



**FCC Summary Log
For
Internet Protocol (IP) Relay Service
Reports IP-Relay and i711 Relay Activity
June 1, 2011 to May 31, 2012**

Number of Complaints received from June 1, 2011 to May 31, 2012

June '11	July '11	Aug '11	Sept '11	Oct '11	Nov '11	Dec '11	Jan '12	Feb '12	Mar '12	Apr '12	May '12
4	3	6	3	2	2	3	0	1	1	2	1

The total Number of Complaints for this reporting period was 28. Complaints are followed up and resolved in a timely manner. Summary log follows.

Tracking Number	Origin	Date Received	Category	Sub-Category	Description of Inquiry	Date of Solution	Description of Solution
0020887	i711	6/7/2011	Complaint	Service Issue: Operator	Customer complained that CA was rude and broke transparency role	6/7/2011	CA put on disciplinary action for rudeness
00210010	IP-Relay	6/14/2011	Complaint	Service Issue: Processes	Customer unhappy that CA would muted headset while they were typing and they couldn't tell if they were still connected. Also complained that CA typed everything they heard to other party.	6/15/2011	CA coached not to use mute key while typing so that hearing customer gets 'feedback' of call status. CA coached to note when customer is speaking directly to them and redirect the customer.
00210499	IP-Relay	6/17/2011	Complaint	Service Issue: Process	Customer thought CA hung up on them.	6/17/2011	CCR explained non-responsive user/disconnect rule
00210958	i711	6/30/2011	Complaint	Service Issue: Operator	CA mistakenly referred to caller as woman, although he is a man	6/20/2011	CA was coached on proper call processing and customer service
00214118	IP-Relay	7/7/2011	Complaint	Service Issue: Process	Customer complained that CA did not spell out email address on voice mail and spoke unclearly and asked if we had a transcript of call that we could look up email	7/9/2011	CA was coached to speak clearly when leaving messages. CCR explained to customer that CA must voice verbatim and that we do not record or keep transcripts of calls.
00214588	i711	7/11/2011	Complaint	Service Issue: Operator	Complained that operator was rude and impatient	7/19/2011	CA was met with and coached on politeness and

							professionalism. Additional quality monitoring will be done on CA
00217441	IP-Relay	7/28/2011	Complaint	Service Issue: Process	Customer unhappy that Operator put him on hold.	7/28/2011	CCR explained that Operators cannot put customers on hold and are not allowed to engage in conversation with customers while they are holding for the other party.
00219996	1711	8/16/2011	Complaint	Service Issue: Process	Complained the CA left email address in voicemail message but did not spell it out	8/16/2011	Complaint received via email. Unable to contact as email bounced back. CCR would have explained verbatim process.
00220043	1711	8/16/2011	Complaint	Technical Issue: AIM	Customer thought CA refused to disconnect voice originated call to him on AIM	8/16/2011	Upon review, it appears there was a technical issue that caused the chat to remain 'open'.
00220063	IP-Relay	8/16/2011	Complaint	Service Issue: Operator	Customer called to complain that CA seemed like he did not want to do his job.	8/16/2011	CA coached on professionalism.
00221468	IP-Relay	8/26/2011	Complaint	Service Issue: Operator	Customer complained that CA wouldn't answer his questions about relay	8/26/2011	CCR explained that CAs are not allowed to engage in conversation; however, CA coached that they should have given caller Customer

							Care contact info
00221762	1711	8/29/2011	Complaint	Service Issue: Operator	Customer complained CA was slow typist	8/29/2011	CA passed typing certification test but will be monitored for typing speed
00221783	1711	8/29/2011	Complaint	Service Issue: Operator	Customer complained of slow typist	9/8/2011	Complaint by email. Customer did not provide CA number and did not reply to attempts to gather more information.
00221855	1711	8/29/2011	Complaint	Service Issue: Operator	Operator failed to inform customer that the recording ended and they could provide further instructions	9/8/2011	CA was coached to follow proper procedures with recordings.
00224096	IP-Relay	9/15/2011	Complaint	Service Issue: Operator	Customer reported operator seemed rude and unfriendly	10/4/2011	CA coached on proper etiquette on calls
00223561	IP Relay	9/16/2011	Complaint	Service Issue: Operator	Customer complained of slow typist and rudeness	9/16/2011	CCR tried to contact customer for additional information. No CA number provided so no coaching could occur.
00222769	1711	9/16/2011	Complaint	Service Issue: Operator	Customer complained that CA refused to answer their questions	9/16/2011	Upon review, it appears CA was trying to answer but caller didn't understand. CA coached to be more forthcoming with answer (when appropriate) instead

							of just repeating macro key
00228256	I711	10/19/2011	Complaint	Service Issue: Operator	Complaint regarding slow typing	11/1/2011	CA passed typing certification but will have additional QA monitoring. Also coached on professional interaction with customers
00228983	IP Relay	10/25/2011	Complaint	Service Issue: Operator	CA stopped responding to customer	11/1/2011	CA coached on maintaining focus on calls, even when on hold for a long time.
00230870	I711	11/10/2011	Complaint	Technical Issue: AIM	Customer was having difficulty updating their account on AIM.	11/16/2011	CCR worked with customer to resolve issue.
00232148	IP-Relay	11/21/2011	Complaint	Service Issue: Operator	Customer complained CA talked too fast to understand	11/22/2011	CA coached in proper voicing techniques.
00233596	I711	12/5/2011	Complaint	Service Issue: Operator	Customer complained of slow typist	12/8/2011	CA passed typing certification test but will be monitored and coached on improving typing speed
0234224	IP Relay	12/9/2011	Complaint	Service Issue: Operator	Customer complained CA was condescending and rude	12/9/2011	CA coached on professionalism and customer care
00235454	I711	12/20/2011	Complaint	Service Issue: Process	CA did not mirror caller's use of GA, resulting in confusion and poor call experience	12/27/2011	CA coached on correct call handling process
00242500	I711	2/15/2012	Complaint	Service Issue: Operator	Customer called into to complain that CA was rude but had not details (CA number) to	2/15/2012	CCR thanked customer but without details, no coaching

					report		can occur
00246753	1711	3/19/2012	Complaint	Service Issue: Operator	Customer complained that CA hung up on them when they asked to speak to a supervisor	3/20/2012	CA coached on proper procedures and placed on disciplinary action
00249017	IP-Relay	4/4/2012	Complaint	Service Issue: Operator	Caller complained that CA did not explain relay effectively to hearing person	4/10/2012	CA coached on how to provide additional explanation of service when necessary
00250715	IP-Relay	4/16/2012	Complaint	Service Issue: Operator	Hearing customer complained that CA was curt and rude	4/16/2012	CA coached on professionalism and customer service.
00255923	1711	5/18/2012	Complaint	Service Issue: Registration	Customer's account was deactivated and he was unable to reregister	5/31/2012	Customer provided ID to Care. Customer account reinstated