



**New Jersey
FCC 2010 - 2011
Complaint Log**

Complaint Tracking for NJ (06/01/2010-12/31/2010). Total Customer Contacts: 56

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/04/10	Disconnect/Reconnect during calls	06/04/10	Customer's daughter reported that customer's captioned calls are being disconnected. Customer Service Representative sent customer information explaining the difference between a CapTel phone and a traditional phone. Also explained to customer why disconnect/reconnect might be occurring and sent a letter with tips to reduce the disconnecting occurrences.
2	06/17/10	Customer said, "Operator is stupid and lost the call." and asked the Operator not to announce relay and got upset that the outbound hung up. Supervisor thanked caller for the feedback and will follow up with agent.	06/21/10	Followed up with the Operator immediately. The Operator did not announce, per database and customer instructions. When the outbound answered, the Operator said, "One moment please" and the outbound hung up immediately. Operator did not announce relay in this call, but supervisor reviewed the proper procedure with the Operator.
3	06/17/10	Customer asked, "Are all operators new or just stupid? All Operators and this one are slow and stupid." and got upset when Operator informed her turbo code was off and Operator told her they were reading the notes. Supervisor thanked the caller for feedback and will follow up with Operator.	06/21/10	Supervisor observed call and followed up with Operator. The Operator followed instructions and informed caller of all call changes. Operator followed procedure by informing caller they were reading the notes.
4	06/22/10	Customer said, "All Operators are new and bad. They take all my money." Customer was upset that the outbound hung up. Supervisor tried to explain Operator doesn't have control over whether or not outbound hangs up and informed the customer the information would be forwarded to appropriate person.	06/23/10	Supervisor reviewed information with Operator. Operator demonstrated correct procedure on a "do not announce call" which is what the customer requested. The customer did not hang up because of Operator error.
5	06/30/10	Customer stated the operator had dialed the wrong number. Apologized for the inconvenience and customer did not request a follow up.	06/30/10	We do not have an Operator with the ID number listed in the complaint. We tried to look up several variations of the ID number, thinking numbers had possibly been transposed, but couldn't match it to a particular Operator. Unable to do follow up due to lack of information available.
6	07/06/10	After the completion of the call, the customer stated that the Operator did not follow the customers instruction to "not type out an answering machine". Assured the customer that Operator will be followed up with about procedures. The customer did not request a follow up.	07/06/10	Discussed issue with Operator and Operator acknowledged the instruction in the customer notes.
7	07/12/10	Operator did not get business name on first dial out. Customer requested the business name on first dial out and said "All operators are new and not paying attention." Apologized and thanked customer for feedback; will forward to appropriate person. Customer would like a follow up call.	07/12/10	Operator said she did not get the business name and apologized for missing it. She was coached on always being sure to keep the customer informed by either typing the information or, if it was a recording, to let them know she missed some information. Follow up attempts made at 4:25pm on 7/14/2010; 5:32pm on 7/14/2010; and 7:51pm on 7/14/2010. Did not reach customer and option to leave message is not available.
8	07/13/10	Operator dialed wrong number. Apologized for any inconvenience. Customer would like a follow up call.	07/13/10	The Operator remembered the call and knew she dialed incorrectly when she saw the dialing macro. She hung up to dial the correct number and the customer asked to speak to a supervisor. Operator was coached on being sure to focus on the information provided by the customer and keep them informed, if a error is made. Followed up with customer on 7/6/2010 at 10:59am, but there was no answer. Made a second call on 7/14/2010 at 11:41am; reached customer. Customer was happy for the follow up.

9	07/22/10	Captions - stop in middle of call	07/22/10	Customer reported that captions had stopped during a call. Operator on the call reported that there was no audio to the workstation and a supervisor disconnected the call. Customer Service Representative apologized to customer for inconvenience and suggested she try make a call again.
10	07/28/10	Technical - General	07/28/10	Customer's sister reported they were unable to reach the CapTel user. Customer Service Representative conducted test calls. Additional research identified the operator processing the call was experiencing technical difficulty at the workstation. Supervisor assisted with technical difficulty. Renewed Customer Service Representative test calls were successful. Customer's sister also verified she was able to reach the CapTel user successfully and was thrilled with the resolution.
11	08/12/10	Service - General	08/17/10	Customer reported audio, but no captions, on three calls handled by a particular operator at 2 am. Customer provided specific call detail which was forwarded to Call Center management for investigation, then the supervisor for further review with the Operator. Customer Service Representative apologized to the customer for the inconvenience this caused and assured him the issue has been addressed.
12	09/15/10	Customer said that the Operator hung up on them. Apologized for the inconvenience and thanked the customer for the feedback. The customer did not request a follow up.	09/19/10	Supervisor met with Operator and coached on the importance of informing a supervisor of any technical difficulties. The Operator was also coached on the appropriate disconnect procedures.
13	09/16/10	Service - General	09/16/10	Customer reported no captions, on one particular call, and provided specific call detail. This detail was forwarded to Call Center management, who found upon further investigation that the Operator's workstation had technical difficulties, with no audio present at their end. Customer Service Representative apologized to customer for inconvenience and thanked him for taking the time to provide specific detail on the call. Customer acknowledged that he hung up after a minute and half and redialed his call at time of incidence.
14	09/22/10	Customer said Operator did not dial the correct number because they did not ask for the area code. Supervisor apologized and explained that if an area code is not provided, Operator will use the calling from area code. Caller said the Operator was pathetic and the supervisor did not know their job either. Caller wanted a follow-up but hung up before supervisor could get their contact information.	09/22/10	Supervisor observed the Operator following procedure for the call.
15	10/05/10	Customer states that he is being billed long distance, on his bill statement, every month when he places local calls, from his number in New Jersey and to a local number in New York. He wants credit at the time of his relay calls, did not want follow-up or transfer to customer service. Says his billing is CABLE-VISION, but getting charged long distance for the local calls through Sprint.	10/05/10	Tried to contact the customer to get information on billing and copies sent. Attempts to reach customer afterwards to get this information were not successful. Will open a trouble ticket if customer contacts account manager.

16	10/29/10	Unable to make captioned calls	10/29/10	Customer reported the "need to wait for an operator" when attempting to make a captioned call. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, that caused calls not to ring through to waiting operator. An equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
17	11/10/10	A NJ voice caller said that her daughter was calling through the relay, to her grandma, and that the Operator started saying that her daughter was talking in a different voice and playing on the phone and to quit calling. Customer Service apologized for the problem. The customer did not request a follow up.	11/10/10	The Operator was not scheduled to work on this day or time.
18	11/12/10	Captions Lag too far behind voice	12/03/10	Customer shared feedback regarding captions lagging and provided specific call data. Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management, for follow up with the Operator, by the supervisor.
19	12/11/10	Voice Carry-Over customer placed a call and said it was "one of the worst relay calls" they had ever made. The spelling on the call was terrible as if "English was not the operators first language or they were just hitting the wrong keys without correcting themselves". At the end of call, when Voice Carry-Over asked the operator why there had been so many errors, Operator apparently refused or did not respond. Frustrated, Voice Carry-Over user called into customer service to issue complaint. Voice Carry-Over user says it was not garbling because the text was still sort of readable, but just plain bad typing that made the call very confusing. Customer service Representative apologized and took complaint down. The customer did not request a follow up.	12/11/10	Operator was met and coached the importance of accurate typing and, if necessary, to correct the wording.
20	12/20/10	Technical - General	12/21/10	Customer reported seeing "Captioning line is ringing", on her screen, when attempting a captioned call. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
21	12/20/10	Technical - General	12/21/10	Customer reported they saw "waiting for CapTel operator" when attempting to place a captioned call. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.

22	12/20/10	Technical - General	12/20/10	Customer reported that, on the bottom of the CapTel screen, she received the prompt "Caption Service Line is Ringing". Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
23	12/20/10	Technical - General	12/21/10	Customer reported, via Live Chat, inability to dial out with captions. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
24	12/20/10	Technical - General	12/21/10	Customer reported no captions on the CapTel phone. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
25	12/20/10	Technical - General	12/21/10	Customer reported seeing waiting for CapTel operator. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
26	12/20/10	Technical - General	12/21/10	Customer reported, via email, "Waiting for Operator". Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay
27	12/21/10	Technical - General	12/21/10	Customer's son reported seeing "Please wait for the next available agent". Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.

28	12/21/10	Technical - General	12/22/10	Customer's friend reported that the customer had difficulty making captioned calls in the evening of 12/20/2010. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
29	12/21/10	Technical - General	12/21/10	Customer reported that when they tried to dial out with captions they only saw a blank screen in the evening of 12/20/2010. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
30	12/21/10	Technical - General	12/21/10	Customer reported the "Waiting for an Operator" message, on their screen, on the evening of 12/20/10. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
31	12/21/10	Technical - General	12/21/10	Customer's daughter reported that, last night, they were unable to reach the CapTel user. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
32	12/21/10	Technical - General	12/21/10	Customer's friend called, regarding not being able to connect with captions, on the evening of 12/20/2010. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed all is now well.
33	12/21/10	Technical - General	12/21/10	Customer reported being unable to receive captions on 12/20/2010. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.

34	12/30/10	Accuracy of captions	12/30/10	Customer reported an incorrect captioned word on a call, resulting in a misunderstanding. Customer Service Representative thanked customer for reporting the incident and apologized for the error made during the call. Customer Service Representative reported call to the Captioning Center Supervisor for review, with the identified Operator, to instill the importance of accuracy.
35	01/12/11	Customer said that the Operator did not use the "hold macro" and only typed HOLD. Supervisor observed on the Operator's screen that the holding macro was used correctly. Customer also said that the Operator kept sending the wrong macro over and over and, again, the supervisor observed that the macro was only sent one time. Supervisor apologized for any inconvenience and offered a follow up. The customer did not request a follow up.	01/12/11	After following up was completed, the Operator followed all procedures correctly.
36	01/18/11	Customer was upset that Operator wasn't following their directions. Customer asked Operator to use a specific carrier and not to dial, until he said so. Customer does want a follow up, but did not want to give contact info. Customer wanted us to forward this to the TX Program Manager and ask them to contact the NJ Program Manager, for contact information. Apologized and told the customer the information would be forwarded to the appropriate person.	01/18/11	Supervisor verified that the preferred carrier was in the database and went through correctly. Operator was confused; customer typed their instructions "not to dial until he said so" and then proceeded to type "Go Ahead". Operator thought the "Go Ahead" meant he was ready for the dial out. Operator was coached on getting clarification, or calling over a supervisor, if instructions provided by customer are unclear. The customer did not provide any further contact information, so follow up contact was not available to be made.
37	01/20/11	Customer's son reported trouble calling his mother and received the "Waiting for Captel Operator" message on screen during the call.	01/20/11	Customer Service Representative apologized for this experience and assured the customer there are ample number of captionists available. Technical support made a change on 1/25/2011 to allow calls to be processed by available Operators. Customer's son confirmed this resolved their experience.
38	01/26/11	New Jersey Voice Carry-Over used "711" and complained of incomplete greeting, no "Go Ahead" from Operator and the message garbles, leaving her unsure when to speak.	01/26/11	Apologized for inconvenience. Recommended her to turn off turbo code, use the dedicated Voice Carry-Over toll free number and verified her profile preferences. Submitted a trouble ticket. Customer does want a contact with resolution. Follow up attempt was made. Supervisor called on 2/3/2011 at 12:12 pm (ET) and left a message informing caller that a ticket was submitted, to the technician, regarding her problems with Voice Carry-Over and the connection.
39	02/02/11	Customer reported experiencing a, longer than normal, wait for an Operator.	02/02/11	Customer Service Representative advised customer that on 2/2/2011 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.

40	02/02/11	Caller reported customer seeing "Captioning Service is ringing" when trying to place calls.	02/02/11	<p>Customer Service Representative advised customer that on 2/2/2011 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.</p>
41	02/02/11	Customer reported seeing "Captioning Service is ringing" when trying to place calls.	02/02/11	<p>Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.</p>
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43	02/02/11	Customer's daughter stated that customer is unable to receive captions on her CapTel phone.	02/02/11	<p>Customer Service Representative advised daughter that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11.</p> <p>Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.</p>
44	02/02/11	Customer reported seeing CapTel line is ringing on her screen, but the captions did not appear.	02/02/11	<p>Customer Service Representative advised customer that on 2/2/2011 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011.</p> <p>Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.</p>
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46	02/02/11	Customer reported seeing Captioning Service is ringing when trying to place calls.	02/02/11	Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.
47	02/02/11	Customer's husband reported her inability to dial out in 2-Line mode.	02/02/11	Customer Service Representative advised customer that on 2/2/2011 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.
48	02/02/11	Customer reported seeing "Captioning Service is ringing" when trying to place calls.	02/03/11	Customer Service Representative advised customer that on 2/2/2011 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.
49	02/03/11	The customer stated that this supervisor (which he provided by name), located in Texas, does not seem to know what he is doing. Supervisor has a customer note instructing the agent to use CABLE VISION on his long distance call and it was defaulted to Sprint. Customer then requested for a supervisor and the supervisor proceeded to do, exactly, what the Operator did. Customer then made some additional comment about the supervisors, agents and service in general. The supervisor apologized for the inconvenience. The customer did not request a follow up.	02/10/11	The system identified the call as local and free. The customer continued to express her dissatisfaction, that her instruction to process the call as long distance, using the carrier instruction were not followed. Prior to the customer disconnecting from the call, the supervisor had attempted to explain the local call did not require a long distance carrier and that the system was processing the call as local and at no charge. Unfortunately the customer did not accept the free call explanation.

50	02/03/11	Customer reported being unable to make and receive calls on 2/2/2011 stating that she continuously saw Caption Service Line is ringing throughout the day.	02/03/11	Customer Service Representative advised customer that on 2/2/2011 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.
51	03/06/11	Customer experienced garbling issues and wanted to know why. Customer was missing letters from Operator's typing and doesn't understand the difference between and extra "X" due to garbling issues and "XXX" to signify an error correction.	03/06/11	Customer service representative and supervisor apologized and attempted to educate and advise, but the customer was not convinced and wants a call back. A follow-up is requested anytime before 1pm, or leave a message if after 1pm or if they are not there. Called customer, as requested, and informed him that the information would be forwarded to our technician for investigation.
52	03/15/11	Customer reported general dissatisfaction with the accuracy of her captions and noted receiving inappropriate words on the display screen.	03/15/11	Customer Service Representative explained to the customer how captions are produced and advised her that it is possible that she may receive an incorrect word, that sounds similar to the intended word, and should then see a correction in brackets. Customer Service Representative apologized and advised customer that if she reported the date, time, Operator ID number and details of her experience on calls, this would allow us to take more specific follow up with the Operator and their supervisor. Customer's general feedback was passed to Call Center management.
53	03/28/11	Customer stated that the Operator did not follow the customer instructions. The call was placed on a local call, however, the customer insisted that the call is long distance and that customer would be billed by Sprint, not Cablevision, as her preferred long distance carrier. Attempted to explain that the call was a local call thus no long distance carrier is required and informed the caller that a report will be completed and forwarded to appropriate Sprint personnel for verification. The customer became combative and eventually disconnected.	03/28/11	Operator followed proper protocol since the computer indicates it was a local call. Supervisor also attempted the call themselves and achieved the exact same result.
54	03/30/11	Customer was upset due to the Operator not following notes. Customer Notes indicated not to type out answering machine recording. Operator did not follow notes and did both of these. Customer requested follow up and requests this complaint to be sent to Program Manager.	03/30/11	Coached the operator on the importance of following customer notes and instructions. A follow-up with the customer is not possible due to an invalid phone number.
55	03/31/11	Customer shared feedback regarding accuracy of captions.	03/31/11	Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Feedback was received and passed on to Call Center Management. Customer Service Representative suggested customer document the date, time, and Operator ID of any future calls to allow us to take specific action with the Operator captioning the call.

56	04/07/11	AMR (answering machine retrieval) customer told Operator to check answering machine. Operator sent the right information to do the call, "place your handset next to answering machine and turn on". After that, the customer did not see any typing from the Operator. The Operator is to be coached on correct procedures.	04/07/11	Supervisor met with Operator and went over answering machine retrieval procedures. Operator said recording skipped and asked Voice Carry-Over to try again, attempted a second time, and then the customer hung up. Advised the operator to get a supervisor to help the Operator through proper procedure if there is an issue.
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