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Marybeth M. Banks
Director
Government Affairs

July 2, 2012

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, DC 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:

Sprint Communications Company L.P., on behalf of its Sprint IP, WebCapTel, Video Relay Services, CapTel, and Federal Relay (FED) operations and pursuant to Section 64.604(c)(1) of the Commission's Rules, 47 C.F.R. § 64.604(c)(1), hereby submits its annual summary of its consumer complaints for the period June 1, 2011 to May 31, 2012. These reports are being filed electronically using the Electronic Comment Filing System (ECFS). The Federal Relay operations are being filed on behalf of General Services Administration (GSA).

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

Respectfully submitted,

/s/ Marybeth M. Banks

Attachments

cc: Karen Peltz Strauss, Consumer & Government Affairs Bureau (by email)
Greg Hlilbok, Consumer & Government Affairs Bureau (by email)



**Sprint IP FCC
2011 - 2012
Complaint Log**

Complaint Tracking for Sprint IP (06/01/2011-05/31/2012). Total Customer Contacts: 122

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/01/11	The Customer states that the Operator misspelled words. The Customer Service Representative apologized to the customer. No follow up.	06/01/11	The Operator's typing meets FCC requirements. The Operator was coached on proper procedures and phrases to use when pacing customers who speak fast.
2	06/02/11	A Sprint IP Customer complained that the Operator's typing was appalling. The Customer sent the email transcript of the phone call. The Customer Service Representative apologized to the customer. The Customer did not request follow up.	06/02/11	In following up with the Operator, he was coached on the importance of typing skills and style to meet our customers needs. We are confident that in the future the Operator will type with less spelling errors.
3	06/05/11	The Operator sent a garbled message, then disconnected the call without verifying the number to dial with the caller. The Customer would like follow up contact.	06/05/11	The Operator was coached on following the Customers notes to verify the number to dial even when it is already pre-populated in the dial window on an Sprint IP call. The Operator stated there was an issue with garbling and then she followed proper call closing procedures when there was no response from the Customer. A follow up e-mail was sent to the Customer per his request.
4	06/09/11	A Sprint IP Customer complained that the Operator got a recording saying the lines were busy then disconnected the call without waiting for the caller to ask to redial or make another call. Customer Service apologized for the problem and the customer did not request follow up	06/09/11	The Operator did not remember this call since it was over a week ago. The Supervisor had a discussion with the Operator.
5	06/15/11	A Sprint IP Customer says the Operator disconnected the line without waiting for a response after typing that the phone equipment was busy. The Customer Service Representative apologized to the customer. Follow up was requested.	06/15/11	The Operator could not remember this particular call and a follow up email was sent to the Customer.
6	06/16/11	A Customer stated that the Operator did not verify the number before out dialing. The Customer Service Representative apologized to the customer. No follow up was needed.	06/16/11	The Operator was coached on proper procedure.
7	06/20/11	The Operator did not verify the number before out dialing. The Customer was thanked for the feedback. No follow up requested at this time.	06/20/11	The Supervisor reviewed the proper procedure with the Operator. The supervisor and the Operator are confident that the customer notes will be followed in the future.
8	06/22/11	A Sprint IP Customer says he was disconnected several times when trying to dial a toll free number. The Operator did not send a "ringing" or other macro to indicate the call process. Other numbers went through without a problem. The Customer Service Representative apologized to the customer and opened a trouble ticket. Follow up was requested.	06/22/11	The Customer was sent an email letting him know that the Operator needs to listen to the voice menu to select the correct option and the call will go through. The Customer responded and said it was an isolated incident and everything is working fine.

9	06/24/11	The Operator did not verify the number prior to out dialing. The Customer requested a new Operator to process the call. The Customer was thanked for the feedback and an apology was made for the inconvenience. An email address was provided for follow up.	06/24/11	The Supervisor met with the Operator to discuss this complaint. The Operator was coached on always checking for and following Customer notes. We are confident that the Operator will take time to read the Customer notes in the future and follow them accordingly. A follow up email was sent to the Customer.
10	06/27/11	A Customer stated that the Operator did not verify the number per the customer's notes. The call rang twice and the Customer told the Operator to hang up then asked to verify the number. After that the Customer asked for a supervisor and said that the Operator disconnected the call. The Customer Service Representative apologized to the customer and the customer requested a follow up email.	06/27/11	The Supervisor met with the Operator to follow up on this complaint. The Operator did not recall this particular call but is now aware of the proper procedure. The Supervisor coached the Operator on reading the Customer notes on every call and asking the caller to please hold while she reads the notes. A follow up email was sent to the Customer.
11	06/29/11	A Sprint IP Customer was trying to use the AIM application and it tells her she is not registered with Sprint IP. Apologized for inconvenience. Confirmed that the Customer is registered and has a valid 10 digit AIM number. A trouble ticket was opened and follow up was requested.	06/29/11	Sent Customer an email letting her know what the technicians found. Suggested she pick one number to tie with her phone number.
12	06/30/11	A Customer reported that the Operator "Did not follow notes." Apologized to Customer. This caller called in to "test" the Operator. When the (Internet) call arrived the Operator immediately hit complete and then started reading the notes. The Customer gave their fax number, The Operator was notified it was a fax, but the Customer was already asking them what they were doing and can't they read, etc.	06/30/11	A Supervisor coached the Operator on the importance of following the Customers' instructions and to promptly respond to the Customer. A follow up e-mail was sent.
13	07/02/11	A Customer stated that this Operator disconnected on the Customer after the call was placed. The call was placed and after the completion of the call the Operator apparently used the closure statement and then disconnected the call. The Customer copied and pasted the actual call for supervisor to review. The Customer Service Representative apologized to the customer and stated that this will be forwarded to the Operator's direct supervisor. No follow up was needed.	07/02/11	In following up with the Operator, the supervisor reviewed the proper disconnect procedure. The supervisor is confident that the Operator will perform in a more professional manner in the future.
14	07/06/11	A Sprint IP Customer says that the Operator, when reaching a fax machine in error, disconnected the caller instead of waiting for further Customer instructions. The Customer Service Representative apologized to the customer. Follow up was requested.	07/06/11	The Operator stated a fax machine was reached, she disconnected the Outbound line and informed the Customer that a fax machine was reached with a Go Ahead (GA). The Operator said the Inbound Disconnect Banner then came on. The Operator stated the only line she disconnected was the outbound. The Operator is knowledgeable of proper call disconnect procedure. A follow up response by email was sent to the Customer.

15	07/07/11	A Sprint IP caller complained that the Operator hung up in the middle of a call. The Caller asked to dial a second call and states that the Operator disconnected the call. The Customer Service Representative apologized to the customer. The Caller wants a return email from the Operator's Supervisor.	07/07/11	The Operator's supervisor met with the Operator and went over the importance of not disconnecting a caller. The Operator was coached to never hang up on a Customer and the consequences for doing so. The Supervisor sent a follow up contact via e-mail per the Customer's request.
16	07/07/11	A voice Customer was trying to call a Sprint IP Customer and kept getting told that the Sprint IP Customer was unavailable and that no message can be left. The Sprint IP Customer was logged in and can make calls without trouble; he just can't receive any. The Customer Service Representative apologized to the customer and opened a trouble ticket. Follow up was requested by the customer.	07/07/11	A voice message was left letting the Customer know they need to log out and log back in then it will allow the user to receive calls.
17	07/08/11	"The Operator did not verify the number before dialing out, they did not disconnect the answering machine (notes said to type out all answering machine messages) and the Operator did not inform me that they were getting a supervisor." Operator did not follow notes to "verify number" and "keep caller informed." The caller said they tried to tell the Operator to disconnect the answering machine when they were typing it, but their message was garbled. The Customer Service Representative apologized to the customer. Follow up was requested via e-mail.	07/08/11	Coached Operator on the importance of keeping the Customer informed when following instructions. The Operator understands. A follow up e-mail was sent.
18	07/08/11	A Sprint IP AIM Customer says her doctor's office had been trying to contact her through her AIM number for 2 days and they keep being told she was unavailable, even though she was logged in. The Customer Service Representative apologized to the customer and suggested changing the privacy settings to allow all on AIM. The Customer says she's did that. Customer Service opened a trouble. Follow up was requested by the customer.	07/08/11	The Customer was emailed letting her know she will need to sign out and log back in as the connection was lost. The Customer responded and said all was working fine.
19	07/11/11	A Sprint IP Customer called to complain that the Operator would just sit there and not respond. The Customer is not sure why, and thinks that maybe they were waiting for a phone number. The Customer hung up. A Supervisor apologized for the inconvenience and assured the Customer that this information would be passed on to the appropriate supervisor for follow up. The Customer would like follow up by email and an email address was provided.	07/11/11	The Customer was provided follow up by email per the Customer's instructions and the Customer was informed that the Operator did not recall this particular call nor would they ignore a Customer's call. This could possibly have been a connection issue.

20	07/25/11	A Customer stated that this was a horrible experience. The Operator did not follow the Customer's instructions or database notes. The Customer Service Representative apologized to the customer for the inconvenience and offer a follow up. No follow up was requested.	07/25/11	A Supervisor followed up with the Operator and review the proper procedure when following Customer notes. The Operator did remember this call and was confused by all the notes that appeared in the Customers database instructions. The Operator now feels more comfortable and will perform professionally in the future.
21	07/25/11	The Customer said that upon calling in to Sprint IP the Operator asked if the number (the Operator gave the number to dial) was the correct number to dial. The Customer said that he has used Sprint IP service for 3 years and has never been asked this before and it made him very uncomfortable. He requested a complaint be made on this Operator. The Customer Service Representative apologized to the Customer and thanked the customer for letting us know and assured the Customer that the complaint would be turned in as stated. No call back was requested	07/25/11	The Operator was coached on the procedures to be followed when handling this type of call.
22	07/28/11	The Operator verified the number incorrectly and didn't ask for a live person in the department as requested by the Customer. The Customer was thanked for the feedback and the Customer Service Representative apologized for the inconvenience. Follow up was offered and accepted. An email address was provided by the Customer.	07/28/11	A Supervisor followed up with the Operator and proper procedure was reviewed and the importance of following all the Customer's instructions and database notes. The supervisor is confident that this Operator will provide better processing in the future. A follow up email was sent to the Customer.
23	08/01/11	A Customer complained that during the conversation the Operator disconnected the call. A Customer Service Representative apologized for the inconvenience and told her a report would be sent to the call center supervisor. Follow up was requested.	08/01/11	In following up with the Operator, there was a call where the screen froze when the Operator disconnected and when the screen unfroze, the Inbound caller disconnected. A trouble ticket was not filled out. The supervisor coached the Operator on proper procedure when dealing with technical issues. The supervisor also coached the Operator on professionalism and proper disconnect procedures. A follow up email was sent to the customer.
24	08/01/11	A Caller reported that the Operator could not spell to the point that he had to ask him to retype several times. Letters were transposed and he could not decipher many of the words. The Caller copied and pasted a portion of the conversation which did give examples from the conversation. The Customer Service Representative apologized to the customer for the inconvenience and thanked the caller for taking time to contact us. The customer was told the report would be sent to the call center supervisor. No follow up was requested.	08/06/11	A Supervisor met with the Operator and the Operator was coached on making sure the spelling was as accurate as possible and to make sure to double check spelling. The Operator understands that spelling is important and to be very careful when typing.

25	08/02/11	A Customer sent an email to the Customer Service department stating that the Operator messed up his business call. A person from the company asked for his phone number to open an account. When he gave his number to the Operator, the Operator hung up and dialed that number, instead of giving it to the person from the company. The Customer Service Representative apologized to the customer for the inconvenience and told him the report would be sent to the call center supervisor. No follow up requested.	08/03/11	The Customer wanted to open an account. The Outbound caller asked for the phone number of the Customer. The Operator took that info as wanting to hang up and place another call. The Customer indicated to the Operator to redial the phone number and call again. The Operator indicated that he made a mistake in thinking that the Customer wanted to hang up and dial another number. The Operator was educated on the importance of keeping transparent while the Inbound Customer and Outbound Customer are connected. The Operator called back the agency and completed call for the Customer.
26	08/04/11	A Customer complained that the Relay Operator was poor and not clear at all. People kept hanging up on me because they thought she was a foreign Operator. The outbound customers hung up two times, the third time I said to say, "I'm calling for a deaf person", but the Operator did not do it or even respond. The Operator had me hanging on the line without disconnecting and not responding to the request to redial with a new greeting . I waited 6 minutes for her to respond and the Operator didn't. Asked the Operator to redial 3 times, no response. The Customer Service Representative apologized to the customer for this inconvenience and assured them that this information would be passed on to the Operators immediate supervisor. A follow up was offered but the Customer declined.	08/05/11	During the follow up with the Operator she said the outbound person was not cooperative with relay and did not want to take the call. The Operator followed procedure to explain relay, but the outbound kept interrupting and would not listen to her and kept hanging up. The Operator does not have a foreign accent, but when she was trying to keep the Customer informed she did mention the Customer thought it was a foreign call. At one point there was no response from the inbound Customer so the Operator followed appropriate relay disconnect procedures. The Operator was coached how to keep the Customer informed of the call steps and call changes using simple and clear phrasing to avoid confusion.
27	08/05/11	A Customer complained that the Operator did not follow proper procedures, a number was not verified, and he didn't put (GA) when answering questions. The Customer Service Representative looked at the Customer's notes and they did say verify the number before outdialing and keep the caller informed. The Operator did not follow these instructions	08/10/11	The Operator was coached on following the Customer notes and the importance of following the Customer's instructions. A follow up email was sent to Customer.
28	08/09/11	A Customer reported that a Supervisor interrupted his call to UPS and flagged it as a fraudulent call and the line disconnected. He wants to know why his call was flagged as fraudulent so this does not happen again during his calls through relay. The Customer Service Representative apologized to the customer for the inconvenience and told him the report would be sent to the call center supervisor. Follow up was requested.	08/09/11	The Customer was unable to be reached after five attempts.

29	08/10/11	A Customer stated that the Operator abruptly ended the call when they were on hold. The Customer Service Representative apologized to the customer for the problem and assured that the complaint would be sent in as stated. No call back was requested	08/10/11	The Supervisor followed up with the Operator to coach them on the proper disconnect procedure. The Operator is not familiar with this call and doesn't recall having any technical difficulties. The Operator is confident that she would not hang up on a call and would continue to perform in a professional manner.
30	08/11/11	A Sprint IP user complained that the Operator did not type recording prompts so they could choose options. The Customer Service Representative apologized to the customer and explained that the Operators supervisor would be informed to correct the problem. No further contact was wanted.	08/11/11	The Operator does not remember any specific call where the Customer requested that the recording be typed. She voiced knowledge of processing recorded messages.
31	08/14/11	Customer called in very angry that the Operator did not verify instructions prior to dialing out. The Customer Service Representative apologized to the customer for the inconvenience and assured the Customer that the Operator would be followed up with. Follow up via email was requested.	08/14/11	A Supervisor followed up with the Operator and coached the Operator on proper procedure as well as professionalism and following the customers notes and instructions on every call. The supervisor is confident that the Operator will perform in a more professional manner in the future. A follow up email sent to the customer.
32	08/17/11	A Sprint IP caller complained that the Operator did not keep them informed during a call. The Customer questioned the Operator's spelling of a business name and said that the Operator told them that they had asked for clarification. The Customer Service Representative apologized to the customer for the problem. The Customer did not request a follow up.	08/31/11	While the Operator did not remember the call, the supervisor reviewed procedures and expectations. The Operator demonstrated understanding of the Operator role and would have relayed the caller's question regarding the spelling of the business name and the business' reply and would have kept the Customer informed of the progress of the call and any call changes.
33	09/03/11	A Caller tried to place several calls through Sprint Internet Relay and was disconnected without ever reaching an Operator. Customer Service offered to have the technical department look into it. A follow up was requested via email.	09/03/11	Customer Service contacted the Customer as requested to get additional information which would be needed if a trouble ticket needed to be entered. The Customer was contacted several times, at the email address provided, asking if they still experienced any difficulty in connecting with Sprint IP Relay. No responses have been received so it seems that no further problem exists at this time.
34	09/03/11	A Customer complained that recently her last 8 calls through Sprint Internet Relay were disconnected without reaching an Operator. The Customer Service Representative apologized to the customer for the inconvenience and offered to have the technical department look into it. A follow up was requested via email.	09/03/11	Sprint Relay Customer Service contacted the Customer as requested for additional information in case a trouble ticket is needed. Customer Service entered a trouble ticket. The cause of the connection problem was that the Customer uses the Mozilla Firefox browser to try to connect to SprintIP. It is a known issue that Mozilla Firefox is not supported by SprintIP, causing her IP address to appear as "International". Customer Service contacted the Customer to inform her of the resolution.
35	09/06/11	The Operator did not verify the number to dial before dialing. This instruction was listed in the Customer notes to "ask if the dial out number is correct before dialing"	09/13/11	The Operator was coached on the necessity of following the Customer notes and instructions. A letter was sent via email as per the Customers request.

36	09/13/11	A call came in and disconnected right away. The Customer believes that the Operator hung up on them.	09/13/11	The supervisor followed up with the Operator about this complaint of hanging up on a Customer. The Operator did not remember the call or hanging up on any callers. The Operator was coached on hanging up on callers and the supervisor reminded her about the zero tolerance policy when it comes to intentionally disconnecting calls. The Operator is aware of this policy and assures that she acts in the most professional manner on every call. A follow up email was sent to the Customer regarding this complaint.
37	09/14/11	A Customer complained that the Operator did not follow notes, did not verify the number before dialing out and did not respond when I typed a question. The Customer Service Representative apologized to the customer for the inconvenience. An email address was provided by the Customer for follow up.	09/14/11	A Supervisor met with the Operator and coached the Operator on following notes and Customer instructions as well as asking for clarification if the instructions are not understood. A follow up email was sent.
38	09/21/11	A Customer stated their call was flagged for fraud and was disconnected even though the Customer had verified their security information. The Customer Service Representative apologized to the customer and informed them that it would be followed up on. The Customer would like a follow up call.	09/21/11	The Operator was online when the call was flagged as a possible fraud call. The Operator was educated to verify the criteria before disconnecting. The Operator was also educated that disconnecting fraud calls is not our main priority and if there is any doubt to have the Operator continue with the call as normal. The Customer requested a follow up and was contacted 3 times with no answer.
39	09/25/11	A Customer said the Operator ignored a request to leave a message (LV MSG) 8 times and then disconnected the caller. The Operator did not follow directions and the Customer thought the Operator disconnected the call on purpose. The Customer Service Representative apologized to the customer and told him his concerns would be forwarded to the appropriate supervisor for follow up with the Operator. The Customer requested follow up.	09/25/11	After receiving notification of this concern, the Supervisor discussed the incident with the Operator and provided the appropriate coaching to the Operator. The Supervisor is confident that the Operator will communicate in a professional manner in the future and follow all Customer instructions. A follow up email was sent to the Customer.
40	09/26/11	"The Operator dialed the number without verifying the number first. My notes say verify the number and information before out dial. I asked what are you doing? The Operator ignored me and continued typing the answering machine message. The Operator finally stopped and said they were dialing the number and kept asking me if I'd like to make another call. They said they were following procedure but did not ask me what was wrong. They hung up after I did not provide a new number." A Supervisor apologized to the Customer and informed them that this would be sent to the Operator's supervisor. The Customer requested a follow up email.	09/26/11	A Supervisor coached the Operator on the importance of verifying the number prior to dialing out and verifying the instructions given by the Customer. Regarding the Operator disconnecting on the Customer, a Supervisor was requested and was told that the Customer was using profanity toward the Operator. The Operator then was instructed to ask for the number to call by the supervisor. The Operator followed proper disconnection procedure when no new number was given. A follow up was sent via Email.

41	09/27/11	A Sprint IP Customer said the Operator was rude and copied and pasted part of the conversation. He asked to be transferred to a supervisor on duty and the Operator responded by typing (then please answer right after every GA) but did not get a supervisor. The Operator also refused to redial when asked. The Customer Service Representative apologized to the customer. No follow up was requested.	09/27/11	The Operator was coached by a Supervisor. Customer service is our top priority and the Operator demonstrated poor customer service skills when responding to the Customer. The Operator will be continuously monitored to insure this does not happen again.
42	09/27/11	A Customer sent an email to TRS Customer Service to report that the Operator kept informing her that she was interrupting and that the Operator would stop typing if she interrupts by typing. She had not experienced this in the past, and did not intend to interrupt but was typing beforehand the information that the bank would need from her. The Caller's intentions were to provide a shortcut for the information the bank would ask for. The Customer attached the saved conversation of the call details and asked Customer Service to send that to the call center supervisor. Customer Service provided the information that Sprint IP users can interrupt without garble and don't need to wait for the GA. The Customer Service Representative apologized to the customer. Follow up was requested.	09/27/11	A discussion and coaching of the Operator occurred with a Supervisor. The Operator has been coached on the differences between Traditional relay and Sprint IP. When using Sprint IP or IM relay users can interrupt without garble and that message is to be relayed at the time of the occurrence. A follow up email was sent to the Customer as requested.
43	09/30/11	A Sprint IP Customer says they cannot use their Sorenson number to perform a dial-around call via Sprint IP. It says it is not a valid number. The Customer tried to duplicate problem and got the same result. The Customer Service Representative apologized to the customer for the inconvenience and opened a trouble ticket. No follow up was requested.	09/30/11	Technicians looked into this and found that the system that validates dial numbers was not working at that time and it is working now. An email was sent to the Customer letting her know all was working fine.
44	09/30/11	A Sprint IP Customer tried to use the dial around feature was not able to get through. The system says her number is not recognized as a valid relay number. The Customer Service Representative apologized to the customer for the inconvenience and opened a trouble ticket. Follow up was requested.	09/30/11	Customer Service asked the Customer how her calls were working and the Customer stated that all her calls were going through.

45	10/01/11	A customer dialed into relay with the number they wished to dial. The Operator gave no indication that the number was dialed, the business was reached, or that there was a recording playing but asked "hold for live person q". After the Operator gave the customer no response the customer did not send "holding for live person" or the holding macro. The customer repeatedly asked "Are you there?" to the Operator who ignored this question and then disconnected the call. The Customer Service Representative apologized to the customer who was informed that a supervisor would follow-up with the Operator. The customer requests follow up by email.	10/01/11	In following up with the Operator, she was able to recall a technical glitch at a station around this time on an IP call. No trouble ticket was filled out for this incident. The supervisor coached the Operator on proper procedure. An email following up with the customer was sent on 10/11/2011.
46	10/01/11	The Operator had too many outstanding errors that made it hard for the customer to understand the call.	10/04/11	The Operator was very nervous and didn't realize that her fingers weren't set on the home keys when she began typing. The Operator was met with and coached on to be careful, to try to relax when typing and to make sure her fingers are on the proper position on the keyboard.
47	10/04/11	A caller stated that the Operator disconnected the call because they wanted to hold for a live person.	10/07/11	The Operator did not intentionally disconnect the caller and may have done so by mistake. The Operator is sorry this mistake happened. The Operator was coached on ways to continue to follow caller's instructions on how to connect to a representative.
48	10/10/11	A caller stated that the Operator said they were going to read notes and then they dialed out without verifying the number before dialing. The customer requested a Supervisor and the Operator kept typing the answer machine. The customer then said to the Operator, "who cares you don't listen" and the Operator then hung up on the caller. The customer has requested follow up via e-mail.	10/10/11	A Supervisor met with the Operator. The Operator stated he remembered the call and he did verify the number before dialing out. The customer asked for a supervisor, the Operator put his cup up to summons a supervisor and before the supervisor got over to the Operator, the customer hung up. The Operator remembers the call because the number was already populated in the dial out box and he verified the number. The Operator followed procedure. An e-mail was sent to the caller.
49	10/10/11	A customer called in to file a complaint and while attempting to make their complaint the Operator stated that their message was garbled and then disconnected the call. The customer wishes follow up via email.	10/10/11	The Operator states that the message was garbled and after indicating that to customer, the customer did not respond. The Operator stated she followed the 30-second disconnect procedure on green sheets. An email was sent to the caller.
50	10/13/11	The customer stated that this Operator did not provide certain information to the caller. The caller also stated that this Operator did not use proper phrases like, giving information, opposite to what the Operator typed (relay your information). The Supervisor did not have an opportunity to elaborate further in the discussion as the customer requested a new Operator and this request was honored.	10/13/11	The Operator followed proper relay protocol. A Supervisor on duty was aware of this call because a Supervisor was requested during the call.

51	10/13/11	A SprintIP registered user complained that the Operator gave him incorrect information regarding his user profile. The Customer Service Representative apologized for the Operator's error and explained they will alert a Supervisor regarding the error. The customer wants contact from the Program Manager regarding the issue.	10/13/11	A Supervisor was unable to follow up with the Operator due to there being no Operator with the ID referred to by the caller. An e-mail was sent to the caller by the Program Manager.
52	10/19/11	A customer states that an Operator disconnected them without placing a call. The Customer Service Representative apologized for the inconvenience this caused. The customer requested follow-up.	10/19/11	The Operator stated that he did not disconnect the call, however the Operator was coached on the importance of not disconnecting calls. A Supervisor also advised the Operator of the consequences of doing so. A follow up with the customer was sent via email but the email delivery failed. Due to a non-existing e-mail address the Supervisor is unable to reach the caller.
53	10/25/11	A customer is showing up as an international IP address and is being blocked. The Customer Service Representative apologized for the problem and opened a trouble ticket. Follow up with customer is required for problem resolution.	10/25/11	The problem was sent to technical support. Technical support emailed the called three times asked for their username and received no response. Due to this the complaint has been closed.
54	10/30/11	A customer complained of a pause during the call, their call dropping and received no typing or reply from the Operator. The Customer Service Representative apologized for the inconvenience several times. The customer was very upset and did not give further information about the call. The Customer Service Representative apologized again to the customer and the customer hung up. The caller did not request follow up.	10/30/11	The customer did not provide an Operator identification number or request a call back so the case is closed.
55	10/31/11	A caller reported that the Operator did not type exactly what the answering machine message played. The first time the Operator typed, "we can't come to the phone right now please" and then disconnected per the caller's instructions. The caller then asked the Operator to redial to hear the entire message because she thought maybe they reached the wrong number, due to the fact that the caller knows what the answering machine is supposed to say. During the second call the Operator typed the correct message "please leave your name and number and brief message and we'll get back to you as soon as we can thank you (beep)(ans mach hung up)". The Customer Service Representative apologized and told the caller that the report would be sent to the call center Supervisor. No follow up was requested.	10/31/11	In following up with the Operator, the Supervisor coached them on always using the record feature when reaching an answering machine. The Operator did not remember this call but will be more aware of her verbatim in the future when typing answer machine recordings.

56	11/01/11	A customer states that an Operator disconnected his call without placing it. The Customer Service Representative apologized for the problem and assured that a complaint would be sent in as stated. An email was requested for follow up	11/01/11	The Operator was met with and the concern was discussed. The Operator demonstrated knowledge of proper call procedure and disconnect procedures. A follow up email was sent as requested.
57	11/04/11	The caller sent an email stating the entire conversation was filled with terrible typos. She saved the conversation and is willing to produce it upon request. The Customer Service Representative apologized for any inconvenience this may have caused and informed the customer that the report would be sent to the call center supervisor.	11/04/11	A Supervisor coached the Operator and the Operator is working on spelling errors.
58	11/07/11	After two attempts to call Wal-Mart, the customer was on hold for an hour and the Operator hung up on the inbound. The Customer Service Representative apologized for the inconvenience and thanked the customer for the feedback. The Customer Service Representative let the customer know that the issue would be addressed. No follow up was required.	11/09/11	The Operator did not remember this call, however the Operator was coached on the importance of not disconnecting calls. The Supervisor also advised the Operator of the consequences of doing so. The Operator understands.
59	11/07/11	An Operator disconnected two different times on the customer. The Customer Service Representative apologized for the inconvenience and told the customer that a report would be sent to call center supervisor. Follow up requested via email.	11/07/11	The Operator did not remember this call, however the Operator was coached on the importance of not disconnecting calls. The Supervisor also advised the Operator of the consequences of doing so. A follow up email sent to the customer but the message received a error when sending. The customer called regarding this complaint and at that time their email address was updated and the e-mail follow up was successfully sent.
60	11/07/11	The customer called Wal-Mart and gave them their name, social security number, address and everything needed to find out why they were locked out of their online account. During the call a Supervisor came on and disconnected my call saying it was fraud. The customer is upset because they thought that the Supervisor was telling them they were a fraud, not the outbound caller. The Customer Service Representative apologized to the customer for the inconvenience and passed this information on to the appropriate people. Follow up was requested via email.	11/07/11	The Operator has been properly coached about the proper procedures regarding fraudulent calls and how to disconnect them. An e-mail follow up was sent to the customer.

61	11/08/11	A customer complained that the first thing that Operator said was person hung up. The customer notes say to send "One moment please while I read your notes". When the Operator said that the person hung up, the customer said "hello". At that point the Operator said one moment. The Operator then proceeded to dial the outbound without verifying the number. The notes say to verify the number prior to dialing out. The Customer Service Representative apologized to the customer for the inconvenience and assured him that this information would be passed on to the right person. Follow up was requested via email.	11/15/11	The Operator had made an error and in the process of correcting the error had inadvertently made another error which upset the customer. At this time the customer did not give the Operator a chance to correct the error that was made. Follow up email sent per customer request.
62	11/08/11	The customer wanted to file a complaint and felt the Assistant Supervisor didn't take the complaint seriously. The Supervisor said the customer had to call back for a new Operator, wouldn't check to see if one was available, and said that is the policy. The supervisor said the only mistake the Operator made was saying the wrong thing at the beginning of the call. The Operator didn't verify the number either. The customer asked for another supervisor and they said that they could call customer service. When the customer asked for someone higher up the Assistant Supervisor said, "I'm the highest person on duty." The Customer Service Representative apologized for the inconvenience and assured the customer that the information would be passed on to the appropriate person. Follow up was requested via email.	11/15/11	The Supervisor did not ask if the customer wanted to file a complaint and the customer did not state they wanted a complaint filed. The Supervisor acknowledged the error and stated that the caller needed to call back for a new Operator. A Follow up email was sent per customer request.
63	11/15/11	A caller reported that the Operator was typing very "jagged and hard to follow" so he typed in parenthesis (type faster). The Operator typed back "to keep my conversation only to the caller". The customer felt that was rude. The Customer Service Representative apologized for the inconvenience and told the caller that the report would be sent to the call center supervisor. Follow up was not requested.	11/15/11	A Supervisor reviewed the SprintIP features which enable the user and Operator to type simultaneously. The Operator was coached not to instruct the customer. The Supervisor also reviewed techniques for pacing voice callers who speak too fast and how to keep the IP customer informed when there is a pause in the conversation and to request that the voice party repeat.
64	11/22/11	The Operator didn't follow policy and hung up on the inbound caller before the inbound was ready to disconnect. The inbound had wished to place another call but was not given the chance. The customer has a note to give extra time for instructions. The Customer Service Representative apologized and told the customer that the report would be sent to call center supervisor. Follow up was requested.	11/22/11	A Supervisor met with the Operator. The Operator doesn't remember the call and they do follow disconnect procedures. The Operator was further coached on not to prematurely disconnect customers.

65	11/25/11	The customer stated that there have been many occurrences where they have been on a SprintIP call and suddenly received no response from the SprintIP Operator. The Customer Service Representative apologized and took down information for further review. The Customer requested email follow up.	11/25/11	The most likely the cause for this issue would be the customer's internet connection. The Customer Service Representative followed up with the customer via email.
66	11/29/11	The customer stated that the Operator verified the Directory Assistant number but not the Directory Assistant information such as the city, state, and listing before dialing out. The customer notes request that all information is verified before dialing out. The Supervisor stated that the Operator did the correct thing and then kept asking the customer for the number to dial and then hung up. The Customer Service Representative apologized for the inconvenience and offered follow up. Follow up was requested via email.	11/29/11	The Operator read the customer notes and felt she followed them. The Operator will try to remember to elaborate on the instructions given per this customer's notes in the future. An email follow up is being sent by the Customer Service Department per the customer's request.
67	11/30/11	A Sprint IP caller complained that the Operator typed, "blah blah blah," when the answer machine was playing. The customer stated, "I think she is tired and bored with her job." The Customer Service Representative apologized for the problem, verified that the user is registered for service and explained that they will be sure to let the Operator's Supervisor know the issue. They thanked the customer for letting us know. No follow up requested.	11/30/11	A Supervisor talked to the Operator and the Operator said she did not type what the caller said. No follow up was requested.
68	12/08/11	A caller said the Operator disconnected the caller and he could not finish the message that he was leaving. The Customer Service Representative apologized several times for the problem. The caller wants follow up from a Supervisor on why this happened.	12/13/11	An investigation and review of the work day schedule reveals that the Operator was not scheduled to work on the identified date. A Supervisor emailed the customer, first apologizing for the incident and then explained the investigation results. The Supervisor offered follow up by tracking down the call if the customer would like to provide call details. The customer did not wish to provide details and the complaint has been closed.
69	12/13/11	The Operator did not verify the outbound number. The Customer Service Representative apologized for the inconvenience and thanked the customer for the feedback. Follow up was requested via email.	12/13/11	A Supervisor reviewed proper procedure with the Operator. A follow up email was sent to the customer. An email was sent to the customer.

70	12/21/11	A Sprint IP customer states that the Operator did not follow his instructions. They called into a business with an automated menu. The customer asked the Operator to press 3 when they realized that was the option they needed. Reportedly, the Operator did not pay attention and did not press 3 in time. When the call was re-dialed, the line disconnected due to heavy call volume. The Customer Service Representative apologized and the customer did not request follow up.	12/21/11	The Operator was coached by his supervisor regarding the importance of focusing on his calls and ensuring that all customer instructions are followed.
71	12/24/11	A customer called with an overall complaint regarding SprintIP Operators. The customer feels that the Operators do not repeat information when asked before the Go Ahead is given. The customer stated that the outbound often disconnects due to the silence when the customer has asked the Operator to repeat was is being relayed. In addition, the customer feels that many Operators say that if they wish to place more than one call through IP they must hang up and dial in again each time and then they hang up on the customer. The customer did not give any specific Operators numbers when asked. The customer would like a memo sent out to all Operators. The Customer Service Representative apologized for the inconvenience multiple times and explained relay as well for clarity. The customer wants a follow up email.	1/3/2012	Information regarding proper placement of SprintIP calls regarding placing more than one call was sent to the Operator's Team Letter. A Supervisor followed up with customer on via email.
72	12/29/11	A customer complained that the Operator disconnected their call. The Customer Service Representative apologized for the problem and let them know that they would be sure to inform the Operator's Supervisor to address the issue with the Operator. No contact was wanted.	12/29/11	The Supervisor reviewed proper protocol with the Operator. Due to no contact information being provided, the Supervisor is unable to further investigate.
73	12/29/11	When a caller asked for a supervisor the Operator said that a supervisor was not available for several minutes.	12/29/11	The Operator stated that she had requested for Supervisor assistance however, the Assistant Supervisor was otherwise occupied at the time. The Operator followed proper procedure by providing two options, to hold until the Assistant Supervisor becomes available or offered to transfer the call to the customer service number so the customer's issues could be addressed. Eventually, the number to customer service was provided. The Assistant Supervisor was able to confirm this is what occurred.

74	12/30/11	A Sprint Mobile IP customer says she unable to log in. The application tells her that her username and password are invalid. A Customer Service Representative checked and verified that the customer did have her login information correct. A trouble ticket was opened and follow-up was requested.	12/30/11	The customer did not leave her contact information for follow up so the issue was closed.
75	01/10/12	A caller reported that they asked the Operator three times not to abbreviate the word "because" as "becuz". The Operator continued to abbreviate the word the same way. The Customer Service Representative apologized for the inconvenience and told the caller the report would be sent to the call center supervisor. No follow up requested.	01/10/12	A Supervisor met with the Operator and coached them on proper procedure. The Operator is aware of following customers instructions and will be more professional in the future.
76	01/11/12	The customer states that he was trying to make a 2 line HCO call and forgot to ask the Operator to place the call using 2 line HCO. When the customer told the Operator they wanted it to be a 2 line HCO call the Operator responded with "that would of helped". The customer didn't think this was an acceptable response back to him. The customer also heard the Operator say some other things about not knowing how to set up the call not realizing that he could clearly hear her. The Customer Service Representative apologized for the problem and assured the customer that the complaint would be sent in as stated. No call back was requested	01/11/12	A Supervisor coached the Operator on following proper procedures and the importance of being professional while on calls.
77	01/12/12	A Sprint IP customer states that the Operator did not answer her when she asked whether the Operator was receiving her message during a call. The Customer Service Representative apologized for the inconvenience and assured her that the Operator should respond to a direct question regarding a call procedure in process. Follow-up was requested.	01/13/12	Unfortunately, the Operator did not recall a request from a customer as to whether they were receiving her message during a call. There is a possibility that there was a technical issue and the connection was lost. The Operator has been advised to monitor and report any issues with the position. An email was sent to the customer explaining the investigation and findings.
78	01/21/12	A caller reported that when making a call through SprintIP they waited 12 minutes and 47 seconds for the Operator to place the call and then was no response from the Operator, so the customer hung up. The Customer Service Representative apologized for the inconvenience and told the customer that the report would be sent to the call center supervisor. No follow up was requested.	01/23/12	A Supervisor coached the Operator on the importance of following customers' instructions and to promptly respond to the customer.

79	01/26/12	A Sprint Mobile IP customer is unable to receive incoming calls. The Customer Service Representative apologized for the inconvenience. They also suggested several fixes, including uninstalling other apps that may interfere. The customer is still unable to receive incoming calls and would like follow-up.	01/26/12	Two e-mails were sent to the customer and they have not replied to either e-mail. The case is now closed.
80	02/07/12	Customer stated that the Operator did not answer when the customer reached the Relay operator. Customer Service apologized, and no follow up was requested.	02/07/12	It was determined that the Operator had computer trouble when the call came in. The computer had frozen up and as a result the Relay Operator requested a Supervisor for assistance. A trouble ticket was entered.
81	02/09/12	A customer reported that they experienced poor service as they were trying to place a difficult and important call. The Operator reportedly had problems with pressing the incorrect buttons. The customer is disappointed that they will have to make this difficult call again. Customer Service apologized for the inconvenience and informed the customer that a Supervisor would be notified. A follow up was requested.	02/09/12	A Supervisor met with the Operator and coached them on the importance of relaying a call verbatim.
82	02/16/12	A customer stated that they are not receiving the "GA" macro from the Operator when making a call on Sprint IP using GTalk. The customer explained that they only receive the "GA" macro when the Operator types it several times, or when the Operator spells out the words "go ahead." The customer explained that this has been going on for several weeks. A follow up was requested via email once a resolution is researched. Customer Service apologized and turned in a trouble ticket.	02/16/12	A Supervisor informed the customer that Operators use the "GA" macro when the outbound (hearing) party is finished speaking, unless the inbound (IP User) interrupts. If the inbound (IT user) interrupts, then the "GA" macro will not come across the screen. The Supervisor asked the customer if all was working correctly. Three emails were sent but no response was received.
83	02/28/12	A customer stated that the Operator hung up on the customer after the customer gave the Operator the instruction to "continue trying until the line is not busy." Customer Service apologized for the problem and explained that a Supervisor would be informed in order to address the issue with the Operator. The customer requested a follow up via email.	02/28/12	The Operator stated that they did not remember this call. The Supervisor coached the Operator on the importance of following instructions and disconnecting. A follow up email was sent to the customer.
84	02/29/12	A customer stated that they were upset and not satisfied with the Operator's typing as there were too many spelling errors. Customer Service apologized to the customer for the inconvenience and explained that they would have a Supervisor follow up with the Operator. No follow up was requested.	02/29/12	The Supervisor followed up with the Operator and reviewed proper procedures. The Operator ensured that they would operate in a more professional manner going forward.

85	03/13/12	A customer stated that there is a specific Operator who screens their calls and disconnects the user. The customer explained that each time they connect to Sprint IP, the same Operator immediately disconnects them. Customer Service thanked the customer for the feedback and no follow up was requested.	03/13/12	The Operator ID provided was not active, and no follow up was requested.
86	03/14/12	A customer stated that the Operator disconnected the call before the customer was able to say "goodbye." Customer Service apologized for the inconvenience and informed the customer that this would be sent to a Supervisor. No follow up was requested.	03/14/12	A Supervisor met with the Operator who explained that the outbound hung up and the Operator followed procedure and informed the inbound caller. No follow up was requested.
87	03/20/12	A Sprint IP customer explained that they are unable to receive incoming calls while logged in. Customer Service apologized for the inconvenience and attempted test calls to the customer's number. It was found that, although the customer was logged in as available, the caller was coming up as unavailable. A follow up was requested.	03/20/12	An email was sent to the customer asking that they log out of Sprint IP and then log back in, which should resolve the issue. Two additional emails were sent to follow up on the issue, but no response was received. The complaint is now considered closed.
88	03/23/12	A Sprint IP customer reported that they were disconnected on a call that was inaccurately reported as fraud. Customer Service apologized and informed the customer that a Supervisor would be notified. A follow up was requested.	03/23/12	A Supervisor sent a message to the customer via email explaining that the Operator had used outdated criteria. The Supervisor apologized and ensured the customer that going forward, current fraud criteria would be used. The complaint is now closed.
89	03/28/12	A customer explained that each time they attempted to make a call, they would receive a dial request timeout error. Customer Service apologized for the inconvenience and thanked the customer for the information. Customer Service explained that the new Sprint IP had launched, and a trouble report would be sent to the development team. A follow up was requested.	03/28/12	An email was sent to the customer to inform them that the trouble ticket was resolved. The customer responded that their Sprint IP was still not working well. A technician was referred to the customer, who helped clear out the customer's computer. Currently all is working well.
90	03/28/12	A customer stated that they were having trouble with Sprint IP as the new web page format was causing the customer to have a hard time reading the Operator's text. They also stated that they continued to see a series of "x" letters. Customer Service apologized for the inconvenience and informed the customer that this would be forwarded to a technician. No follow up was requested.	03/28/12	The trouble ticket was submitted to a technician and the issue is now resolved.

91	03/28/12	A customer stated that while using Sprint IP, the screen appeared jittery and would not allow the customer to scroll so they are unable to read text after it reaches the end of the screen. The issue had started once the new look of the Sprint IP website was launched. A trouble ticket was opened and no follow up was requested.	03/28/12	The trouble ticket was resolved and the customer has stated that all is working well.
92	03/28/12	A Sprint IP customer stated that the text on the screen was bouncing up and down and impeding conversation. The customer also stated that each time they press backspace, the letter "x" appears. Customer Service apologized for the issue and entered a trouble ticket. No follow up was requested.	03/28/12	The trouble ticket was resolved and the customer has stated that all is working well.
93	03/28/12	A Sprint IP customer explained that the website would not scroll up so that the customer would read the conversation after the screen was full with text. Customer Service thanked the customer for the feedback, apologized for the inconvenience and informed them that a trouble ticket would be entered. A follow up was requested.	03/28/12	The trouble ticket was resolved and the customer has stated that all is working well.
94	03/28/12	A customer stated that there were no "GA" or "SK" buttons on the new Sprint IP website. The customer also explained that the Operator's message was coming up all at once, in blocks. Customer Service thanked the customer for the feedback, apologized for the inconvenience, and informed the customer that a trouble ticket would be entered. A follow up was requested.	03/28/12	The trouble ticket was resolved and the customer has stated that all is working well. A Supervisor also explained that the "blocks" of words are due to the increase in speed of conversation.
95	03/30/12	A customer stated that on the new Sprint IP website, there was a spell checker that they are unable to disable. The customer also stated that they were unable to delete words that they had already typed, but instead got the letter "x" each time they pressed backspace. Customer Service apologized for the issue and no follow up was requested.	03/30/12	The trouble ticket was resolved, and no follow up was required.
96	04/01/12	A customer stated that an Operator did not follow the rules and allowed the outbound user to interrupt the customer while they were typing. Customer Service apologized for the inconvenience and informed the customer that a Supervisor would be notified.	04/01/12	A Supervisor coached the Operator on education of the caller, as the current procedure does allow for callers to interrupt during Internet calls.

97	04/02/12	A customer stated that the new Sprint IP system disconnected the caller from an important call, and that words were coming across as jumbled. The customer explained that they have used IP for many years, and are upset by these challenges. Customer Service apologized for the inconvenience and informed the customer that a report would be sent to management for a trouble ticket. A follow up was requested.	04/02/12	The trouble ticket was resolved and the customer has stated that all is working well.
98	04/02/12	A Sprint IP customer explained that they continued to be disconnected from an Operator when making a call. Customer Service apologized for the inconvenience and opened a trouble ticket. A follow up was requested.	04/02/12	The trouble ticket was resolved and three follow up emails were sent to the customer. No response was received. The complaint is now considered closed.
99	04/02/12	A customer stated that they had logged in to Sprint IP in anticipation of a call that was to be received at an appointed time. The incoming call alert did not pop up, so the customer missed the call. Customer Service apologized for the inconvenience and entered a trouble ticket. A follow up was requested.	04/02/12	The trouble ticket was resolved and the customer has stated that all is working well.
100	04/03/12	A Sprint IP customer reported that they were disconnected while typing, once the window in the screen started to scroll down. The customer explained that they do not like the new Sprint IP interface. Customer Service apologized for the inconvenience, and thanked the customer for the feedback. A trouble ticket was entered and follow up was requested.	04/03/12	The trouble ticket was resolved and the customer has stated that all is working well.
101	04/03/12	A customer stated that they were unable to find the "Make an emergency 911 call" text in the new Sprint Ip website. They also explained that during a conversation, the system caused a "force quit" and the customer's conversation was lost. Customer Service apologized for the inconvenience and informed them that a trouble ticket would be entered. A follow up was requested.	04/03/12	The trouble ticket was resolved and the customer has stated that all is working well.
102	04/03/12	A customer stated that following the launch of the new Sprint IP website, they were unable to make any Sprint IP calls and continue to be disconnected. Customer Service apologized for the inconvenience and informed the customer that a trouble ticket would be entered. A follow up was requested.	04/03/12	The trouble ticket was resolved and two follow up emails were sent to the customer. The customer stated that all was working well and they appreciated the follow up.

103	04/04/12	A customer stated that they were experiencing "jumping" text while using Sprint IP. Customer Service apologized for the issue, and informed the customer that a trouble ticket would be entered. No follow up was requested.	04/04/12	The trouble ticket was closed, and the customer did not request a follow up.
104	04/05/12	A customer stated that an Operator told the outbound caller to dial 7-1-1 in order to reach the customer via Sprint IP. Customer Service apologized for the issue and explained that Operators are required to refer callers to customer service for any questions. Customer Service clarified that dialing 7-1-1 is intended to connect Relay Users via the State Relay service, and explained that Sprint IP users have a direct 10 digit number for contact. Customer Service told the customer a Supervisor would be informed. No follow up was requested.	04/05/12	A Supervisor coached the Operator on 10 digit numbers. The customer did not request a follow up, so the complaint is closed.
105	04/06/12	A Sprint IP customer stated that they were unable to log in to Sprint IP using the Firefox web browser. Customer Service apologized for the problem and issued a trouble ticket. A follow up was requested.	04/06/12	The trouble ticket was resolved and three follow up emails were sent to the customer. No response was received. The complaint is now considered closed.
106	04/07/12	A customer stated that during a call, the Operator disconnected the call without dialing out.	04/07/12	Minimal information was provided regarding the call. A Supervisor followed up with the Operator, who demonstrated knowledge of the proper dial out and disconnect procedures.
107	04/13/12	A Sprint IP customer stated that they are unable to receive calls even though they are logged in. Customer Service apologized for the inconvenience and performed test calls. A trouble ticket was opened and a follow up was requested.	04/13/12	The trouble ticket was resolved and the customer has stated that all is working well.
108	04/17/12	A customer stated that they were experiencing slow speeds while using Sprint IP.	04/17/12	This complaint was forwarded to the Account Manager and is now considered closed.
109	04/17/12	A customer stated that while using Sprint IP they continued to receive "garbled squares" in the Operator box. Customer Service apologized for the inconvenience and opened a trouble ticket. A follow up was requested.	04/17/12	The trouble ticket was resolved and the customer has stated that all is working well.
110	04/18/12	A customer stated that a Supervisor incorrectly tagged their call as fraudulent. Customer Service apologized for the inconvenience. The customer requested an immediate follow up.	04/18/12	The name of the Supervisor provided by the customer was inaccurate, and no Operator identification numbers were provided. A follow up email was sent but did not go through. No follow up was able to be completed. The complaint is now closed.

111	04/19/12	A Sprint IP customer reported that they continued to be disconnected while using Sprint IP. Customer Service apologized, and issued a trouble ticket. A follow up was requested.	04/19/12	The trouble ticket was resolved and the customer has stated that all is working well.
112	04/20/12	A Sprint IP customer stated that the Operator during their called used the following description: "sounds suspicious." The customer asked the Operator to clarify, but the Operator would not clarify. The customer requested a Supervisor, but then call the call was disconnected. Customer Service apologized for the inconvenience and assured the customer that a Supervisor would be informed. A follow up was requested.	04/20/12	A Supervisor spoke with the Operator who explained that the Outbound requested a Supervisor as they did not understand how a Relay call works. The Operator explained that they used descriptive words, and wrote "sounds suspicious" due to the fact that they had to get a Supervisor. When the customer asked the Operator to clarify, the Operator typed: (Operator types what is in background and tone of voice, Operator not involved in call) after which the customer asked the Operator for a Supervisor. The Operator explained to the customer that the Outbound line did not call the customer suspicious. The customer then asked to speak to a Supervisor, and then abruptly disconnected. A follow up email was sent to notify the customer that this was reviewed with the Operator. The complaint is now closed.
113	04/25/12	A Sprint IP customer stated that an Operator disconnected their call. Customer Service apologized and no follow up was requested.	04/25/12	The Operator did not recall this situation, but explained that they have never intentionally disconnected a call. The Operator was coached on the repercussions of disconnecting calls.
114	04/27/12	A customer explained that they were experiencing technical difficulties while placing calls on Sprint IP. Customer Service apologized for the issue, and issued a trouble ticket. No follow up was requested.	04/27/12	The trouble ticket was resolved and the customer has stated that all is working well.
115	04/27/12	A customer stated that their call was disconnected, and they lost a copy of the conversation once the disconnect occurred. The customer explained that this was an inconvenience. Customer Service apologized for the inconvenience and informed the customer that a trouble ticket would be entered. A follow up was requested.	04/27/12	The trouble ticket was resolved and the customer has stated that all is working well.
116	05/10/12	A Sprint IP customer stated that the Operator refused to repeat information for the customer, and the Operator stated that the customer would have to repeat the information themselves. Customer Service apologized, and a follow up was not requested.	05/10/12	The Operator recalled this situation, as they had requested a Supervisor for observation. It was verified with the Supervisor that, due to the circumstances in this situation, the Operator followed proper procedures by having the customer repeat the information to the outbound customer.

117	05/10/12	A customer stated that they tried to use Sprint IP for a conference call, and call into a recorded meeting line, however the Supervisor came on the line and stated that this type of call could not be made. The customer was upset that they had to miss the conference call. Customer Service apologized for the inconvenience. The customer requested a follow up.	05/10/12	The Call Center checked with corporate training, and learned that Sprint IP is able to process calls for recorded meeting lines. A meeting was held with the Supervisor who ended the call, and the Supervisor was informed that these calls are allowed. A Training Manager will contact other Relay centers so that all locations have this information. A follow up email was sent to the customer apologizing and explaining the error.
118	05/14/12	A customer stated that they were unable to place calls on Sprint IP. Customer Service apologized and issued a trouble ticket. No follow up was requested.	05/14/12	The trouble ticket was resolved and the complaint is now closed.
119	05/14/12	A customer stated that they were blocked on Sprint IP, and needed to be unblocked. Customer Service apologized, and a trouble ticket was issued.	05/14/12	Technicians unblocked customer. It has been confirmed that the customer can now place calls.
120	05/15/12	A Sprint IP user stated that they were unable to place calls. Customer Service apologized and informed the customer that a trouble ticket would be issued. The customer requested a follow up.	05/15/12	A technician assisted the customer in resolving the issue, and all is working well.
121	05/15/12	A customer expressed concern that the Operator was not using "GA" during the call, which confused the customer. In addition, the Operator did not inform the customer that they were pacing the outbound line, and the Operator sent the following macro: "PERSON HUNG UP" by mistake, once the customer requested a Supervisor. Customer Service apologized for the inconvenience. A Supervisor was able to verify that the macro "GA" was showing on the Operator's screen. The customer was informed that a trouble ticket would be issued, and that a Supervisor would follow up with the Operator. The customer requested a follow up.	05/15/12	The Supervisor submitted a trouble ticket regarding the macro "GA" as it was not transmitting to the customer. The Operator was coached on always keeping the customer informed of call progress when appropriate, as mandated by policy. The Supervisor also coached the Operator on being sure to focus on the call so as not to send the wrong message to the customer; in addition if the wrong message is sent, the Operator should make sure to keep the customer informed by sending the macro "XXX" to let them know it was an error. A follow up email was sent to the customer to inform them of the status. The complaint is now closed.
122	05/20/12	A customer stated that they felt they had lost control of the call, as the Operator would not inform the customer as to what was going on. The customer stated that the Operator was rude, and short with the customer. In addition the Operator did not follow the customer's instructions and requests.	05/20/12	A Supervisor verified that the Operator followed all instructions given. The customer changed the instructions, after which the Operator requested clarification. No follow up was requested.



**WebCapTel FCC
2011 - 2012
Complaint Log**

Complaint Tracking for WebCap Tel (06/01/2011-05/31/2012). Total Customer Contacts : 22

Tally	Date of Complaint	Nature of Complaint	Date Resolved	Explanation of Resolution or Status
1	6/17/2011	A customer expressed concerns about the quality of captions. The customer reported a particular call using Sprint WebCapTel where there was a 7-10 second lag time and captioning inaccuracies made for a frustrating call.	6/17/2011	The Customer Service Representative apologized for the customer's experienced and promised to follow up with Call Center personnel. The Customer Service Representative forwarded the call detail to Call Center management for follow up with the Captionist on the reported call. Call center management confirmed that the Captionist had recently completed training and would be further monitored and coached to ensure quality captioning.
2	7/7/2011	A customer expressed concerns about the quality of captions.	8/4/2011	A Sprint WebCapTel customer received the message "Error 103" and experienced slow and dropped captions. After further investigation the Customer Service Representative advised the customer that her Internet connection may have been insufficient to support the connection requirements of WebCapTel usage. The Customer Service Representative advised the customer that if her present set-up does not allow her to stream video without difficulty that she consider changing her browser. The customer indicated that she would relay this information to her Information technology staff.
3	8/3/2011	A customer expressed concerns about the quality of captions.	8/3/2011	A customer shared feedback regarding the quality of captions used during a conference call and provided specific call data. The Customer Service Representative apologized for incidence and thanked customer for the feedback. The call detail was shared with Call Center management for follow up with the Captionist by the Captionist' s supervisor.
4	10/4/2011	A customer reported an inability to dial out successfully with Sprint WebCapTel.	10/4/2011	Through troubleshooting the Customer Service Representative found incoming calls were not ringing in to the phone line. The Customer Service Representative advised customer to contact the telephone company to ensure a functional phone line. The Customer Service Representative confirmed the customer is now able to use the WebCapTel service successfully.
5	11/4/2011	A customer expressed concerns about the quality of captions.	11/7/2011	A customer reported being unable to make a captioned call with WebCapTel. Troubleshooting revealed two devices that did not have DSL filters properly installed which affected the Internet connection. The Customer Service Representative confirmed that the customer is able to make WebCapTel calls now that all devices on the line are properly filtered.
6	11/16/2011	A customer expressed concerns about the quality of captions.	11/16/2011	A customer reported that captions stopped during the call. The Customer Service Representative advised the customer that her difficulty is related to her computer's connection to the Internet and the Customer Service Representative sent email asking the customer for system information. The customer said she asked her Information Technology department for that information but they have not provided it yet. The customer has said that she has had difficulty with the Internet service in her office.
7	1/6/2012	A customer expressed concerns about the quality of captions.	1/19/2012	The customer reported a one-on-one call where captions lagged significantly behind the words. The Customer Service Representative determined that the captionist handling the call reported trouble that caused significant delay in transcribing the conversation. The Customer Service Representative apologized to the customer and explained that this was a rare occurrence.
8	1/17/2012	A customer expressed concerns about the quality of captions.	1/17/2012	A customer provided a sample of uncorrected errors, date, time, and the Captionist' s Identification number on the call. The Customer Service Representative apologized for the occurrence and referred the call detail to the captioning center management for review who then advised them that they will be increasing monitoring frequency and providing additional coaching for this Captionist.

9	2/6/2012	A customer expressed concerns about the quality of captions.	2/6/2012	The customer reported excessive lag during his captioned calls and inquired if it is possible to have the Captionist prioritize speed over accuracy. The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. The Customer Service Representative explained how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. The Customer Service Representative explained that this delay could increase if their caller is speaking very quickly or the Captionist needs to make typed insertions. The Customer Service Representative advised that he may press a numerical key at any time in the captioned call to have the Captionist skip ahead to real-time. Investigation revealed no significant delay in any recent calls.
10	2/16/2012	A customer expressed concerns about the quality of captions.	2/16/2012	A Sprint Representative shared a customer's WebCapTel experience with the CapTel Customer Service. A customer reported a specific call where the captions were poor and had a lot of errors. The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. The call detail was shared with Call Center management for follow up with the Captionist by the Captionist's supervisor. The Captionist's supervisor increased monitoring frequency for the Captionist to ensure consistent quality performance.
11	2/16/2012	A customer expressed concerns about the quality of captions.	2/16/2012	A Sprint Representative shared the customer's WebCapTel experience with CapTel Customer Service. A customer shared a specific WebCapTel call where she said the delay was more than the usual 3-5 seconds behind. The Customer Service Representative investigated the call and found that the captions were delayed longer than normal. The Customer Service Representative shared feedback and call information with the CapTel Call Center for further review and follow up. The call center management will communicate this with the Captionist's supervisor to ensure there are no ongoing issues with the Captionist and increase monitor status to verify this. The customer's experience does not impact compliance with FCC rules for 60 wpm text transmission.
12	4/2/2012	A Customer reported seeing "Speaker Unclear" during their WebCapTel call.	4/2/2012	A Customer Service Representative explained to the customer that if they are talking with someone who speaks very quickly, who is in a noisy environment, or who has a heavy accent, they may sometimes see "(Speaker Unclear)" on their CapTel display. This means that the Captionist could not hear that particular word or words clearly enough to determine what was said. Simply ask the other party to repeat what they said. The CapTel Captionist cannot get involved to ask for clarification.
13	4/2/2012	A Customer reported that the captions stopped in the middle of a conversation.	4/11/2012	A Customer Service Representative advised the customer to contact the Internet Service Provider to test for internet connection. Customer confirmed replacing the modem resolved their experience.
14	4/6/2012	A State representative inquired why a customer was not able to sign into his newly registered WebCapTel account.	4/6/2012	A Customer Service Representative explained that to complete the customer's registration they need to click on the activation link sent in the activation email. It was confirmed that this resolved the customer's experience.
15	4/9/2012	A Customer's helper reported incoming calls through the WebCapTel service were not connecting to captions.	4/9/2012	A Customer Service Representative explained the dialing procedure and captioning service number to place incoming calls to a WebCapTel user. The Customer Service Representative placed incoming calls to demonstrate.
16	4/9/2012	A Customer reported losing captions during her WebCapTel calls.	4/9/2012	A Customer Service Representative explained this may occur if the Internet connection is interrupted during a call. The Customer Service Representative advised clearing the cache on the Internet browser or updating their browser to the latest version to ensure a steady connection to the captioning service.

17	4/10/2012	A Customer reported that her Sprint WebCapTel calls sometimes cut off.	4/10/2012	A Customer Service Representative offered troubleshooting assistance and advised the customer to clear the cache of her browser. The Customer feels that the difficulties she's experiencing may be due to the fact that she's using an older computer and has experienced browser issues previously.
18	4/12/2012	A Customer reported that he is unable to log into his WebCapTel account.	4/12/2012	A Customer Service Representative found that the customer was using the incorrect website and directed him to the correct WebCapTel website.
19	4/17/2012	A Customer's son reported that the customer was not able to recover his password for WebCapTel.	4/17/2012	The Customer's son did use the "Forgot Password" link but was unable to retrieve the password since the customer is no longer using the email address he used to sign up for WebCapTel. The Customer's son subsequently created a new account and was able to log in successfully.
20	4/23/2012	A Customer reported that she is having difficulty entering the verification code while registering for WebCapTel.	4/23/2012	A Customer Service Representative advised the customer to enter lower case letters and ignore any underscores or spacing between characters for the verification code. The Customer Service Representative confirmed that this resolved the customer's experience.
21	4/25/2012	A Customer's wife reported being unable to log into Sprint WebCapTel.	4/25/2012	A Customer Service Representative assisted the customer's wife in successfully logging into the site.
22	4/27/2012	A Customer reported that they are unable to log onto the (No Suggestions) website.	4/27/2012	Further investigation revealed that the customer was using an old website address. The Customer was not comfortable clearing out the Cache. The Customer Service Representative provided the customer with the current website address and confirmed a successful log in by customer.



**VRS FCC
2011 - 2012
Complaint Log**

Complaint Tracking for VRS (06/01/2011-05/31/2012). Total Customer Contacts: 3

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/18/11	A customer called in with connectivity issues regarding the SV4 application. The customer stated that their calls would disconnect after 20 minutes and an hour separately.	07/18/11	The Customer Service Representative suggested to the customer that it may have been a server glitch. However, if its not resolved to please give Customer Service a call and we will look at the issue further with technical support.
2	08/02/11	A customer called in and stated that they are having trouble with registration for SV4 Mobile.	08/02/11	The Customer Service Representative helped the customer access their account through Bomgar and taught them how to register.
3	08/07/11	The customer has the EVO 3D and the SV4 application has been frequently disconnecting every two seconds.	08/07/11	An email was sent to the customer. The e-mail stated, "I understand that you have dropped calls when you are using the Sprint Mobile VRS on your HTC EVO 3D. Was the signal at full strength? Was the signal being 4G, 3G, Edge or wireless? Were you moving when you had the call made on Sprint Mobile VRS? There are several factors that could cause the dropped calls. Can you clarify what happened during the calls that were dropped?" The customer did not respond to the email so the complaint has been closed.



**CapTel 800i
FCC 2011 - 2012
Complaint Log**

Complaint Tracking for 800i (June 1, 2011 - May 31, 2012). Total Customer Contacts: 104

Tally	Date of Complaint	Nature of Complaint	Explanation of Resolution	Date Resolved
1	6/1/2011	Accuracy of Captions	A customer reported seeing typos in her captions but on a few emails the Customer Service Representative was unable to acquire any examples to determine if the errors were directly related. The Customer Service Representative recommended the customer document specific examples of the captions she was receiving so that her feedback could be shared with the Call Center management for proper follow up with the Captionist on the call. The Customer Service Representative explained how captions are produced by a captions using voice recognition technology and that when an incorrect word appears she should then receive the correct word in brackets. The Customer Service Representative also discussed set up of the CapTel to confirm the set up was not causing difficulty as the customer noted a dropped Internet connection sometimes occurs.	6/16/2011
2	6/5/2011	Accuracy of Captions	A customer's daughter shared feedback regarding the accuracy of captions and provided specific call data. The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. The call detail was shared with the Call Center management for follow up with the Captionist by the Captionist's supervisor. Management notified the Supervisor of the concern and the supervisor will follow up with increased monitoring and applicable coaching.	6/6/2011
3	6/15/2011	Accuracy of Captions	The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. The call detail was shared with the Call Center management for follow up with the Captionist by the Captionist's Supervisor. The Customer Service Representative further advised that the customer could turn the Captions off and then on again to reestablish a connection with the Captioning Service and have the call transcribed by a different Captionist.	6/28/2011
4	6/15/2011	Captions lag too far behind voice	A customer shared feedback regarding the lag time of captions behind the spoken word. The Customer Service Representative apologized and promised follow up action. The call detail was shared with Call Center management for follow up with the Captionist by the captionist's Supervisor. The Customer Service Representative further advised that customer could turn the captions off and then on again if customer wishes to acquire a new connection via the internet connection to the Captioning Center and get a different Captionist while the other party remains connected via the phone line.	6/28/2011
5	6/17/2011	Accuracy of Captions	Customer's son was observing captions and noticed that a proper name and prescription drug were misspelled. The Customer Service Representative advised the customer that the Captionist spells proper nouns based on how they sound since the Captionists not able to ask the other party for clarification. The Customer Service Representative advised customer's son the CapTel user can ask the other party to verify the spelling of proper nouns just like a hearing person would on a regular call.	6/17/2011
6	6/21/2011	Accuracy of Captions	A customer called stating they were on a call with a pharmacist and the Captionist did not spell any of the RX drugs correctly and there were other errors. The Customer Service Representative advised the customer that with proper nouns the Captionist will go by how the words sound. The Customer Service Representative advised the customer to ask the other party to spell the names out so they get the correct spelling of RX drug or proper nouns. The customer asked if we can have a live person in the middle. The Customer Service Representative informed the customer at this time we do and it is not controlled by a computer. However, the Captionist is not able to speak during the call to ask for clarification.	6/21/2011
7	6/28/2011	Accuracy of Captions	A customer shared feedback regarding the accuracy of a captioned word error and provided specific call data. The Customer Service Representative apologized for this incidence and thanked the customer for reporting it. The call detail was shared with the Call Center Management for follow up with the Captionist by the Captionist's supervisor. The Captionist remembered the call and recognized the error and corrected it in brackets while on the call. The Customer Service Representative called the customer and explained that the Captionist realized he had made a mistake and corrected it and apologized for this experience.	7/1/2011
8	7/14/2011	Accuracy of Captions	A customer inquired if CapTel hired native English speakers to caption calls because sometimes there are errors in the captions and provided specific call data. The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. The call detail was shared with the Call Center management for follow up with the Captionist by the Captionist's supervisor. The Call Center Supervisor reported that they will watch the Captionist's strategy for potentially challenging words and offer coaching when possible.	7/19/2011
9	7/27/2011	Accuracy of Captions	A customer shared feedback regarding the accuracy of captions and provided specific call data. The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. The call detail was shared with Call Center management for follow up with the Captionist by the Captionist's supervisor. Call Center management followed-up with the Captionist with further monitoring and coaching.	7/28/2011
10	7/29/2011	Accuracy of Captions	A customer shared feedback regarding the accuracy of captions and provided specific call data. The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. The call detail was shared with Call Center management for follow up with the Captionist by the Captionist's supervisor. Call Center management followed-up with the Captionist with further monitoring and coaching.	7/29/2011

11	7/31/2011	Captions lag too far behind voice	A customer reported a specific call captioned where the captions were significantly delayed behind the spoken word. The Customer Service Representative apologized for the customer's experience and shared information with call center management who reported that the Captionist will be followed up with and monitoring would be increased with coaching as needed. The Customer Service Representative shared this information with the customer.	8/2/2011
12	8/4/2011	Technical - General	A customer reported that the CapTel phone says waiting for captions but it never connects. The Customer Service Representative investigated and identified there was a minor routing issue at one of the CapTel's data centers which prevented this call attempt from making a successful connection. CapTel's other data center continued to process calls as expected. Technical support remedied the circumstance completely at 8 AM. The Customer Service Representative called the customer and apologized for the experience and confirmed customer can now make captioned calls. The customer is now very pleased.	8/5/2011
13	8/4/2011	Technical - General	A customer experienced waiting for captions on the CapTel 800i display screen. The Customer Service Representative investigated and identified there was a minor routing issue at one of the CapTel's data centers which prevented this call attempt from making a successful connection. CapTel's other data center continued to process calls as expected. Technical support remedied the circumstance completely at 8 AM. Customer was able to call with captioning support for the call to Customer Service.	8/5/2011
14	8/4/2011	Technical - General	A customer experienced waiting for captions on the CapTel 800i display screen. The Customer Service Representative investigated and identified there was a minor routing issue at one of the CapTel's data centers which prevented this call attempt from making a successful connection. CapTel's other data center continued to process calls as expected. Technical support remedied the circumstance completely at 8 AM. Customer was able to call with captioning support for the call to Customer Service.	8/5/2011
15	8/5/2011	Technical - General	A customer experienced waiting for captions on the CapTel 800i display screen. The Customer Service Representative investigated and identified there was a minor routing issue at one of the CapTel's data centers which prevented this call attempt from making a successful connection. CapTel's other data center continued to process calls as expected. Technical support remedied the circumstance completely at 8 AM. Customer was able to call with captioning support for the call to Customer Service.	8/5/2011
16	8/5/2011	Technical - General	A customer experienced waiting for captions on the CapTel 800i display screen. The Customer Service Representative investigated and identified there was a minor routing issue at one of the CapTel's data centers which prevented this call attempt from making a successful connection. CapTel's other data center continued to process calls as expected. Technical support remedied the circumstance completely at 8 AM. Customer was able to call with captioning support for the call to Customer Service.	8/5/2011
17	8/5/2011	Technical - General	A customer experienced waiting for captions on the CapTel 800i display screen. The Customer Service Representative investigated and identified there was a minor routing issue at one of the CapTel's data centers which prevented this call attempt from making a successful connection. CapTel's other data center continued to process calls as expected. Technical support remedied the circumstance completely at 8 AM. Customer was able to call with captioning support for the call to Customer Service.	8/5/2011
18	8/5/2011	Technical - General	A customer experienced waiting for captions on the CapTel 800i display screen. The Customer Service Representative investigated and identified there was a minor routing issue at one of the CapTel's data centers which prevented this call attempt from making a successful connection. CapTel's other data center continued to process calls as expected. Technical support remedied the circumstance completely at 8 AM. Customer was able to call with captioning support for the call to Customer Service.	8/5/2011
19	8/5/2011	Technical - General	A customer experienced waiting for captions on the CapTel 800i display screen. The Customer Service Representative investigated and identified there was a minor routing issue at one of the CapTel's data centers which prevented this call attempt from making a successful connection. CapTel's other data center continued to process calls as expected. Technical support remedied the circumstance completely at 8 AM. Customer was able to call with captioning support for the call to Customer Service.	8/5/2011
20	8/5/2011	Technical - General	A customer experienced waiting for captions on the CapTel 800i display screen. The Customer Service Representative investigated and identified there was a minor routing issue at one of the CapTel's data centers which prevented this call attempt from making a successful connection. CapTel's other data center continued to process calls as expected. Technical support remedied the circumstance completely at 8 AM. Customer was able to call with captioning support for the call to Customer Service.	8/5/2011

21	8/5/2011	Technical - General	A customer experienced waiting for captions on the CapTel 800i display screen. The Customer Service Representative investigated and identified there was a minor routing issue at one of the CapTel's data centers which prevented this call attempt from making a successful connection. CapTel's other data center continued to process calls as expected. Technical support remedied the circumstance completely at 8 AM. Customer was able to call with captioning support for the call to Customer Service.	8/5/2011
22	8/5/2011	Technical - General	A customer experienced waiting for captions on the CapTel 800i display screen. The Customer Service Representative investigated and identified there was a minor routing issue at one of the CapTel's data centers which prevented this call attempt from making a successful connection. CapTel's other data center continued to process calls as expected. Technical support remedied the circumstance completely at 8 AM. Customer was able to call with captioning support for the call to Customer Service.	8/5/2011
23	8/5/2011	Technical - General	A customer experienced waiting for captions on the CapTel 800i display screen. The Customer Service Representative investigated and identified there was a minor routing issue at one of the CapTel's data centers which prevented this call attempt from making a successful connection. CapTel's other data center continued to process calls as expected. Technical support remedied the circumstance completely at 8 AM. Customer was able to call with captioning support for the call to Customer Service.	8/5/2011
24	8/5/2011	Technical - General	Customer experienced waiting for captions on the CapTel 800i display screen. The Customer Service Representative investigated and identified there was a minor routing issue at one of the CapTel's data centers which prevented this call attempt from making a successful connection. CapTel's other data center continued to process calls as expected. Technical support remedied the circumstance completely at 8 AM. The Customer Service Representative confirmed customer is now making successful captioned calls.	8/5/2011
25	8/5/2011	Accuracy of Captions	A customer experienced waiting for captions on the CapTel 800i display screen. The Customer Service Representative investigated and identified there was a minor routing issue at one of the CapTel's data centers which prevented this call attempt from making a successful connection. CapTel's other data center continued to process calls as expected. Technical support remedied the circumstance completely at 8 AM. Customer was able to call with captioning support for the call to Customer Service.	8/5/2011
26	8/25/2011	Captions lag too far behind voice	A customer reported captions lagged behind the voice on a particular call. The customer noted the captions were fine on the call with customer service. The Customer Service Representative apologized for the incidence and thanked customer for the feedback. The call detail was shared with Call Center Management for follow up with the Captionist by the Captionist's supervisor. The Customer Service Representative also explained that the customer may connect to a new Captionist during a call at any time by turning the captions off and then back on.	8/25/2011
27	8/30/2011	Technical - General	A customer reported receiving an Error 54 message. The Customer Service Representative advised customer that this was an intermittent issue where the phone was not making the connection to the Captioning Service via the Internet. This was has been resolved. The Customer Service Representative apologized for any inconvenience this may have caused. The customer confirmed that they now have the ability to call out successfully.	8/31/2011
28	8/30/2011	Technical - General	A customer reported receiving an Error 54 message. The Customer Service Representative advised customer that this was an intermittent issue where the phone was not making the connection to the Captioning Service via the Internet. This was has been resolved. The Customer Service Representative apologized for any inconvenience this may have caused. The customer confirmed that they now have the ability to call out successfully.	8/30/2011
29	8/30/2011	Technical - General	A customer reported receiving an Error 54 message. The Customer Service Representative advised customer that this was an intermittent issue where the phone was not making the connection to the Captioning Service via the Internet. This was has been resolved. The Customer Service Representative apologized for any inconvenience this may have caused. The customer confirmed that they now have the ability to call out successfully.	8/31/2011
30	8/30/2011	Technical - General	A customer reported receiving an Error 54 message. The Customer Service Representative advised customer that this was an intermittent issue where the phone was not making the connection to the Captioning Service via the Internet. This was has been resolved. The Customer Service Representative apologized for any inconvenience this may have caused. The customer confirmed that they now have the ability to call out successfully.	9/1/2011
31	8/30/2011	Technical - General	A customer reported receiving an Error 54 message. The Customer Service Representative advised customer that this was an intermittent issue where the phone was not making the connection to the Captioning Service via the Internet. This was has been resolved. The Customer Service Representative apologized for any inconvenience this may have caused. The customer confirmed that they now have the ability to call out successfully.	8/30/2011

60	9/2/2011	Technical - General	A customer reported receiving an Error 54 message. The Customer Service Representative advised customer that this was an intermittent issue where the phone was not making the connection to the Captioning Service via the Internet. This was has been resolved. The Customer Service Representative apologized for any inconvenience this may have caused. The customer confirmed that they now have the ability to call out successfully.	9/2/2011
61	9/2/2011	Technical - General	A customer reported receiving an Error 54 message. The Customer Service Representative advised customer that this was an intermittent issue where the phone was not making the connection to the Captioning Service via the Internet. This was has been resolved. The Customer Service Representative apologized for any inconvenience this may have caused. The customer confirmed that they now have the ability to call out successfully.	9/2/2011
62	9/7/2011	Technical - General	A customer reported receiving an Error 54 message. The Customer Service Representative advised customer that this was an intermittent issue where the phone was not making the connection to the Captioning Service via the Internet. This was has been resolved. The Customer Service Representative apologized for any inconvenience this may have caused. The customer confirmed that they now have the ability to call out successfully.	9/7/2011
63	9/8/2011	Technical - General	A customer reported receiving an Error 54 message. The Customer Service Representative advised customer that this was an intermittent issue where the phone was not making the connection to the Captioning Service via the Internet. This was has been resolved. The Customer Service Representative apologized for any inconvenience this may have caused. The customer confirmed that they now have the ability to call out successfully.	9/8/2011
64	9/9/2011	Captions lag too far behind voice	A customer reported that captions are trailing behind the voice of the caller. The Customer Service Representative advised the captioning service staff will pass this feedback along to the Captionist's supervisor and they will increase monitor frequency to make sure that excessive delay is not an ongoing issue for this Captionist. The Customer Service Representative thanked the customer for sharing their feedback with CapTel Customer Service.	9/20/2011
65	9/12/2011	Accuracy of Captions	The customer shared feedback regarding accuracy of captions and provided specific call data. The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. The call detail was shared with the Call Center management for follow up with the Captionist by the Captionist's supervisor. The captioning center will increase monitoring of the Captionist to ensure this is not an ongoing occurrence.	9/13/2011
66	9/14/2011	Captions lag too far behind voice	The customer called to report a specific call where captions were lagging behind the caller's voice. The Customer Service Representative advised that captioning service staff will pass this feedback along to the Captionist's supervisor and they will increase monitor frequency to make sure that excessive delay is not an ongoing issue for this Captionist. The Customer Service Representative thanked the customer for sharing their feedback with us. The customer's experience does not impact compliance with FCC rules for 60 wpm text transmission.	9/14/2011
67	9/15/2011	Accuracy of Captions	The customer shared feedback regarding accuracy of captions and provided specific call data. The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. The call detail was shared with the Call Center management for follow up with the Captionist by the Captionist's supervisor. The captioning center will increase monitoring of the Captionist to ensure this is not an ongoing occurrence.	9/30/2011
68	9/15/2011	Captions lag too far behind voice	A customer shared feedback regarding delay of captions behind the spoken words. The Customer Service Representative apologized for incidence and gathered call detail and shared detail with appropriate captioning service personnel. The captioning service personnel will coach this Captionist on minimizing captioning lag time. The customer's experience was above the norm of normal delay for transcription by a number of seconds.	9/20/2011
69	10/13/2011	Accuracy of Captions	A Customer shared feedback regarding the accuracy of captions. A Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. The Customer was unable to provide specific examples of captioning errors nor a date and time of the call. The Customer Service Representative suggested that the customer document the date time and Captionist's number of any future calls to allow us to take specific action with the Captionist captioning the call. The Customer Service Representative also explained that with the CapTel 800i, customers could press the Captions button off and then on to obtain a new Communication Assistant.	10/13/2011
70	10/22/2011	Accuracy of Captions	A Customer shared feedback regarding the accuracy of captions. A Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. The Customer feels the Captionist should have detailed training in technical related terms.	10/22/2011
71	10/25/2011	Captions lag too far behind voice	A Customer reported delays in captions on the CapTel 800i. A Customer Service Representative apologized for the incidence and shared this feedback with the Call Center management. The Customer Service Representative suggested that the customer make note of the date time and Captionist's number of any future calls so that we may take specific action with the Captionist captioning the call. The Customer Service Representative also advised that turning the captions off and then on again can switch Captionists at any time during a call when the customer feels that the Captionist is not performing adequately.	11/6/2011
72	10/28/2011	Accuracy of Captions	A Customer shared feedback regarding the accuracy of captions and provided specific call data. A Customer Service Representative apologized for the incidence and thanked the customer for the feedback. Call details were shared with Call Center management for follow up with the Captionist by the Cap supervisor.	11/1/2011

73	10/28/2011	Accuracy of Captions	A Customer shared feedback regarding the accuracy of captions and provided specific call data. A Customer Service Representative apologized for the incidence and thanked the customer for the feedback. Call details were shared with Call Center management for follow up with the Captionist by the Captionist's supervisor. The Captionist received additional coaching and monitoring to help ensure quality captioning.	11/7/2011
74	11/9/2011	Accuracy of Captions	A Customer shared feedback regarding the accuracy of captions. A Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. The Customer did not have any call specifics to share at this time. The Customer Service Representative suggested that the customer document the date time and Captionist's number of any future calls to allow us to take specific action with the Captionist captioning the call.	11/9/2011
75	11/27/2011	Accuracy of Captions	A Customer shared feedback regarding the accuracy of captions. A Customer Service Representative discussed the feedback further but the customer had no specifics on a call date time or Captionist's number. The Customer Service Representative suggested that if the customer wishes for us to take specific follow up action with the Captionist from the call the customer may document the date time and Captionist's number of any future calls and report this detail to us. The Customer Service Representative apologized for this experience.	11/27/2011
76	11/28/2011	Accuracy of Captions	A Customer shared feedback regarding the accuracy of captions during a specific call and provided the call data. A Customer Service Representative apologized for this incidence and thanked the customer for the feedback. The call detail was shared with Call Center management for follow up with the Captionist by the Captionist's supervisor. The Customer Service Representative emailed the customer to share that the feedback provided was passed on to the Captionist's supervisor and the Captionist will receive additional training and coaching for optimal performance.	11/29/2011
77	12/1/2011	Accuracy of Captions	A Customer's wife reported they were experiencing incorrect captions with their CapTel phone. The wife gave the example that when the Captionist said hold on this was captioned as hold Don. After further discussion the Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. The Customer Service Representative suggested that the customer document the date time and Captionist's number of any future calls to allow us to take specific action with the Captionist captioning the call.	12/1/2011
78	12/2/2011	Technical - General	A Customer reported no captions on a call even though the call connected to the captioning service successfully and a Captionist was present on the call. An investigation revealed that the Captionist had no audio throughout the call and documented a trouble ticket. This was isolated to this call. The Customer Service Representative apologized for this isolated incidence. The Customer confirmed on their next call they had captions and has had no incidence of difficulty since this call.	12/14/2011
79	12/16/2011	Captions - stop in middle of call	A Customer reported a call where captions stopped abruptly and provided specific call data. A Customer Service Representative apologized for the incidence and thanked the customer for the feedback. Call details were shared with Call Center management for follow up with the Captionist by the Captionist's supervisor. Call Center Management confirmed that audio was lost on the call.	12/21/2011
80	12/19/2011	Accuracy of Captions	A Customer shared feedback regarding the accuracy of captions. A Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. The Customer Service Representative assured the customer that CapTel strives to provide accurate captions on every call. The Customer Service Representative suggested that the customer document the date time and Captionist's number of any future calls to allow us to take specific action with the Captionist captioning the call and ensure the quality of our customer's captions.	12/19/2011
81	12/19/2011	Captions lag too far behind voice	A Customer shared feedback regarding a delay of captions during their call. A Customer Service Representative apologized for the incidence and thanked the customer for the feedback and informed them that the information would be shared with the appropriate captioning service staff for follow up. The captioning service has increased monitoring of the Captionist in question. The Customer's experience does not impact compliance with FCC rules for 60 wpm text transmission.	12/21/2011
82	12/26/2011	Accuracy of Captions	A Customer shared feedback regarding the accuracy of captions. A Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. The Customer Service Representative suggested that the customer document the date time and Captionist's number of any future calls to allow us to take specific action with the Captionist captioning the call.	12/26/2011
83	12/28/2011	Accuracy of Captions	A Customer reported inaccurate captions on one of their calls. A Customer Service Representative apologized for this incident and thanked the customer for their feedback. The Customer Service Representative shared the call detail with the Call Center Management. An investigation showed that (Speaker Unclear) was used several times suggesting that the Captionist had difficulty understanding the speaker. There was no trouble ticket identifying a technical issue. Management instructed the Supervisor to inform the Captionist of the concern and coach the Captionist where possible.	1/5/2012 1
84	12/29/2011	Accuracy of Captions	A Customer shared feedback regarding the accuracy of captions. A Customer reported one word was captioned wrong but then was corrected. A Customer Service Representative apologized for the incidence and noted the Captionist will on occasion need to make a correction which appears right over the wrong word as noted. The Customer understood.	12/29/2011
85	12/31/2011	Accuracy of Captions	A Customer shared feedback regarding the accuracy of captions. A Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. Call detail was shared as received with a Captionist's number but no date or time. The Customer Service Representative once again apologized for the customer's experience.	12/31/2011

86	1/3/2012	Captions lag too far behind voice	A Customer shared feedback regarding a delay of captions by additional seconds beyond the norm during their call. A Customer Service Representative apologized for the incidence and informed them that information would be shared with the appropriate captioning service staff for follow up. The Captionist's Supervisor has been instructed to increase monitoring frequency in order to specifically observe how the Captionist manages a delay of captions behind the spoken word.	1/3/2012
87	1/4/2012	Accuracy of Captions	A Customer shared feedback regarding the accuracy of captions and provided specific call data. A Customer Service Representative apologized for the incidence and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the Captionist by the Captionist's supervisor.	2/8/2012
88	1/17/2012	Accuracy of Captions	A Customer's daughter reported that some incorrect words were captioned then corrected on the CapTel 800i when they called their mother using a cell phone in the same room. The daughter also noted use of (speaker unclear) when she spoke. A Customer Service Representative explained that captions are produced primarily via voice recognition software but that certain words such as corrections are typed in manually to ensure accuracy. The Customer Service Representative explained that Captionist will endeavor to provide captions that are as accurate as possible but that similar-sounding words may sometimes appear in error with corrections made as noted. The Customer Service Representative also explained that the Captionist will insert (speaker unclear) when audio at the Captionist's end is indiscernible. This prompts the CapTel user to ask for clarification. The Customer confirmed the reading of the captions was a confusing process for their mother. The Customer Service Representative apologized for this experience.	1/18/2012
89	1/29/2012	Accuracy of Captions	A Customer reported that there are sometimes slight errors in the captions that make it difficult for her to follow the conversation and she was unsure of how to alleviate this. A Customer Service Representative explained that some words, specifically corrections, are manually inserted to ensure that the correct word appears. The Customer noted she would be attending a meeting in order to discuss phone options further and decide what best suits her needs.	1/29/2012
90	2/2/2012	A customer stated that the captions are not always accurate.	A customer reported that her calls contain inaccurate captions. A Customer Service Representative asked if the customer had any specific call details or examples but the customer did not have any specifics to share. The Customer Service Representative apologized for the customer's experience and noted that they do have the option to change to a new Captionist while on the same call and explained how to do so. The Customer Service Representative noted that if the customer wishes to document the date time and Captionist identification number of any future calls then specific action can be taken with additional coaching and mentoring for the Captionist on the call.	2/2/2012
91	2/6/2012	A customer stated that the captions lag too far behind the voicing.	A customer reported a specific call where the lag of the captions lag was beyond the normal 3 to 5 second delay. A Customer Service Representative apologized for the incidence and thanked the customer for the feedback. Call detail was shared with call center management. who then reported an isolated incident identifying there was an issue at the Captionist's workstation which caused the delay of captions.	2/6/2012
92	2/19/2012	A customer stated that the captions are not always accurate.	A customer shared feedback regarding the accuracy of captions. A Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. The Customer Service Representative suggested that the customer document the date time and Captionist identification number of any future calls in order to allow for specific action to be taken with the Captionist on the call.	2/19/2012
93	2/23/2012	A customer stated that they had technical difficulties getting captions during a call.	A customer contacted CapTel Customer Service and reported getting a Captionist on a call but receiving no captions. CapTel Customer Service investigated and identified that there was a brief technical difficulty that allowed the call to connect with a Captionist but captions not to be sent. Technical support quickly corrected the matter. The Customer Service Representative apologized for the inconvenience this caused.	2/23/2012
94	2/23/2012	A customer stated that they had technical difficulties getting captions during a call.	A customer reported an inability to connect to captions on their CapTel phone. The customer subsequently reported that they had performed a physical reset and were then able to use the CapTel phone successfully.	2/23/2012
95	2/23/2012	A customer stated that they had technical difficulties getting captions during a call.	A customer contacted CapTel Customer Service and reported getting a Captionist on a call but no captions. CapTel Customer service investigated and identified that there was a brief technical difficulty that allowed the call to connect with a Captionist but captions not to be sent. Technical support quickly corrected the matter. A Customer Service Representative apologized for the inconvenience this caused. The customer then called right back to state they were able to get captions successfully.	2/23/2012
96	3/21/2012	A customer stated that the captions lag too far behind the voicing.	A customer reported slow and missing captions on a specific call. A Customer Service Representative sent call details to the captioning center for analysis. Call center management indicated that the Internet connection can cause this type of experience. In addition, this information will be passed along to the Captionist's Supervisor to in order to increase the frequency of monitoring and ensure that the dropped audio is not an ongoing issue for this Captionist.	3/21/2012
97	3/21/2012	A customer stated that the captions lag too far behind the voicing.	A customer reported that captions lagged behind the voice on his calls. A Customer Service Representative identified calls where Captionists filed trouble tickets. The Customer Service Representative apologized to the customer and advised him that he can change Captionists by turning the captions off and then on again. The Customer Service Representative also referred calls to the captioning service for further review and coaching of the Captionist where necessary.	3/21/2012
98	3/28/2012	A customer stated that the captions are not always accurate.	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 Captionist by their Supervisor.	3/30/2012
99	3/30/2012	A customer stated that the captions lag too far behind the voicing.	A customer shared feedback regarding the delay of captions during their call. A Customer Service Representative apologized for the incident, thanked the customer for the feedback and informed them that this information would be shared with the appropriate Supervisor for follow up. The Customer Service Representative investigated and provided the call data for follow up with the Captionist and their Supervisor.	4/4/2012

100	41003	A customer's husband reported that occasionally the captions do not come up clear and the words are mixed up while using the CapTel 800i.	After further investigation a Customer Service Representative explained that the captions are produced by a live Captionist who revoices everything the other party says into voice recognition software. The Customer Service Representative explained that sometimes, when using the voice recognition software, words that sound very similar may show up in the captions and the Captionist's try their best to make the necessary corrections. A Customer Service Representative suggested that the customer document the date, time and Captionist's identification number of any future calls to allow for specific action with the Captionist on the call.	4/4/2012
101	41008	A customer reported inaccurate captions during a particular call.	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 Captionist by a Supervisor. The Captionist was informed of the complaint and monitoring has been increased to ensure it is not an ongoing issue.	4/9/2012
102	41018	A customer reported that during a call the captions read "this is not a legitimate call" though the other party had not stated that.	The Customer Service Representative apologized for the incident and thanked the customer for the feedback. Investigation found that the Captionist may not have transcribed the call verbatim. Call detail was shared with Call Center Management for prompt follow up with the Captionist.	4/19/2012
103	41019	A customer reported that captions were very delayed on a specific call.	A Customer Service Representative apologized for the inconvenience and sent the call data to Call Center Management for follow up with the Captionist. Customer record shows some technical difficulty logged by Captionists in trouble tickets. The Captionist's Supervisor on this particular call will monitor the Captionist for efficiency of captioning.	5/1/2012
104	41026	Customer's husband shared feedback regarding delay of captions behind the spoken words during their call.	Investigation revealed that there were two calls with a longer than usual delay. A Customer Service Representative apologized for the incident and thanked the customer's husband for reporting their experience. The Customer Service Representative explained what can cause captions to delay behind the spoken words. The two calls were identified to Call Center Management for follow up with the Captionist by a Supervisor. Customer noted that the captions on the call with Customer Service were going well and kept up with the speaker.	4/27/2012



**Federal Relay FCC
Complaint Log
2011 - 2012**

Complaint Tracking for FED (06/01/2011-05/31/2012). Total Customer Contacts: 2

Tally	Date of Complaint.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	11/03/11	Consumer education - USB	11/03/11	A Customer inquired how to have their captions printed on to their computer screen. A Customer Service Representative informed the customer that they would need to install the software onto their computer and connect the USB cable into the computer. This issue is now resolved and closed.
2	04/25/12	A Federal IP caller complained that they were not receiving incoming calls even though they were logged in to Federal relay. Customer Service simulated the call and got an error message stating that the person was not logged in but the screen was showing that the customer was logged in. A Trouble Ticket was submitted. Customer does request follow up.	04/26/12	The customer's desktop is set up with a security scan that runs hourly. This security scan disconnects the Federal IP applet without notice. The customer's IT department will correct this internally. This issue is now resolved and closed.

Date Generated: Mon, Jun. 4th, 2012 @ 03:10:53 PM CT