Texas FCC Complaint Log
2011 - 2012

Complaint Tracking for TX (06/01/2011-05/31/2012). Total Customer Contacts: 28

Complaint Tracking for TX/TRS (06/01/2011-05/31/2012). Total Customer Contacts: 18

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/11/11	A customer stated that when the Communication Assistant dialed out they received the following message: "Dialing local # Ringing 1...2...(Garbled)" The customer wants to know what happened because the call did not go through and the customer could not understand what the Communication Assistant said due to the garbling. The customer also stated that they called Customer Service using a voice line, which rang two times and then went dead. The customer stated that their TTY is used, and would like to know how to best fix this problem.	08/18/11	Responded to the customer apologizing along with a request for information about the customer's TTY that may enable Customer Service to assist with setting information that may alleviate the garbling issues. The customer provided information that seemed to confirm that the TTY equipment was indeed set to decrease the chances of garbling. The customer was advised to request that the Communication Assistant repeat if or when garble appears. There have been no reports of issues with the Customer Service lines, and it is unknown why the customer's equipment and line went dead. The customer explained that their TTY is old. The customer was advised to contact the manufacturer or equipment distribution program to investigate repair or replacement. Responded to the customer via email.
2	07/02/11	A customer stated that their calls are garbled when a call comes in from some numbers, but not other numbers. Customer Service apologized for the inconvenience and explained that this would be investigated. A follow up was requested.	07/02/11	This complaint was forwarded to Customer Service, however no "calling from" number was given. The Customer Service Representative made two attempts to contact the customer. The Customer Service Representative left a message for the customer to call Customer Service if the garbling continues to occur. More information will need to be gathered in order to enter a trouble ticket.
3	08/12/11	The customer stated that he had initiated a customer complaint some time ago and was expecting a follow up that was never done. Customer Service asked for the Communication Assistant's ID number as well as the date of initiated complaint. The customer was unable to produce this information, so the Customer Service Representative informed the customer that they would check into it. The customer requested a follow up via a phone call.	08/12/11	I checked the customer contact system and found that there was no documentation of a complaint initiated by this customer in the present year. Customer Service Representative called the customer and informed them that this complaint was not on file at this time. The customer stated that the Customer Service Representative needed to find the complaint, and then immediately disconnected.
4	08/12/11	A TTY customer explained that collect calls were not working when trying to call the Texas Relay service. Customer Service apologized for the inconvenience, and opened a trouble ticket. No follow up was requested.	08/12/11	After investigation it was determined that the call originator had requested transfers such that calls originating from correctional facilities were not allowed.

5	08/17/11	A customer reported that when making a call, the outbound individual acted like it was strange for someone to be calling through relay. The customer explained that they were returning a call, and the Communication Assistant explained the relay service to the outbound. The outbound continued to speak to the Communication Assistant instead of the caller. When the caller requested the outbound individual's name, the Communication Assistant stated that they do not get involved in the conversation. The customer explained that the Communication Assistant did not make any effort to redirect the outbound to the caller. The caller then asked for a supervisor who came on line and began giving excuses before even asking why a supervisor was requested. Customer Service apologized for the inconvenience and explained that the report would be sent to the call center. A follow up was requested.	08/19/11	A discussion with the Communication Assistant was conducted. The Communication Assistant had provided the other party an explanation about the relay service and also directed the person to speak in first person and directly to the caller. Despite the Communication Assistant's efforts the person continued to speak to the Communication Assistant as well as the Supervisor who was called to assist all participants in the call. The Supervisor explained that the role of the Communication Assistant is to remain transparent and uninvolved during the relay call, however, unfortunately some individuals require more information to understand the nature of the relay service. Explained and provided information about Please Don't Hang Up Campaign. This response was faxed to the customer
6	09/21/11	A customer stated that the Communication Assistant did not even dial the number, but typed that the outbound hung up and immediately disconnected. Customer Service apologized to the customer.	09/21/11	A Supervisor followed up with the Communication Assistant regarding this complaint of disconnecting the caller. The Communication Assistant was coached on the no tolerance policy for disconnecting calls and the proper disconnect procedures. The Supervisor is confident that the Communication Assistant will act in a more professional manner in the future. A follow up email was sent on 10/12/2011.
7	10/11/11	A customer stated that they were not happy with the Communication Assistant as the customer had to help the Communication Assistant for the whole call. The customer also stated that the Communication Assistant behaved like they did not want to be on the phone.	10/11/11	A Supervisor met with the Communication Assistant, and determined that they followed procedures. The customer was asking the Communication Assistant to do something that was against policy. The Communication Assistant understands that they need to be patient, friendly, and do the best they can while following customer's requests within the proper guidelines. An email was sent to the customer per their request.
8	10/16/11	A customer complained that the operator typed 20,000 and 30,000 instead of 200,000 and 300,000. The customer felt that the Communication Assistant did not keep the customer informed and manipulated the call. Customer Service apologized for the inconvenience and thanked the customer for the information.	10/17/11	Two Supervisors were called to assist the customer with issues that they were having with the party they were speaking with. Both parties were upset about various issues, including transmission speed which relay had no control over. The Communication Assistant was coached on typing accuracy and to type out the words "hundred thousand" versus typing out zeros.

9	10/27/11	A Texas voice customer stated that they cannot get calls to go through using their preferred carrier. They explained that when the Communication Assistant tries to complete their call, they reach a recording saying that the customer needs to dial an 800 number instead. Customer Service apologized for the inconvenience and set up a customer profile for this customer. However, the problem is persisting. A trouble ticket was opened, and a follow up was requested.	10/28/11	Technical support was able to determine that the issue began shortly after the customer switched to their preferred land line service. Their preferred provider appears to have created a block on the phone system. A work-around has been put in place so that the caller may get their calls processed while we work with the preferred carrier to determine the COC code. Customer was informed and follow up was completed by technical support.
10	11/21/11	A VCO customer stated that they had been on hold, and wanted to get the Communication Assistant's attention. The customer hit the space bar and then typed GA. The Communication Assistant responded and said "Do not type on the voice line." The customer stated "I hit the space bar and GA in order to get your attention." The Communication Assistant then asked "What do you want to do about this call?" The customer stated that they would like to hang up. The Communication Assistant then disconnected the call, but the customer explained that they felt that the Communication Assistant was upset and short with the customer. The customer stated that they did not mean to upset the Communication Assistant but was unsure of how else to get their attention. Customer Service responded and thanked the customer for letting us know. They also assured the customer that the complaint would be turned in as stated. No follow up was requested.	11/21/11	A Supervisor spoke with the Communication Assistant about the customer complaint. The Communication Assistant was not upset and did not feel she was being short with the customer as she was simply trying to educate the customer that when they type to try and get the Communication Assistant's attention they hear these very loud tones in their ears and it hurts. The customer was informed by a Customer Service Representative that the best way to get the Communication Assistants attention is to just begin speaking to the Communication Assistant because the Communication Assistants can still hear the VCO user while on hold.
11	11/22/11	A customer stated that they are upset over how slow the Communication Assistant was on a long call. Customer said that they helped start relay and would be calling management regarding this and disconnected.	11/22/11	The trainer who was assisting this Communication Assistant at the time is aware of this situation and the Communication Assistant was coached on the importance of keeping customers informed at all times.

12	12/07/11	A VCO caller reported that while trying to place a VCO call to a health care agency, the agency refused to take a relay call citing HIPAA security rules. She asked if she could connect to their TTY number using VCO and was told "Yes a VCO to TTY call could be placed." When the call connected the typing of what the caller was saying was coming back to the customer instead of sending to the other party. Then the line seemed to disconnect. Customer Service apologized and explained that it could have been an error in processing. Customer Service informed the customer that if they wanted to try again, they can ask for a Supervisor to assist. The customer was informed that the report would be sent to the Call Center Supervisor. No follow up was requested.	12/07/11	Communication Assistant said she knows how to process VCO to TTY calls and followed the instructions. The outbound TTY did not respond to any typing and during the connection process the Communication Assistant tried to inform this to the VCO user however the customer would not respond as well. The Supervisor is unsure if this was a computer glitch. The Communication Assistant finally disconnected the outbound and asked the VCO user if they received any typing at all and offered to redial to try and connect but the VCO user said nothing and disconnected from the screen.
13	12/19/11	A TX VCO customer says her son heard the Communication Assistant whispering to someone during a call. Customer Service apologized for the inconvenience. No follow up was requested.	12/19/11	The Communication Assistant stated that there was a dial tone which caused feedback on the line and they informed the inbound VCO customer at the time of this occurrence. When the VCO customer questioned the Communication Assistant during the call, however, the Communication Assistant remained transparent and refrained from clarifying occurrences. Communication Assistant understands the importance of remaining focused and responsive during calls.
14	12/28/11	A customer stated that they felt the Communication Assistant was rude due to dialing out before giving the "GA." Customer tried to dial another number and the Communication Assistant dialed out before the customer said "GA" again. Customer Service apologized for the inconvenience.	12/28/11	The Supervisor coached the Communication Assistant on the importance of waiting for the inbound to type "GA" and dialing out promptly.
15	01/25/12	A customer stated that the Communication Assistant was very slow, and the customer had to spell out four words. The customer stated that the Communication Assistant was not efficient enough and needed more training.	01/27/12	The Communication Assistant was coached to focus on a call when a call comes in, to keep hands near the keyboard and to adjust headset volume when needed. Followed up with the customer by phone, extending apologies and assurances that the Communication Assistant was coached and given performance improvement objectives. Customer was satisfied with the response.

16	02/10/12	A customer stated that they had a bad experience with an individual in customer service. The customer stated that they called customer service to explain a problem they were having with garbling on their TTY/VCO line. The customer service individual interrupted the customer and said "Can I talk?" in a very rude and unprofessional manner. The customer stated that their problem was still unresolved and they are very unhappy with this service. Apologized to customer and offered solutions for garbling issues. Customer requested a follow up via e-mail including contact information for the Account Manager.	02/10/12	Supervisor spoke with the Customer Service Representative about this call. The Customer Service Representative explained that while trying to provide information, the customer continued to interrupt. An email was sent to the customer to explain the situation as well as provide the contact information for the Program Manager as requested by the customer.
17	02/17/12	A VCO customer stated that they have used this Communication Assistant in the past and experienced the problem more than one time. The Communication Assistant did not use the term "GA" so the VCO customer was unsure of when to speak. The VCO customer asked the Communication Assistant to type "GA" when the outbound was user was finished but the Communication Assistant continued to disregard this request. Customer said the Communication Assistant then disconnected her and she had to call back. Customer said this happened two times with same Communication Assistant. Customer said that they are very satisfied with the service overall. The customer was assured that this information would be forwarded to the supervisor.	02/17/12	The Communication Assistant was coached on following proper VCO procedures and keeping the caller informed. The Communication Assistant understood.
18	04/10/12	A customer stated that the Communication Assistant was rude and condescending and refused to call the Supervisor when asked by the caller. Customer Service apologized to the caller and explained that they would be contacted by someone concerning this incident.	04/17/12	The Communication Assistant was coached on attitude towards the caller. He was also educated to contact a Supervisor at any time that it is requested by any party. A follow up call was made by a Supervisor.

Complaint Tracking for TX/CapTel (06/01/2011-05/31/2012). Total Customer Contacts: 10

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/22/11	Accuracy of captions	06/23/11	Customer shared feedback regarding the misrepresentation of her last name by the Communication Assistant 3 times even after it was finally spelled out. Customer Service Representative apologized for this incident and promised follow up action with the Call Center. Feedback as received was passed on to Call Center Management. Call Center personnel met with the Communication Assistant on this complaint and lack of correction once name was spelled out so the Communication Assistant would be aware of this complaint. Additional monitoring of this Communication Assistant will be done to ascertain this is not an ongoing concern.
2	06/29/11	A customer stated that their captions stopped in the middle of their call.	06/29/11	Customer reported that she received an indication that the Communication Assistants were being swapped, however the new Communication Assistant never connected. CSR apologized for this incidence and thanked customer for reporting this experience. Customer Service Representative advised the customer that they can press the Captions button off and back on again to establish a new connection to the Captioning Service at any time while maintaining a connection with the other party over the phone line. This call complaint was reported to the Call Center management.
3	10/21/11	Caller ID	11/02/11	A customer stated that they were unable to receive consistent Caller ID on their CapTel 800 device. After the customer had their phone lines repaired in their home the customer confirmed that they are now receiving consistent Caller ID on their CapTel phone.
4	01/18/12	Answer Time	01/18/12	Customer called and stated that a caller tried to reach her through the captioning service and heard the message: "Please hold for the next available operator." Customer Service Representative thanked the customer for bringing this experience to our attention and advised that if her caller experiences this they should simply hold on the line until the call is connected with captions. Customer Service Representative also advised the customer that due to a brief spike in call volume the answer time was just a few more seconds above the normal CapTel Service answer time. Customer Service Representative confirmed that calls were answered within the answer time requirements, however they were not answered as fast as customer's are accustomed to.

5	01/20/12	Accuracy of captions	01/20/12	Customer shared feedback regarding accuracy of captions and provided specific call detail. Customer Service Representative apologized to the customer for this experience and advised the customer that the Customer Service Representative would follow up. Investigation identified that there was a trouble ticket logged by the Communication Assistant on the call. Customer Service Representative shared detail of the complaint with Call Center management for follow up with the Communication Assistant by the Communication Assistant's supervisor.
6	02/29/12	Accuracy of captions	02/29/12	Customer shared feedback regarding the accuracy of captions. 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. Customer Service Representative suggested that the customer document the date time and Communication Assistant number of any future calls to allow us to take specific action with the Communication Assistant captioning the call.
7	03/09/12	Accuracy of captions	03/13/12	A customer reported seeing the word "him" repeatedly for 3 full lines of text on her CapTel display during a specific captioned call that was documented with a specific Communication Assistant number. Customer Service Representative apologized for the incident and explained that what the customer experienced is what we call phantom words. This can happen if the microphone picks up extraneous noise in the area and cannot interpret it as words. Coughing, clearing the throat, and sneezing could all be causes for something of this nature. Customer Service Representative forwarded the customer`s experience to call center management to follow up with the Captionists to share tips with how to prevent this from happening in the future. Customer Service Representative thanked the customer for reporting this incident with exact detail so that this follow up could occur. Customer Service Representative advised the customer that action will be taken with the Communication Assistant by Call Center Management.
8	03/14/12	Technical - General	03/15/12	A Spanish-speaking customer`s helper reported that callers are unable to dial through the Spanish captioning number to the customer`s CapTel 200. Customer Service Representative found that the Texas Spanish captioning service number was temporarily inactive. After this was fixed the Customer Service Representative informed the customer that callers can now use the Texas Spanish captioning service number to call the customer`s CapTel 200.

9	04/26/12	A customer's helper reported difficulty reaching the customer with captions.	05/04/12	After extensive troubleshooting a Customer Service Representative passed this on to technical support who has opened a trouble ticket with the carrier. It is now confirmed that the issue has been resolved.
10	05/22/12	A customer's son reported that their CapTel did not ring and did not have a dial tone	05/22/12	A Customer Service Representative advised trying a new phone cord which resolved the customer's experience.