

59	10/2/2007	Caller ID	10/2/2007	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.
60	9/21/2007	TX Voice Carry Over customer has not been branded properly on all calls. Sometimes she comes in branded, other times she does not. Apologized for inconvenience. Opened Trouble Ticket 4969701. Follow-up requested.	9/21/2007	Customer Representative contact customer and explained about using the dedicated Voice Carry Over 800 # to avoid to get un branded Voice Carry Over call and that is what causing the problem. Call the dedicated Voice Carry Over 800 # will solve the problem and keep the branded on the database. Consulted and status closed
61	9/20/2007	TX Voice Carry Over user complains with her long distance calls through relay, her callers can not hear her. Customer also experiencing garbling. Customer is waiting for a call back on these issues. Apologized, let customer know I would inform the technicians and program manager. Explained more information is beneficial to technicians in researching issues. Entered 4960770. Customer wants call back	9/20/2007	Voice Carry Over problem related to Phoenix platform not able to function fully to offer Voice Carry Over connection to the party. Customer needs to dial the 800 dedicated Voice Carry Over #. IT crew assured us that the platform will be fixed by September 13th To close the complaint status. Closed.

62	9/18/2007	<p>Customer states that when calling in to TX relay service her database information is not showing and the agents are not recognizing her as a Voice Carry Over user. This happened 3 times in a row in the last 15 minutes with several agents all at the Lubbock center. Customer Service response: Thanked the customer for letting us know and assured that a Trouble Ticket would be sent in with the problem stated. Call back requested Trouble Ticket 4845871</p>	10/5/2007	<p>IT crew fix the local agent booth and switch the platform and corrected the database and it was tested and resolved. Status Closed.</p>
63	9/17/2007	<p>Agent said I gave her the wrong number. I said maybe u heard me wrong - she got rude and hung up on me.</p>	9/17/2007	<p>Team Leader met with this agent. Agent does not remember the call. Reiterated to the agent the importance of remaining professional on call. Agent understands. 9/26/07 @ 10:40am Team Leader called contact number provided to follow-up with the customer and reached the information line for Cross Bank in San Antonio. Dialed again to ensure that this was correct and got the same recording for time and temperature.</p>
64	9/17/2007	<p>Caller ID</p>	9/28/2007	<p>A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution</p>

65	9/14/2007	Customer asked the agent to just leave a message. The agent typed out the answering machine recording even though I told her not to. Thanked customer for letting us know and assured them we would forward to the agent's supervisor.	9/14/2007	9/13/07 Team Leader met with agent. Agent remembers this call. Customer did not tell the agent to just leave a message, but agent tried to leave message anyway. Team Leader reviewed proper answer machine procedures with the agent. Agent understands
66	9/13/2007	Caller ID	9/13/2007	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.
67	9/12/2007	Voice Carry Over customer was concerned as asked agent to retrieve messages from voice mail. Agent complained that Recording feature was not working. When instructed by customer to retrieve messages anyway getting as much as possible without record feature, agent refused and hung up. Customer requested that agent be coached. Told customer would forward this information to appropriate supervisor	9/12/2007	Agent did not remember a call of this nature but did show proper knowledge of the correct procedures. Agent was reminded of the importance of following customer instructions and immediately contacting a supervisor if there are any technical difficulties.

68	9/12/2007	Technical - General	9/13/2007	Investigated customer's incidence of being disconnected during one of their captioned calls. Identified technical difficulty at CA's work station and apologized to customer for this occurrence.
69	9/6/2007	Customer told the agent she wasn't typing correctly or spelling words correctly and the agent's response to the customer was rude, in fact the agent replied, "don't be rude" to the customer. Apologized and informed customer their concern will be sent to the appropriate call center.	9/7/2007	9/12/07 Team Leader met with this agent. Agent does not remember this call. Agent was coached on proper call procedure and the importance of customer service. Agent understands and knows that if a situation like this arises they should contact a supervisor
70	9/5/2007	A business customer reports the agent was rude, impatient and inattentive during a call at approximately 10.45 AM on 9/5/07. The customer explained that she repeated the name of the business multiple times. She didn't mind repeating, but the agent's tone of voice was abrupt, making it known that he was annoyed. The customer asked him not to be rude. The agent reportedly took offense and made the call difficult. The deaf person called a few minutes later with another agent, and it was a positive Relay experience. Apologized. Supervisor will be notified. No follow up.	9/5/2007	9/13/07 Team Leader spoke with agent. Agent is aware of the importance of tone of voice. He will consciously make an effort to make sure he has a pleasant tone of voice.

71	9/5/2007	Accuracy of captions	9/5/2007	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff. Captioning service is working with CA to improve caption quality.
72	8/29/2007	Accuracy of captions	8/29/2007	Customer shared feedback regarding accuracy of captions sharing an excerpt from the conversation. Customer Service Representative apologized for incidence and thanked customer for the specific detail so that it could be shared with appropriate captioning service staff for follow up. The call detail and Communication Assistant # was shared with the CA's supervisor and the CA was put on closer monitoring for quality assurance.
73	8/28/2007	Customer called Relay Utah about ten time before reaching a Communication Assistant.	8/28/2007	Apologized. Verified the relay number with the customer. Advised customer that we may have experienced additional call volumes during this time frame. We will continue to monitor answer time and will make adjustments as needed.

74	8/28/2007	<p>Customer Complaint: Caller has reported three times today that she is still unable to connect her relay call to her doctor's office and to her brother. That call center is where the line is not able to complete to connect. The customer was asked to provide the ID numbers so Customer Service could enter a trouble ticket. Customer Service Response: Apologized for the inconvenience and told her the trouble ticket would be entered to resolve the issue. Trouble Ticket # 4808710 was entered at 2:15 pm 8/28/07. Follow up requested</p>	8/28/2007	<p>IT staff upgraded the platform and correct the circuits in trunk groups and problem is solved and customer's Voice Carry Over has been re branded so that customer will not have problem to place a call next time around Status Closed.</p>
75	8/28/2007	Captions Lag too far behind voice	8/28/2007	<p>Customer shared feedback regarding seconds of lag time on captioning speed. Customer Service Representative shared the 4-5 seconds delay factor while voice recognition generates captions. Apologized for incidence of longer than usual delay and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up with Call Center personnel.</p>
76	8/21/2007	<p>Voice Carry Over customer is upset because she has to yell and scream on every call in order for agents and her voice callers to be able to hear her. This has been happening for years. Supervisor apologized to the customer and told her we would forward this to Sprint. A trouble ticket was filed. Trouble Ticket # 4750995</p>	8/21/2007	<p>IT crew updated performed the platform with Phoenix problem causing the Voice Carry Over not able to make the call. Sept 13th is target date for resolution to all of the Voice Carry Over calls connecting to the calling parties. (Status Closed)</p>

77	8/20/2007	<p>A TX voice customer is frustrated because her TTY daughter has been unable to call long distance. She gets an error message: "You have accessed the Sprint network," even though her database shows her LD is Colorado Valley. This happens intermittently. The last time it happened was 8/18/07 at 10:50 AM. Apologized for inconvenience. Opened Trouble Ticket 4750414. Follow-up requested.</p>	8/20/2007	<p>Customer set her COC to "all others" and customer will not have a problem with placing long distance call to her mother. Case Closed</p>
78	8/13/2007	<p>TX Voice customer states after accidentally disconnecting a call, the relay operator called them back and said "Don't ever hang up on a mute person". Customer did not appreciate the operators tone of voice. Customer Service Supervisor spoke to the customer and apologized to the customer. Customer would like a follow up.</p>	8/13/2007	<p>Spoke to the agent about this complaint. Supervisor went over proper call procedure with the agent. Also spoke to the agent about proper greetings and reviewed the importance of voice tone with the agent. The agent understands the importance of a pleasant tone of voice. Supervisor performed follow-up with the customer over the phone. The customer was satisfied with the follow-up and the handling of his complaint.</p>
79	8/8/2007	<p>Customer Complaint: Voice Carry Over caller reported that her voice cannot be heard by the party she is calling to, however the relay operator can hear her just fine This is a recurring problem that she was told to get the Communication Assistant ID number so a trouble ticket could be entered. Date and time of call was 8/8/07 at 9 40 am CST. Customer Service Response: Thanked her for calling and obtained the required trouble ticket information to process ticket number 4671532 was entered. The Communication Assistant ID number was provided in the trouble ticket. Follow up with customer.</p>	8/8/2007	<p>Voice Carry Over customer experienced difficulty in placing a Voice Carry Over call which apparently has lot to do with the Phoenix platform. After consulted with Agent and it was identified that Agent heard the customer loud and clear even though customer said she cannot hear what the other party is saying. Coached the agent to be more sensitive to Voice Carry Over caller. Phoenix platform may have something to do with this problem and it is our goal to have all that remedied by Sept 13th. Status Closed.</p>

80	8/6/2007	Voice Carry Over customer experiencing ongoing calls via Relay. Complaint K6422603522 and Trouble Ticket. 4427936 entered but customer has never been contacted regarding this issue. (info taken by MA Customer Service) Customer requests contact ASAP.	10/4/2007	Phoenix platform, customer representative and Relay Program Manager have made numerous attempt to contact this customer to educate about using the dedicated 800 Voice Carry Over number instead of dialing 711 which cause the problem until it will be fixed after September 13th. Once the customer is contacted and educated, the problem would have been eliminated. This customer is a Voice Carry Over user only call back if the phone rings and used the caller ID to call back and often ended up with a phone tagging. Never had the chance to connect with one another. It is more of a one way communication option and only solution is for someone to stop by her place and educate her about using the dedicated #800 Voice Carry Over # Closed.
81	8/1/2007	Voice caller uses relay often to keep in touch with Dad, complains she continues to get those loud tones and it takes forever to connect on 711. Apologized, verified caller was branded Voice, and a note in place. Provided Voice # and re-branded as Voice, and submitted Trouble Ticket #4620437 Customer wants this fixed and a phone call from Program Manager with resolution.	8/1/2007	IT staff performed update with the Phoenix platform and it should fix the problem and target date for resolution to the whole platform stated September 13th. Status Closed.
82	7/31/2007	Caller complained that agent would not relay call in Spanish. Caller requested translation but agent would not comply. Agent responded English only. Apologized and let customer know we would look into what happened.	8/1/2007	This agent does not have a Spanish language skill set Spanish language services were busy at this time, a technical issue may have accidentally routed the call to the agent center. We will be on the alert and report any future incidents.

83	7/31/2007	Customer reports Relay TX agents taking up to 30 seconds to send dial out info Problem happening for past week via Relay TX. (advised complaint would be forwarded to management also rebranded number as Turbo) Customer requests contact	8/21/2007	Worked with internal staff doing testing and results came back as not able to repeat the same experience that this customer did with his turbo code TTY. Customer did reply back to RPM staff about what he did and noticed partly was resolved but there were some times it has problem. So far so good and consider this matter closed
84	7/30/2007	Customer Complaint: Report taken by MA Customer Service on 7/28/07 at 17 30. Caller reported that they dialed in and received no response at all from the agent except the greeting Customer Service Response: No response proved by MA Customer Service representative. Follow up requested at email address provided.	7/30/2007	Spoke to the agent about proper call procedures. Agent does not remember this cal specifically but does know the importance of staying focused and processing every call that comes in to our station. It is also unknown how MA customer service was able to "prove" the no response. The customer was e-mailed follow-up on 8-16-07. However, the email was returned "undeliverable". The e-mail was double checked and entered correctly. Therefore, follow-up with customer is not possible.
85	7/27/2007	Disconnect/Reconnect during calls	7/27/2007	Sent customer information explaining the difference between a CapTel and a traditional phone Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
86	7/24/2007	Voice Carry Over customer is very upset that the Voice Carry Over volume issue has not been resolved. Customer has problems every time she makes long distance calls because the person she calls can not hear her. Apologized to customer. Customer requests contact ASAP.	8/21/2007	Attempted were made by calling this customer s phone number at home and we continued to play phone tags and working on another options to see if someone on Account Manager s side knew her and maybe we can send someone to her house to educate her how to use 800 dedicated number instead of 711 which ended up on Phoenix platform that causing problem with her ability to call to the other party on her line. After number of attempted calls were made and had no luck catching her live in response to my calls.

87	7/17/2007	Customer states the supervisor made excuses for agent error and was argumentative on Tuesday, 7/17/07 The customer explained that he asked the first agent to retrieve voice mail, and the agent said they were having technical difficulty. When the customer redialed to another agent, the voice mail message had been deleted. Apologized. Center POC will be made aware of the customer's report. Follow up requested.	7/17/2007	Supervisor remembers this call. She was assisting an agent who was having issues with the customer's voice mail retrieval. There was a problem retrieving the messages after several attempts. Another supervisor attempted the voice mail retrieval and was successful However, the retrieval was made using different steps than provided by the customer to the agent and Supervisor. The customer was given a follow-up call on 8-14-07 at 5 pm and he was satisfied with the results of the follow-up.
88	7/9/2007	7/8/07 at 9.45 customer called relay. Had the agent verify her ID. Then asked for a supervisor and the agent hung up on the customer. Customer has a print out. Apologized to the customer. Customer wants the agent informed of her rude behavior. Relayed to the customer that a supervisor would be notified. Customer did not request a follow-up.	7/9/2007	Reviewed complaint with the agent. The agent did not remember an event of this nature, but was coached on the importance of not disconnecting calls The agent was also reminded of the consequences of disconnecting a call.
89	7/9/2007	A TX voice customer called to say he is getting relay TX operators on the line when he picks up his phone to make a call. Customer said he has checked with LEC and they do not see a problem on his phone. Apologized for inconvenience. Opened Trouble Ticket 4462680 Follow-up requested	7/9/2007	Program Manager contacted customer over VRS and discuss his concern that he been getting lots of Relay TX calls and felt that they were prank calls from his former deaf employees And also showed on his bill that there were many calls billed to his company phone bill using Relay TX. PM asked him to fax over a copy of the bill to do some further investigation. Status still pending until further notice Called customer and discussed his concern about getting prank calls using his office phone system. Requested the customer to contact me if it happens again and he said he will do that. Thank me for follow up with his request.
90	7/9/2007	Disconnect/Reconnect during calls	7/9/2007	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

91	7/5/2007	Voice Carry Over customer voiced a concern regarding agent stating that she has encountered this agent before and never gets a response and she has to end up hanging up and calling in to get another agent. I told customer I would meet with agent to discuss situation.	7/5/2007	Met with agent. Agent did remember call and said she did respond to customer, but customer was not receiving her typing. It was felt that perhaps there was a technical issue for why the Voice Carry Over was not able to receive her typing
92	7/2/2007	TTY customer stated that approximately 225pm, he had a Texas relay operator on the line and reached an answer machine. The message was given followed by a "GA" however there was no dialing out nor ringing macro and it turned out that he had been disconnected. No follow up necessary.	7/2/2007	Apologized to the customer for the inconvenience and upon request, the customer was unable to provide the operator ID number.
93	7/2/2007	TX Voice Carry Over customer states she is unable to place long distance calls because her outbound callers cannot hear her voice. Customer states this only happens on Long distance calls for approximately the last 2 months. Customer Service apologized to this customer and turned in Trouble Ticket#4427936. Follow up is requested for resolution and so customer can express concerns.	7/2/2007	Same solution to the problem with this Voice Carry Over customer is experiencing in the past with Voice Carry Over calls were disconnected on the outbound caller whom were not able to hear her voice. IT staff found a new solution by routing all Voice Carry Over calls to other specific call center that were able to handle Voice Carry Over calls without a problem. Status Closed.
94	6/29/2007	Voice Carry Over customer experiencing volume problems on all LD calls. No one that she calls LD can hear her well enough to complete the call without many, many problems. Caller must scream throughout the call or Relay operator has to repeat what she is saying. She is spending hours on the phone to complete her LD Voice Carry Over calls. The customer stated the problem has been going on for a long time and must be addressed and resolved (apologized for problem encountered, advised complaint would be entered) Customer requests contact ASAP (see instructions with phone number).	7/10/2007	We have identified the problem with Voice Carry Over disconnecting phone calls and problem with outbound caller not able to hear the inbound Voice Carry Over caller. IT staff is able to come up with a new routing solution and it will solve the current problem, this customer has been experiencing. Status closed. Customer has been contacted and notify of this solution, request to inform me if it continue to be a problem.

95	6/27/2007	Technical - General	6/27/2007	Apologized to customer for isolated incidence of technical difficulty on this one call. Customer redialed into the service and all was well on second connection.
96	6/24/2007	customer uses Frequent Dial numbers and cannot seem to have the agent use them. customer places calls over the weekend and only gets operators with numbers beginning with 15XX who are not able to place a FD call. the customer waits for a response and then the line disconnects. there is sufficient info in the customer notes and the customer wants this to change, as there is no problem using FD numbers during the week.	6/24/2007	apologized for the issue with FD numbers and informed the customer that I was able to understand what she was saying and was able to place a call to the specific name she requested. informed customer that I would file a complaint in hopes that that center would be able to post more information on how to place a FD call. customer was thankful for the service and many operators but is very disappointed with the agents who's numbers begin with 15xx. Reviewed FD (frequently dialed) numbers with agent He was able to demonstrate correct handling of FD requests.
97	6/21/2007	Voice customer unable to reach his mother, HCO customer via Relay TX. The Relay operator advises the number he is calling is not a working number. The number can be dialed directly without any problem. Apologized for problem encountered, advised a Trouble Ticket and complaint would be entered--Trouble Ticket # 4361215 Customer requests contact ASAP.	7/6/2007	IT staff contacted the local Embarq LEC on this and received corrected code to update the system. Made test call to HCO customer and requested her to make some test calls and her calls are now completed. Status closed.
98	6/20/2007	Voice Carry Over user said agents 7939,7889 and 7794 are disconnecting on him and now willing to process his calls.	6/20/2007	Team Leader met with these agents and went over proper call procedures and the importance of not disconnecting customers. All agents understand the consequences of such actions. Please note that our center was experiencing technical difficulties where we were unable to process many calls. All of the above agents are aware that they can contact a supervisor if they are experiencing any difficulties. Team Leader met with these agents and provided some coaching and in the future if they have some difficulty processing Voice Carry Over calls they will contact their supervisor. Status Closed.

99	6/15/2007	TX Voice Carry Over customer states more often than not agents from this center disconnect her call when she requests to dial from her frequently dialed list or to leave a message to the person she calls. Also, customer states these agents are unfriendly and cold. Customer Service apologized to this customer and thanked her for letting us know about these problems. No follow up requested.	6/15/2007	Customer contact was involving all agents, no one specific. Sent email to all Team Leaders to review the FD procedure with their Communication Assistants.
100	6/12/2007	This agent was being rude to me. He told the customer calling us that we were being rude to her when the agent was the one raising his voice to me The customer is now mad at us because of this agent Thanked customer for letting us know and Team Leader informed the customer that we would speak to the agent regarding this Follow-up was not requested	6/12/2007	Team Leader spoke to the agent regarding this and he understands that his tone of voice can sometimes be misinterpreted. Agent also understands that if he has any problems that he can call over a supervisor.
101	6/11/2007	Customer Complaint: (taken in MA Customer Service) Operator placed call and did not let caller know what was happening He said he almost fell asleep waiting for the operator to respond. Customer Service Response: Apologized and told them the report would be sent to the call center supervisor. Follow up requested via email by supervisor	6/11/2007	Agent was spoken to about proper call procedures and the importance of remaining focused while on calls. Agent understands. E-mail follow-up was sent to the customer on 6/13/07.
102	6/1/2007	Dialing Issue - Phone line does not require 1 when dialing 800 number	6/1/2007	Technical support removed "1" from unit's "data-in" outbound dialing number. Problem resolved. Customer able to make outbound captioned call after this adjustment.

103	6/1/2007	Disconnect/Reconnect during calls	6/1/2007	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
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Texas
FCC Complaint Log 2009

Complaint Tracking for Texas (06/01/2008-05/31/2009). Total Customer Contacts: 54

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/04/08	Accuracy of captions	06/04/08	Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for follow up. Additional coaching in call handling skills was provided to the CA as a result. Advised customer accordingly. Customer satisfied.
2	06/11/08	Customer was given a toll free number to call through relay by a deaf man. "Agent was rude and made me feel like I didn't know what I was talking about when my deaf friend told me to call relay and give them the toll free number to call him. Toll free number was for long distance calling purposes." Apologized to the customer and told customer we would forward the information to the appropriate supervisor. No follow-up requested.	06/12/08	Supervisor provided the agent with a training review on 800 number procedure for non-relay toll free numbers and how alternate responses can affect customers. Agent understands and will follow procedure.
3	06/13/08	"I made the call Texas and agent answered my call. I did requested the number for somebody that is how he cut me off in rude behavior. I have agent number shown as XXXX the agent answered my call ... he hung up on outbound call when I requested the number and he made the number but he was without comment or directly call for somebody I asked." TTY specifically called in to relay only to make complaint and immediately asked for supervisor. Apologized to the customer and informed them that the information would be forwarded to the appropriate supervisor.	06/13/08	Team leader met with agent. This could have been caused by computer problems. Instructed the agent that if he is experiencing problems on a call that he should call a supervisor over to assist as soon as possible. Agent understands.

4	06/19/08	VCO user complained agent did not type answer machine recording. He has lots of customer notes but none say not to type answer machine. Supervisor apologized and the customer began using profanity about the agent and other. Supervisor informed him that the profanity would not be tolerated. The customer calmed down but was still upset. Assured the customer that we would take down the information and forward to the appropriate supervisor.	06/19/08	Team leader met with agent. Went over proper answering machine procedures. Reminded the agent to always type out the answering machine unless instructed by the customer not to do so. Agent understands.
5	06/23/08	VCO customer reported Relay call was received and they read the Relay greeting and agent ID then nothing else. VCO customer called back the person who was calling them via Relay and they said the line had disconnected on them as well. Relay Customer Service apologized for the inconvenience. Customer did not request contact.	06/30/08	Team leader met with agent. Agent does not remember the call. Went over proper call procedures and reiterated the importance of not disconnecting callers. Also reinforced that if the agent is having technical difficulties they need to inform a supervisor immediately. Agent understands.
6	06/23/08	Technical - General	06/23/08	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.
7	06/23/08	Disconnect/Reconnect during calls	06/23/08	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

8	06/24/08	"Agent called me but hung up. I kept telling her to GA but she wouldn't." Apologized to the customer and assured them this would be forwarded to the appropriate supervisor.	06/24/08	Team leader met with agent. Went over proper disconnect procedures and informed the agent that if they are experiencing technical difficulties that they should contact a supervisor immediately. Agent understands.
9	06/28/08	Customer said voice carryover phone was having garbling problems on calls and when taking messages on answering machine. It was reported today June 28, 2008 at 11 40 am. No agent ID provided but has been an ongoing problem. Customer service apologized for the inconvenience and informed problem would be relayed to technical support for resolution. Call back requested.	06/28/08	Called at 11:20 AM on April 19th and no answer. Customer stated she is having trouble with her VCO phone. Suggested she call the TX equipment program to let them know of the problems with her VCO phone.
10	06/29/08	Customer was concerned about being billed for calls from people using the relay service. Informed customer as to how relay works and is billed. Follow up requested.	06/29/08	Customer Service agent will contact customer to explain. Left message for customer advising that the person originating call via Relay is charged for long distance charges, if any, not the person receiving the Relay call.

11	06/30/08	VCO customer states she was not able to place her call via this agent. The agent typed options and the recording instead of letting the customer leave a message as requested. No follow-up requested.	07/02/08	The call was initially answered by a company recording, this information was typed to the caller according to procedure and the call was holding for a live rep to answer the line. The recording status changed and the call was forwarded to a voice mail request instead of a live person answer. The agent attempted to inform the caller of the status change but the caller may have thought the agent did not follow instructions related to leaving answering machine messages. The agent followed procedure in keeping the caller informed of call progress changes.
12	06/30/08	VCO customer states she was not able to complete her call via this agent. The agent did not give the caller the option to leave her message via voice mail, instead she typed the recording and options. Apologized. No follow-up requested.	07/02/08	The agent does not recall a situation like the one described by the caller and does not recall situation where a caller was unable to leave a voice mail message. The agent provided the supervisor with a correct review of procedures for using customer notes. The agent communicated an understanding that a caller's typed or voice instructions supersede the notes. No additional action can be taken as there is not enough information about why the caller was unable to leave a message.

13	07/04/08	<p>Voice customer called in regarding father's VCO phone (Ameriphone). Said phone has been garbling text continuously for the last two weeks. CS representative apologized, and went through troubleshooting tips for garbling with caller. Then tried placing a test call to VCO phone, but garbling still occurred.</p> <p>Customer service representative then went to Ameriphone web site and read manual for phone. Told caller to try pressing 'select' when garbling occurred as manual instructed. This did not correct garbling issue. Customer service representative told caller a report will be filed; technical service will look into issue, and someone will get back with him. Follow up requested with voice caller.</p>	07/04/08	<p>Called the customer's son on April 19 at 11:30 AM and got his voice mail, but unable to leave a message as a password is required to leave message. Customer's son stated that all is working fine.</p>
14	07/09/08	Captions Lag too far behind voice	07/09/08	<p>Customer shared feedback regarding delay of captions during their call. Customer provided specific call detail. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. No technical issues identified, although agent will be monitored closely.</p>
15	07/09/08	<p>TX TTY customer complains she is getting Spanish, but uses English text. Customer is unable to communicate with relay agent. Apologized, explained I would be sure to inform the relay technicians. Selected English language and submitted a trouble ticket. Customer does not want follow up.</p>	07/09/08	<p>Customer did not request follow up.</p>

16	07/11/08	TX VCO very upset she can't make her calls because her telephone number does not show to relay service. Apologized, explained I would inform the relay technicians about the problem. Submitted a trouble ticket. Customer wants contact from Relay Program Manager's boss.	07/11/08	RPM's supervisor called customer on 7/17. Attempted to call customer at various days and times the week of 7/21, on 7/28 at 2 different times in the afternoon, 7/29 in the afternoon, 7/31, & several more attempts. On 7/31, program manager emailed to supervisor, called customer via Relay VCO (using a TTY and told the operator that customer uses VCO). When Program manager tried to call customer each day for past 1.5 weeks, typically used our staff interpreter to call into VCO. After 13 rings, someone picked up the phone and the operator said that we were connected but the other party was not voicing or typing anything.
17	07/14/08	TX TTY customer states they did not have a database set up with us. When trying to make a long distance call the customer told the relay operator they have free long distance (unlimited) with Time Warner. The operator kept asking the customer how come they get free long distance. Customer Service apologized to the customer. Customer does not need a follow up.	07/14/08	Team leader met with agent. Agent remembered the call and said that she was inquiring if customer had a land line or cell phone because the number was saying invalid and was inquiring to find out so she could do a local call override. Customer was getting upset when they said long distance was time Warner. Informed the agent that if they are experiencing problems they should get a supervisor immediately so they can assist with the call. Agent understands.
18	07/15/08	Customer did not get agent's number, but stated that the agent provided bad service and would not make what the customer wanted. The customer asked for a supervisor and the agent continued to dial the number.	07/15/08	Supervisor assured customer we regretted the incident but that without an ID number we could not locate or follow up with agent, however the customer wished a record. Contact is closed as supervisor was unable to obtain information allowing for further investigation.

19	07/18/08	A TX VCO customer says this agent was rude, telling her she refused to process the customer's call. The agent hung up without consulting a supervisor or giving a reason for the disconnection. Apologized for rudeness. No follow-up requested.	07/18/08	Followed up with the agent and the agent denied refusing placing the call for the customer. Agent was then coached.
20	07/18/08	A TX VCO customer says she has had trouble communicating with agents in the relay center for the past few months. Her notes and brandings do not seem to appear to the agents. They don't hear her and keep typing, "Number calling to please?" while she gives the number over and over. She says she does not have this problem with agents in some centers. Apologized for inconvenience. Opened trouble ticket. Follow-up requested.	07/18/08	Called three times and no answer nor answering machine.
21	07/24/08	Customer complained that the agent who left the message on his voice mail spoke too fast and the message was unintelligible. The customer does not know the person and is unable to return the message. The agent did not spell out the email address or repeat it for clarity. Customer commented that the agents voice was clear, there was no line interference, the agent read the message too fast. Apologized for the inconvenience and explained that calls are confidential and no records are kept of relay telephone calls. Assured customer his concerns will be forwarded for discussion with the agent.	07/25/08	The agent id number identified by the customer is not assigned to anyone. The customer did not wish contact; therefore, further investigation of the complaint is not possible.

22	07/31/08	Customer complained that the agent had asked for the call to number several times. When the agent placed the call the agent asked if the call was to a deaf or hard of hearing person. When I asked if I had reached 711 the agent did not answer instead continued to ask the customer questions.	07/31/08	Agent said that due to loud music in the customer's background it was difficult to hear the customer and she did ask for the call to number several times, her ID number is XXXX and she thought the customer was asking for her number so she responded with a yes and moved on to verify the numbers given by the caller. The numbers given were answered by voice answering machines only with no TTY answer and she did ask the customer if they were calling someone deaf or hard-of-hearing. Supervisor explained the customer perceived the agent as being rude when asking the questions. Coached agent to be aware of tone and approach and to be polite when asking customer's question. Call back numbers were not valid.
23	08/02/08	Voice customer was very upset that the agent was not clear when leaving the message on her answering machine so she could not return the call nor could she email the relay user per the message request. Agent apologized. No follow up requested.	08/02/08	This particular agent has not assigned to anyone since March 2008 and further investigation is not possible because customer contact information was not provided.

24	08/05/08	The agent raised his voice and customer stated that he did not like the tone and wanted an apology from the agent. Apologized and advised customer that a discussion would be held with the agent.	08/07/08	Supervisor discussed call with the agent. The agent explained that the customer asked him "to raise my voice early in the call" and the agent had complied by using the system volume control feature. The agent was unaware at the time that the customer was not satisfied with the volume or that the adjustment affected the tone of the call. The agent knows to utilize the system volume control feature to try adjust the volume to meet customer's needs when possible. Supervisor contacted customer and left a response message regarding the contact.
25	08/05/08	Voice Customer states the agent was rude to him then disconnected the caller after asking for a supervisor. Apologized. Follow-up requested. Internal Update Performed Customer Service is researching a ticket.	08/05/08	Relay Program Manager (RPM) called customer, he called back, we missed each other. RPM called again, left a message. Sending complaint to relay center for further follow up. RPM spoke with center manager and trainer regarding this issue to ensure operators were coached not to be rude. RPM called customer and spoke with him about his concerns. RPM communicated to the customer that his concerns had been shared with the team leader and appropriate follow up action had been taken at the center. Customer appreciated call, and indicated he would send a follow e mail as he wanted to be sure his concerns were documented.

26	08/18/08	TX VCO complains her frequent dialed numbers are not always available to use. Customer states the problem occurs more with 3 and some 1 series agents. Apologized, explained I would let the relay technicians know the issue. Entered a trouble ticket. No contact wanted.	08/18/08	Customer did not request follow up.
27	08/19/08	Disconnect/Reconnect during calls	08/19/08	Sent customer detailed letter explaining the difference between a CapTel and a traditional phone. Letter explained to customer why disconnection/reconnection might be occurring and included tips to reduce their occurrence.
28	08/21/08	Elderly VCO caller said agent spoke very rudely to her. In the past when she is put on hold she notifies the opr by typing OPR GA so she can tell them she wants to hang up. When she did this on her call on 8/21/08, operator typed to her "YOU DON'T HAVE TO TYPE IN MY EAR --- I CAN HEAR YOU. Caller was crying because this upset her very much. She says she has used relay for a long time and never had that problem. She was very hurt that the operator spoke to her in that manner. She loves the relay operators and never thought any of them would treat her that way. I apologized to caller and let her know a complaint would be issue. No follow-up required.	08/21/08	Supervisor coached agent. Agent was given alternate method to use to communicate with customer when VCO changes from voicing to text and to ultimately "wow" the customer, not upset them and not put any blame on the customer.

29	08/27/08	Agent was rude and wouldn't say I'm sorry when he asked her if he would receive a call back in a couple of weeks. Apologized to the customer and assured them this information would be forwarded on to the appropriate supervisor.	08/27/08	*Clarification to complaint -- Customer was upset because agent would not apologize when he accused her of being rude. Team leader met with agent. Agent remembered this call. Agent repeated to the customer that the outbound customer had disconnected. After Team leader called customer at the follow-up number provided. Apologized to the customer and informed him that his complaint had been addressed. He appreciated the call back and thanked us for our attention to this matter.
30	09/23/08	Caller reported that he is unable to connect to two different numbers when placing a call through TX relay. The operator reaches the recording "not a working number". When the numbers are dialed directly they go through to the person just fine. Apologized for the inconvenience and told caller a trouble ticket would be entered to investigate the problem. Trouble ticket created on 9/23/08. No follow up requested.	09/23/08	Customer did not request follow up.
31	09/26/08	TX VCO user very frustrated she could not reach relay customer service after a call issue with an agent between 11:45 and 12:20 AM on 9/26.2008. After an agent error, the relay supervisor offered to transfer her call to Customer Service but she was left on hold and did not reach a customer service representative. Customer complained she had wasted over an hour because of problems and then couldn't get through to report it. Apologized, explained customer service was operating, taking many calls. Let customer know customer service would be sure to inform relay management of the issues she had experienced and offered to request credit for a LD call error. Thanked her for letting us know. Customer does not want contact.	09/26/08	Customer service agents were available during this time and technician reported no abandoned calls. No follow up requested.