



**New Jersey FCC Complaint Log
2012-2013**

Complaint Tracking for NJ (06/01/2012-05/31/2013). Total Customer Contacts: 18

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	08/31/12	Customer reported saying "This relay operator took over the call and did not inform me."	08/31/12	There was a known issue where the relay call takeover login performed by Relay Operators was not functioning. As a work-around Relay Operators taking over calls were instructed to manually type the ID number, but in some cases automated macros containing the original Relay Operator's ID number transmitted to the customer. A solution was implemented September 6, 2012. Customer was informed of the issue and resolution by email.
2	08/07/12	VCO user asked if the relay operator could listen to messages on their answer machine. The agent never responded. Customer didn't want to be harsh but would like to see if the Relay Operator knows how to do it so that the next time the Relay Operator will be able to help with this type of call. Thanked the customer for the feedback and apologized for the inconvenience. Supervisor offered follow up; no follow up required.	08/07/12	The Relay Operator alerted a supervisor when it became apparent the customer's equipment was not receiving messages typed by the agent. The supervisor confirmed that data typed by the agent was transmitting and the VCO bridge was enacted correctly. The transmission issue appears to have been on the customer's side of the call and unfortunately the supervisor was unable to communicate with customer to explain, apologize or assist with the issue. Customer does not wish for follow up.
3	12/11/12	Customer stated the Relay Operator was rude and didn't spell things correctly. Apologized for the inconvenience. Will follow up with Relay Operator regarding this complaint. Offered follow up and the customer provided mailing information for the supervisor to reply.	12/11/12	Supervisor met with the Relay Operator in regards to this complaint. Proper procedure and professionalism was addressed. The supervisor is confident that this Relay Operator will perform in a more professional manner in the future. A letter following up with the customer on this complaint was sent on 12-4-12.
4	12/11/12	Operator was rude and can't spell. Apologized for the inconvenience. Would pass information on to this Relay Operator's supervisor. Follow up was offered and the customer provided mailing information for the supervisor to reply.	12/11/12	Supervisor met with the Relay Operator in regards to this complaint. Proper procedure and professionalism was addressed. The supervisor is confident that this Relay Operator will perform in a more professional manner in the future. A letter following up with the customer on this complaint was sent on 12-4-12.
5	02/04/13	Customer was upset that the Relay Operator did not send call take-over macro and their were too many typos on the screen. Customer wanted this sent to the Program Manager.	02/04/13	Supervisor apologized to the customer and assured them this would be sent to the Program Manager. After reviewing the call it showed that the Relay Operator did send the correct call take-over macro. There was only one typo on the screen.
6	05/04/13	Customer was having problems connecting to the Relay Service. Supervisor assured customer issue would be addressed. Follow up requested via phone call.	05/04/13	Known technical issue is being worked on. Followed up with customer via phone call as per request.
7	04/30/13	Caller reported that since last Friday his VCO branding is not working when dialing 711 for New Jersey Relay. Customer Service Representative advised the caller that the VCO branding is working as designed with his call to our department and asked for Relay Operator's ID number so a trouble ticket could be entered. He provided the Relay Operator's ID number and trouble ticket was entered to resolve the issue. Apologized for the inconvenience and provided the toll free VCO number for New Jersey Relay in case he needed quick connection. Follow up requested.	04/30/13	His VCO branding is in place and a note was added yesterday "VCO", but the agents did not see the VCO greeting when he dialed 711 for New Jersey Relay. The Relay Operator ID numbers today were noted to be from the Ohio call center. It appears maybe the switch at that call center has not been updated or something needs to be changed at that location. Solution: According to the database the customer was just branded today so when looking at the Customer Complaint log's the call controller says no branding info so it defaulted to voice. Since the database was updated today, the customer's number is corrected in Customer Service database. Left the message for the customer to follow up on the issue as his number is branded for VCO. but, he has not called back yet.

8	04/12/13	Caller unable to make or receive calls from his mother with New Jersey Relay 711. Apologized for the problem and opened a ticket. Follow-up required to insure problem resolution.	04/12/13	Customer was not able to call Mom through New Jersey Relay 711. He reached the Relay Operator and gave the number to dial. It rang and Relay Operator got an error message "Cannot proceed with out dial: Carrier of choice required to process requested out dial." Comcast is noted as the carrier of choice in customer profile. Test calls were done with Relay Operators and produced the same result. Customer and Mom are able to successfully call each other though Washington Relay, Customer's cell phone has a Washington state number. This incident reported Friday, 4/12/13. Follow up requested: The call could not get through to Customer due to invalid phone number.
9	07/24/12	Customer reported that they saw "Stay on the line and Captions will be available shortly" on the display screen.	07/25/12	Customer Service Representative thanked the customer for sharing their experience with 1 captioned call. Customer Service Representative investigated the call with Call Center personnel and confirmed the call did not reached the Call Center. Customer Service Representative confirmed the captioning service was available with no calls in queue. Customer Service Representative shared results with the customer and advised customer to document any future calls with the specific date and time so we can research this further.
10	05/31/13	Customer's daughter reported inability to reach the customer through the captioning service.	05/31/13	Customer Service Representative found that daughter is unable to reach customer even when calling directly and is getting a message that the phone number is not in service. Customer Service Representative advised contacting the telephone company for assistance.
11	07/27/12	Customer reported seeing "Thank you" repeatedly at the end of her last call.	08/04/12	Customer Service Representative confirmed that the captionist was experiencing technical difficulties which caused the phrase "Thank you" to appear repeatedly. Customer Service Representative passed this information along to the customer.
12	03/20/13	Customer's neighbor reported that CapTel 200 could not place or receive calls.	03/20/13	Customer Service Representative advised neighbor to contact telephone service provider to ensure an active line. The customer confirmed the phone is now working.
13	06/11/12	A New Jersey VCO customer's relay calls kept getting interrupted by other incoming VCO relay calls. Apologized for inconvenience. Opened ticket. Follow-up requested.	06/11/12	Customer did not leave a call back number so could not follow up with him/her.
14	09/04/12	Customer reported reaching the message "We are sorry you have dialed a number that cannot be reached from your calling area" when dialing a specific business's telephone number.	09/04/12	After troubleshooting, Customer Service Representative advised the customer to dial the local-area equivalent of the toll-free number in question. Customer Service Representative confirmed that this resolved their experience.
15	11/03/12	Customer's helper reported no captions on the CapTel 800.	11/05/12	After troubleshooting Customer Service Representative advised the phone service provider be contacted. Customer's helper subsequently confirmed functionality of the CapTel.
16	02/04/13	Customer reported no captions on the CapTel.	02/04/13	Through troubleshooting, Customer Service Representative found that the second line used for captioning was not in service. Customer Service Representative advised calling the provider for further troubleshooting.
17	02/04/13	Relay Operator did not do her job by using "GA"	02/04/13	The Relay Operator was spoken to about the concern from the customer. She is aware of the concern and will make sure to process future calls appropriately.

18	05/22/13	Customer reported being unable to receive calls on the CapTel 840.	05/31/13	Troubleshooting revealed the second line was not functioning. Customer Service Representative set the CapTel in 1-Line mode and referred the customer to the service provider to restore dial tone to the second phone line.
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