



Vermont
Telecommunications
Relay Service

Vermont FCC 2010 - 2011 Complaint Log

Complaint Tracking for VT (06/01/2010-05/31/2011). Total Customer Contacts: 4

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	08/1/10	A customer complained that a Communication Assistant was rude to them and made them feel uncomfortable. The Communication Assistant doesn't know how to talk to deaf people and should not work there. The customer was on hold waiting for the nurse and they asked the Communication Assistant to yell loudly "Hello". The Communication Assistant said, "unfortunately I cannot make the person get on the phone the only option is to hold for her and wait for her to come back on line." The customer said, 'you can't tell me this or that.' The Communication Assistant then said, "I can't help how long you wait. I ask that you wait and yell at the nurse not me if you have a problem with them. I do not appreciate you taking the abuse out on me at relay. I will ask my supervisor to observe this call." The customer felt threatened and has the tape/print out of this call.	08/16/10	The supervisor met with Communication Assistant. The Communication Assistant was coached that at no time is language to be used like that to a caller and further complaints could result in corrective action. The supervisor sent a letter of apology to the customer per the customer's request for follow-up. The supervisor sent a follow-up letter on 5 August 2010.
2	10/29/10	A customer was unable to make captioned calls	10/29/10	A customer reported the need to wait for an Communication Assistant when attempting to make a captioned call. The Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to waiting captionist. An equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
3	02/02/11	There were general problems with the service.	02/02/11	A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11, CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
4	02/03/11	There were general problems with the service.	02/03/11	A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11, CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.