

Appendix T:
Copies of Complaint Logs from 2008-2012



NEW JERSEY
FCC COMPLAINT LOG
2008

Complaint Tracking for NJ (06/01/2007-05/31/2008). Total Customer Contacts: 82

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	05/27/08	Voice Carry Over caller said that agent said her notes were not showing prompting agent to ask customer for her long distance selection. Apologized for the problem and opened Trouble Ticket. Follow-up with customer not required.	05/27/08	No problem found by technician who investigated the call. No follow up action required.
2	05/14/08	NJ TTY Customer attempting to place LD call using Comcast as Carrier of Choice is getting a Sprint recorded message stating they do not have a Sprint Account. Relay Customer Service apologize for the problem and entered in Trouble Ticket. No follow up requested.	05/14/08	Technician checked database, contacted Comcast to confirm customer uses Comcast as LD provider and put information in database in customer profile. No follow up requested.
3	05/05/08	TTY user stated that while they were placing a call, Operator kept interrupting them and would not let them give them the number they wanted to dial. Stated that the operator kept asking them for the number they were calling even though they were trying to give them the number. The customer felt that the operator was being very impatient with them. Informed the customer that the information would be passed along to the appropriate supervisor. Follow up is not required.	05/05/08	Operator was coached on this incident, though the Operator did not recall an incident similar to this one she did recall a customer number garbling. Operator was coached on the importance of remaining focused and professional. Also was reminded to call a Supervisor when experiencing technical problems.

4	04/16/08	<p>Customer complained re: agents are new and don't know how to do calls. Said agents don't listen to instructions and that they waste his time. Said all the agents are slow and don't type well. The customer was abusive to the agent and the supervisor taking the call. Customer kept interrupting outbound voice person to complain about agents typing and outbound customers hung up on customer. Customer was not happy with any relay agent that tried to process his call. Agents were following procedure and typing was accurate. Agents did nothing wrong and no action taken.</p>	04/16/08	<p>A Team Leader assisted Communication Assistants and customer while calls were in progress. Despite the Team Leader's attempts to support the unhappy customer, the customer declined all explanations and offers of assistance. Although the customer remained dissatisfied with relay, the Team Leader determined that the Communication Assistants handling the customer calls followed relay protocol and appropriate procedures and had followed customer instructions, typed accurately, met speed requirements and had maintained a professional demeanor when calls were in progress.</p>
5	04/08/08	<p>Customer said agent's typing was awful. Supervisor observed the screen and everything looked fine with relay typing, however, customer's typing was very garbled. This customer was absolutely sure it was the agent's fault and was very abusive and rude to the supervisor.</p>	04/08/08	<p>This is a technical issue. Non agent error and no action taken.</p>
6	04/04/08	<p>Disconnect/Reconnect during calls</p>	04/04/08	<p>Explained to customer the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring. Advised customer that occurrence seems to be isolated to just one call. Customer will report if situation continues.</p>
7	04/02/08	<p>NJ Voice Carry Over complains over hassles just trying to call his son in Greece. Customer has experienced several issues placing calls and now that he can make International calls, he is receiving Sprint charges when he has AT&T loaded in his customer profile. Apologized, asked customer to send in billing to request credit and will request Credit refund. Verified Carrier of Choice as AT&T is in place in Customer Database. No contact wanted.</p>	04/02/08	<p>Credit provided for Id charges to correct COC. Customer does not want follow up. Case closed.</p>

8	03/20/08	Voice Carry Over customer stated that when they gave the operator an 800 number to dial "the operator hung up the call and disconnected me" Stated to the Voice Carry Over customer that I would transfer the information to the appropriate supervisor.	03/20/08	Operator did not recall the incident but reviewed proper procedure for Voice Carry Over calls and when to call for supervisor assistance.
9	03/14/08	Technical - General	03/15/08	SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.
10	03/07/08	Voice customer reports agent disconnected her call. Customer requested to dial out to her mother, Voice Carry Over user, after initial greetings the voice customer responded to her mother. Her mother did not receive typed message and kept saying hello, hello, hello. Voice customer asked agent what happened and the line was disconnected. Customer stated "agent needs to be fired". Customer states that bad agents disconnect calls when there is any type of problem instead of trying to reconnect or provide reason for problem. Voice customer stated "bad agents need to work at fast food restaurants" and not Relay. (apologized for problem) Customer did not request contact.	03/10/08	Customer Service apologized for the incident and customer did not have agent id. Customer did not want contact. Coached Operator on proper call procedures. Operator did demonstrate to know the proper procedures to processing a Voice Customer to Voice Carry Over call. Operator remembered having a Voice Customer mention similar remarks listed above about other operators but did not recall an incident where she was not able to complete a call like this. Did a refresher reminder to the Operator on disconnecting calls and the consequences of doing so.

11	03/06/08	Caller could not be heard on Voice Carry Over call. Apologized for the problem and opened Trouble Ticket. Follow up for resolution is required.	03/06/08	Follow up with consumer who got Voice Carry Over repaired. Other Voice Carry Over phone is fine, and expressed interest in getting information on CapTel, which was sent to her. Customer is satisfied using relay.
12	03/06/08	Caller cannot reached relay by dialing 711. Apologized for problem and opened Trouble Ticket. Follow-up not required with customer.	03/06/08	Customer could not reach relay with 711; trouble ticket opened and issue checked. Customer did not want follow up. TT completed, with "solved" status by technician.
13	02/28/08	Customer complained that the Communication Assistant did not follow instructions. Customer wanted only type (ans mach) GA not the recorded msg and Communication Assistant typed out the whole recording.	02/28/08	Communication Assistant coached by Trainer at time of occurrence.
14	02/26/08	Voice Carry Over customer cannot connect to relay using 711. Apologized for the problem and opened trouble ticket. Follow-up needed for problem resolution.	02/26/08	Could not complete follow up; number has been disconnected and no longer in service. Case closed.

15	02/26/08	The TTY customer stated that the operator did not dial out right away. The operator waited until several GA's were sent before dialing out. Customer stated the Communication Assistant was rude. Informed TTY customer that the information would be forwarded to the immediate supervisor. No follow up was requested.	02/26/08	Unable to follow up since Communication Assistant ID has not been assigned at this time.
16	02/26/08	Technical - General	02/26/08	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.
17	02/25/08	Voice customer reports LD Database info was not available to operator. Customer unable to complete her call due to Comcast not appearing to Relay operator. (apologized for the problem, advised Trouble Ticket would be entered) Customer did not request contact	03/10/08	Technician checked to have Carrier Of Choice in notes for Customer. Customer did not request contact. Case closed.
18	02/18/08	NJ Voice Carry Over customer calls his son in Greece. The son's number is in the frequently dialed list. Operator told customer that they could not find or there were no such numbers in his notes. Customer feels the operator needs more training on how to use Frequently Dialed lists. Customer Service apologized to the customer. Customer would like follow up from the Supervisor via email.	02/18/08	Operator was under the impression that the number was listed in the notes, however it was pointed out to them by the supervisor that the notes stated that the customer used frequently dialed numbers, including international numbers, indicating that the international number was under the frequently dialed list. Explained in further detail to the operator on how to properly navigate Frequently Dialed numbers and how to view customer notes.

19	02/18/08	NJ Voice Carry Over customer calls son in Greece and calls will not go through. Customer has AT and T for long distance. Customer Service apologized to the customer and opened up trouble ticket. Customer would like follow up from the Program Manager via email.	02/18/08	Spoke with customer and it was a one time event, all is well and has had no further problems calling his son.
20	02/15/08	NJ Voice caller complains she can not get an agent when dialing 711 to her friend. "That loud ringing about breaks your ear drum." Agent apologized, verified the customer number preferences as voice and provided the toll free Voice number for NJRS. Also re-branded the number for voice response. Customer did not want contact.	02/15/08	Customer Service branded customer number preferences as voice and provided the toll free Voice numbers for NJRS. Also re-branded the numbers for voice response. Customer did not want a follow up.
21	02/12/08	Customer asked the Operator to dial Directory Assistance, repeated it twice and then the agent disconnected his call. Assured the customer the information would be forwarded to operators' supervisor.	02/12/08	Operator is no longer with the company.
22	02/04/08	Customer reported that the line disconnects upon outbound dialing, would like technician follow up. Trouble ticket entered. Follow up requested.	02/04/08	Customer was very nice, said that his phone line was the issue not relay and got it fixed. He is not experiencing any more problems. If anything else comes up, customer will contact relay service again.

23	02/04/08	<p>Caller placed a Voice to Voice Carry Over call. Caller told operator its a Voice Carry Over call and operator responded with "I don't need that information" and dialed the number. Operator said Voice Carry Over did not answer but Customer heard him answer. Customer asked operator if the Voice Carry Over answered and she said no, but Customer heard him saying "Hello" "Hello". Customer had her dial the number again and operator redialed again, and once again operator said Voice Carry Over did not answer but she heard him answer again. Operator was rude and said she wasn't their assistant and hung up on caller .</p>	02/04/08	<p>Forwarded onto supervisor to direct Agent for coaching on being polite and following customer instructions. Supervisor met with this Agent about courtesy and tone of voice. Agent did not remember the call and stated she did not believe she would ever say anything like that, but Agent will be watched in the future.</p>
24	01/28/08	<p>NJ Voice Carry Over complains she can't receive incoming calls-when she presses her relay button, red lights keep flashing and her calls are garbling. Apologized, and provided numbers to NJ Equipment program and product manufacturer. Customer does not request contact.</p>	01/28/08	<p>Customer was given the numbers for both NJ Equipment program and product manufacturer for repair.</p>
25	01/24/08	<p>Caller said agent should be coached on how to use the holding macro and also coached on how to listen so customer would not have to repeat number to be dial 2 to 3 times. Follow up with customer is not requested.</p>	01/24/08	<p>Agent told the Voice Carry Over caller that her voice was fading in and out when giving agent the phone number. The agent followed procedures in place when reaching a recording: (RECORDING PLAYING)(HOLD FOR A LIVE PERSONQQ) Answer was yes so agent sent (HOLDING FOR LIVE PERSON). Agent did not keep sending the holding macro when holding for live person but will do so in future.</p>
26	01/24/08	<p>Accuracy of captions</p>	01/24/08	<p>Customer shared specific examples of accuracy of captions during two different captioned calls. Customer Service Representative thanked customer for the feedback and informed them that information was shared with center management for follow up with the specific Captioning Assistant and Supervisor. Since customer is 2 Line user, discussed the option of turning off and turning on the captions during the call to change Captioning Assistant while hearing party remains on line.</p>

27	01/24/08	Disconnect/Reconnect during calls	01/24/08	Explained to customer why disconnection/reconnection might be occurring on their second phone line during their 2 Line CapTel calls. Since customer is 2 Line user, discussed the option of turning off and turning on the captions during the call. Also discussed the option of working closely with telephone company to ensure second phone line can support data connection consistently.
28	01/21/08	Disconnect/Reconnect during calls	01/21/08	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.
29	01/19/08	Customer is trying to make an international call to his son and has been having problems. A customer service rep from MO has told him to keep a log of operators id's and what happens when he calls and he has been doing it. It is in his profile to use Local Override as a temporary fix to making his calls and he states that it has been working. Before he used to get recordings with numbers saying he could not place the call and that was fixed with the Local Override. However today, 1-19-08, he is stating that he has tried to place his call 5 times and the operators are just getting static on the line and the calls will not go through. The customer would like to be e-mailed back about this.	01/19/08	Customer Service spoke with customer on 2/1 and the issue was resolved.

30	01/04/08	Disconnect/Reconnect during calls	01/04/08	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. 1/10/08 Customer emailed that information sent on 1/4 resolved her issue.
31	12/31/07	NJ Voice user dialing the toll free voice number complains her voice branding continually drops off delaying her connection to relay and sometimes she can't connect at all to call her Mom. With today's technology-customer feels this is inexcusable. Apologized, explained several variables can affect the branding and let her know would submit a request for the relay technicians to research the issue. Entered Trouble Ticket. Customer does want contact with the resolution.	12/31/07	Contacted consumer via email. She reported all is well at the moment and no more drop offs with branding. Technician set up branding. Consumer will alert us again if this occurs.
32	12/24/07	A NJ Voice Carry Over customer states that the operator was extremely delayed in announcing the call and did not give a gender in the greeting. The call was made to the Voice Carry Over user two times. The first time the operator did not respond at all. Apologized for inconvenience. Follow-up requested.	12/24/07	The operator does not recall that happening. The supervisor coached the agent on announcing the call if a voice person answer and also if a TTY user answers to send the greeting macro and typing the greeting of the voice person before continuing the call.
33	12/21/07	Customer's voice could not be heard on a toll free call on 12/21/2007. Apologized. Ticket was opened. Follow up requested.	12/21/07	Called consumer and everything is going smoothly. She said she was very pleased with the Voice Carry Over service now.

34	12/14/07	<p>NJ Voice Carry Over user branded Voice Carry Over is unable to connect and receive calls via relay service. Customer complains of garbling and not being heard by relay operators. Customer has been told this is fixed a number of times but it continues preventing her communication. Apologized, provided dedicated Voice Carry Over number, explaining the benefit of using it to make her calls. Performed 2 test calls successfully. Educated caller on alternate procedures for out dialing and receiving calls. Entered trouble ticket. Customer wants contact from Program Manager with a resolution.</p>	12/14/07	<p>Spoke with consumer, who was still having some difficulty with the Voice Carry Over phone, which was over three years old. Technician did trouble shooting, having no problem using her line. Consumer is moving to New Hampshire and will report back if she has difficulty with relay in that state. Will check her Voice Carry Over phone for repair needs as well as CapTel service once in NH.</p>
35	12/13/07	<p>Customer cannot reach Relay NJ by dialing 711. It's worked in the past; not now. Apologized. Trouble ticket was opened. Follow up requested.</p>	12/13/07	<p>Tech put in trouble ticket and did trouble shooting. Consumer called back, very pleased to say her problems have now been resolved.</p>
36	12/06/07	<p>NJ Voice Carry Over very frustrated as he is unable to make International calls to his son in Greece via relay. Customer states he is told there is nothing wrong but the problem continues. "Program Manager just emailed instead of calling me." When he tries to call Program Manager it's only voice mail, which cuts him off. Apologized, explained I would escalate the TT and inform management of the issues. Performed test calls and entered new TT 5480043. Customer does want phone call as contact, with resolution.</p>	12/06/07	<p>Customer service added clear instructions on his customer service screen for placing the international call from co user. Technician did some troubleshooting, and customer was able to effectively place calls. Was satisfied, but will keep log of date, time, agent number and report back if the problem appears again. Customer emailed Relay Program Manager a thank you note.</p>
37	11/26/07	<p>Voice Carry Over customer unable to complete call to his son in Greece. Call can be made directly but not via Relay. (advised complaint and Trouble Ticket would be entered) Customer requests contact asap.</p>	12/05/07	<p>Relay Program Manager spoke with the consumer, who was very nice. He finally was able to get through to his son the other day and was very excited. Said he is ok for now but promised to get back in touch if the issue occurs again. Trouble Ticket closed.</p>

38	11/26/07	<p>NJ TTY is getting garbling when using NJ relay. Customer states this has been happening for 2 weeks now and is worried about what will happen if needs to call 911. Customer Service apologized to the customer and turned in trouble ticket. Customer requests follow up.</p>	11/26/07	<p>Called customer to discuss issue, first call garbling was still occurring. Last call she has no more problems and her calls come out clear. Thanks Sprint for the follow up.</p>
39	11/23/07	<p>Voice Carry Over Customer stated that the agent did not turn on Voice Carry Over. Customer requested Voice Carry Over in typed text and the agent continued to ask for number calling to but never turned on Voice Carry Over bridge. Assured the Customer this information would be forwarded to the agents immediate supervisor for follow-up. No call back requested.</p>	11/23/07	<p>Voice Carry Over customer was satisfied with reporting resolution and did not request a follow up. Agent was instructed on the Voice Carry Over bridge from supervisor.</p>
40	11/23/07	<p>Customer states that Supervisor was very rude and unprofessional. When the customer voiced their concern to this supervisor, his response was, "What do you want me to do about it?" The customer felt this was very unprofessional and would like someone to call him regarding this. The customer would also like a letter sent via mail. Thanked the customer for letting us know and assured the customer that this would be forwarded to the appropriate person.</p>	11/23/07	<p>Spoke with consumer, he wanted assurance that the manager was addressed with this issue of being rude on the phone. He appreciated the call back and would like a letter to confirm everything has been handled with the staff, so this will not happen again.</p>
41	11/19/07	<p>A NJ Voice Carry Over customer complains that "about half" of his outbound call parties do not hear him and hang up. Apologized for inconvenience. Follow-up requested.</p>	11/19/07	<p>Reassigned to NJ Relay Program Manager. Consumer was reached and reported there are no more complaints with using Voice Carry Over. Was very happy things got resolved.</p>

42	11/14/07	. CapTel caller contacting customer service about accuracy of captions.	11/14/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative suggested verifying technical terms with the caller for content accuracy. Customer Service 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. Suggested customer document the date* time* CA # for more specific follow up.
43	11/14/07	Accuracy of captions	11/14/07	Customer shared feedback regarding accuracy of captions. CS Rep suggested verifying technical terms with the caller for content accuracy. CS Rep 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. Suggested customer document the date, time, CA # for more specific follow up.
44	11/06/07	Customer asked for frequently dialed number but the operator said there was notes on their screen and was not able to access the frequently dialed numbers.	11/06/07	Team Leader opened Trouble Ticket and provided the correct follow up procedures with the agent. Agent does not remember the call. Educated agent on how to access the frequently dialed numbers when requested by the customer.
45	10/26/07	Customer call regarding a CapTel problem.	10/26/07	CapTel Technical Staff identified there was an issue with the routing of CapTel calls to 800 numbers by an outside vendor. The problem was identified and resolved.

46	10/26/07	Technical - General	10/26/07	CapTel Technical Staff identified there was an issue with the routing of CapTel calls to 800 numbers by an outside vendor. The problem was identified and resolved.
47	10/22/07	NJ TTY customer complained that NJ center manager would not follow customer request for a new agent. Customer had a new agent but asked for a different agent. Center manager came on line and introduced herself but she refused to get customer a different agent and customers time was wasted. Customer was trying to get in contact with their son about a very important state test and the son ended up missing the test because of the delay. Customer requests that New Jersey account manager contact them back by email.	10/22/07	Emailed consumer, and explained that consumer needs to document the agent number for further investigation. Inquired if everything else is going smoothly. Consumer was grateful for the email and nothing more was needed. Trouble Ticket closed.
48	10/19/07	Caller said that this agent did not advise the caller if the message was left. Apologized, informed caller this information will be forwarded to the agent center for discussion.	10/23/07	Operator was coached on the proper procedures for leaving an answering machine message for TTY Caller. Operator explained proper procedures that should be followed, but was reminded to inform a manager if technical problems occur.
49	10/16/07	Customer stated that he had just completed a call and asked the operator to place another call and waited but there was no response from the operator. Customer stated the Operator disconnected his call. No call back was requested.	10/16/07	Operator was put on a final warning as a result of this complaint. She is well aware that any more hang-ups can lead to termination and operator says she understands this thoroughly.