. The customer was called, and left a message explaining that the issue was with the CapTel Customer Service Representative and not the relay agent.
45	03/20/10	A customer called in twice making a duplicate complaint. The customer said that calls are not going through onto his answering machine. The customer does not have a TTY answering machine, but said when they call into relay, they have the Communication Assistant listen to an answering machine. He is constantly told that there are technical difficulties.	03/20/10	The customer was called and left an answering machine message. The customer returned the call, but is unwilling to resolve his issue. He agreed to call the next time it occurs so the issue can be documented and resolved properly.
46	03/26/10	Dial Tone - Not heard	03/26/10	A customer reported that there was no dial tone on their CapTel. A Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
47	03/26/10	Dial Tone - Not heard	03/26/10	A customer's helper reported there is no dial tone on their CapTel. The customer was advised to do a physical reset. This was confirmed successful for outgoing and incoming captioned calls.
48	03/31/10	A customer said that the Communication Assistant read their notes, but forgot to follow one note about not relaying background noise. When switching operators, however, the operator did do the no announce per the notes.	03/31/10	The Communication Assistant understands that she should not have typed the background noise, and that by the time she realized it, it was 2 seconds too late. The Communication Assistant was met with and coached.
49	04/01/10	A VCO customer complained that most of her hearing callers get TTY tones when dialing the 800 number for Ohio Relay. Apologized, and checked the database to select the customer as voice and brand the numbers provided by the VCO user. Explained to the customer that the relay technicians would be informed, and entered a trouble ticket. The customer does not want a follow up.	04/01/10	Customer did not ask for follow up.
50	04/05/10	Dial Tone - Not heard	04/05/10	A customer reported that there was no dial tone on their CapTel. A Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
51	04/14/10	Dial Tone - Not heard	04/14/10	A customer's wife said that their CapTel phone no longer has a dial tone. A Customer Service Representative advised the customer to perform a physical reset which resolved the customer's experience.

52	04/26/10	A Voice customer calls to their hearing mother's cell phone or land line, and continues to get the relay service. The customer said they called their phone company, Cincinnati Bell, who told the customer the problem is not in their lines. Customer Service apologized to the customer and turned in a Trouble Ticket. No follow up was requested.	04/26/10	Customer did not request follow up.
53	05/05/10	A TTY customer said that when trying to make a doctor's appointment, the Communication Assistant typed the wrong date. The Communication Assistant tried three times and then had to type out the date by typing the date alphabetically instead of numerically.	05/05/10	The Team Leader met with the Communication Assistant, who said that they spelled out the date because the inbound customer could not get the date. The Communication Assistant said the date was clear on their end, and that they went the extra step to ensure that the customer received accurate information.
54	05/05/10	A customer said that the Communication Assistant did not wait for the customer to provide information in order to avoid redialing. The customer said that the operator did not respond after the customer typed hello twice. A supervisor apologized for the inconvenience, and the Communication Assistant will be coached.	05/05/10	The Team Leader met with the Communication Assistant who understood that she must wait for the Go Ahead. She thought that she had waited. The Communication Assistant understands to respond to a customer immediately once they say hello. The Communication Assistant does not remember the call, but is positive that she would not dial out without the Go Ahead. Additionally, the Communication Assistant wished to apologize to the customer for any inconvenience.
55	05/07/10	A customer said that the Communication Assistant hung up on a toll free number while the customer was trying to place an order. The customer would like a follow up.	05/07/10	Investigation shows that there was a technical problem that disconnected the phone line. The Team Leader met with the Communication Assistant, and coached them to report any technical difficulty that may result in disconnects. The Communication Assistant was reminded of the consequences of disconnecting a call. The Team Leader placed a follow up call to the customer, apologized, and let the customer know there was something being done about the technical issue.
56	05/07/10	A customer said that the Communication Assistant hung up on them before they even dialed. The customer requests a follow up.	05/07/10	The Team Leader met with the Communication Assistant, and coached them to report any technical difficulties that may result in a disconnect. The agent was reminded of the consequences of disconnecting a call. The Team Leader placed a follow up call to the customer, apologized and let them there was something being done about the technical issue.
57	05/18/10	Dial Tone - Not heard	05/18/10	A customer's son stated that there is no dial tone on their CapTel phone so they cannot dial out. A Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the experience.
58	05/19/10	A customer said that the captions are lagging too far behind the voice.	05/19/10	A customer had someone calling to report that the captions are lagging more than usual behind the voice. A Customer Service Representative apologized for the incident and explained that the delay was created by technical issues at the Communication Assistant's workstation, which was noted in a trouble ticket.
59	05/21/10	Dial Tone - Not heard	05/21/10	A customer reported no dial tone on their CapTel phone. A Customer Service Representative advised a physical reset. It was confirmed that this resolved the customer's problem.

60	05/25/10	Accuracy of captions	06/10/10	A customer's relative shared feedback regarding the accuracy of captions. The caller did not provide any detail. A Customer Service Representative apologized for the experience, and thanked the customer for bringing this to their attention. Customer Service also suggested that in the future they document the date, time, and Communication Assistant Identification number so that action can be taken. The Customer Service Representative was unable to reconnect with the caller to gather any further data.
61	05/28/10	A customer reported that the captions on their CapTel stopped in the middle of a call.	05/28/10	A customer reported that during a specific call the captions stopped. A Customer Service Representative investigated and informed the customer that there was a technical problem in the Communication Assistant's workstation during the call in question. The customer is satisfied with this information.