California Relay Service

June 2001 - May 2002

	SERVICE COMPLAINTS	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
#00	Answer Wait Time		2										2	4	1%
#01	Dial Out Time		1	1	1					2	2		1	8	2%
#02	Didn't Follow Database Inst.			1			2		2	1	1		4	11	3%
#03	Didn't Follow Cust. Instruct.	4	4	10	6	2	5	9	4	1	1	3	6	55	18%
#04	Didn't Keep Customer Informed	3	7	2	5			1	2	2	2	6	4	34	10%
#05	Agent Disconnected Caller	4	4	4	3	6	5	8	2		2	2	2	42	12%
#06	Poor Spelling	1	1			3	1	4	1			1	1	13	4%
#07	Typing Speed/Accuracy	1	1	1	1		1	3	2	1	2	3	1	17	5%
#08	Poor Voice Tone			1	1	1	1	2				1	0	7	2%
#09	Everything Relayed	1		2	1	4	2	3	1			1	3	18	5%
#10	HCO Procedures Not Followed	2	8								1		0	11	3%
#11	VCO Procedures Not Followed		1	2						1			0	4	1%
#12	Two-Line VCO Procedure Not F												0	0	0%
#13	Background Noise Not Typed												0	0	0%
#14	Feelings Not Described												0	0	0%
#15	Recording Feature Not Used		1	1	2							1	0	5	1%
#16	Noise in Center		1	1									0	2	1%
#17	Agent Was Rude	6	8	4	6	2	1	2	2		4	3	5	43	12%
#18	Problem Answer Machine		1	1	1	1	1						1	6	2%
#19	Spanish Service												0	0	0%
#20	Speech to Speech								1				0	1	0%
#21	Other Problem Type Complaint	3	7	5	5	8	5	6	7	9	6	5	9	75	21%
	TOTAL	25	47	36	32	27	24	38	24	17	21	26	39	356	
	TECHNICAL COMPLAINTS														
#22	Lost Branding												0	0	0%
#23	Charged for Local Call					1							0	1	0%
#24	Trouble Linking Up		3		3		1			2			0	9	2%
#25	Line Disconnected			1				1					0	2	0%
#26	Garbled Message	1		2	1						1		2	7	2%
#27	Database Not Available		1										0	1	0%
#28	Split Screen	1					1						0	2	0%
#29	Other Technical Type Complaint	1	2	1	2	1			1		2	1	1	12	3%
	TOTAL	3	6	4	6	2	2	1	1	2	3	1	3	34	
	MISC COMPLAINTS														
#30	Rates	1	1			8	3	1	2		2	3		21	7%
#31	OSD					1								1	0%
#32	No 900 Number													0	0%
#33	Carrier of Choice													0	0%
#34	Network Recording													0	0%
#35	Other	1	1	1	2		1		1		1			8	2%
	TOTAL	2	2	1	2	9	4	1	3	0	3	3	0	30	
	TOTAL CONTACT	30	55	41	40	38	30	40	28	19	27	30	42	420	

Attachment # 2

Summary Log for June 1, 2001 – May 31, 2002
California Relay

For the period of June 1, 2001 through May 31, 2002, Sprint processed more than 1,812,215 outbound calls on behalf of California Relay, receiving a total of four hundred twenty (0.023%) customer complaints. All four hundred twenty complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these four hundred twenty complaints were escalated for action to the State of California or to the Federal Communications Commission.

Sprint

Complaint Tracking for California

June 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9941	05/26/01	21	Customer called in requesting Lead Agent Taiana. When customer said the name, she said it wrong and it threw me off so I said the person that you are requesting is not a supe. When the customer spelled the name, I then realized it was one of our lead agents. So I went on to type that she is not available and is there something that I can help her with. She began to become loud on the phone saying that I should not take a personal request and I shouldn't be so irritable.	05/26/01	I explained to her that I wasn't being irritable and asked if there was anything I can help her with. She continued to rant and rave about politeness and rudeness. After the 3rd time of me asking is there something that I can help her with, she hung up.
9370	06/04/01	5	Agent hung up on customer.	06/04/01	Told customer that complaint would be written up and follow up w/agent. Agent denied doing this.
9280	06/05/01	4	The customer asked to identify what kind of mood the OB voice sounded like. The agent stated that he was not allowed to partake in conversation. The customer asked for a supe and explained his concerns. After speaking w/customer, he then began to compliment the agent for effort put forth.	06/07/01	I explained to customer that he was right about being able to ask a questions concerning their party's mood. I did apologize to customer and assured him that the problem would be corrected. I spoke to agent and coached the agent on the proper way to handle the customer's request and explained that he is allowed to give the customer the person's tone of voice.
3037C	06/06/01	5	Customer stated they had a real problem w/opr 9760F this morn. Customer made a call to attorney, secretary answered and opr afterwards said GA SK - and I asked the secretary question and opr said at end GA SK and finally after I hung up I asked opr if woman was rude or something because she kept typing GA SK like she didn't want to talk to me and opr said no. Customer requested sound of her voice since she got the impression she ws rude or in a hurry and opr said normal. Customer told opr she made her confused w/GA SK stuff and it sounded like person didn't want to talk to me. Customer asked for opr nbr to talk to supe and opr hung up w/o answering. CS apologized to customer and thanked her for calling.	06/14/01	FL response: Agent was coached on proper procedures.
3037C	06/06/01	17			
9284	06/06/01	5	Agent hung up on me. Agent was rude.	06/07/01	Agent does not recall any situation as such. Agent had not been on line for the day as the agent was assigned other duties.
9284	06/06/01	17			
9282			VOID		

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3044C	06/07/01	17	Agent was extremely rude on my call. Voice customer was upset due to fact of just having a car accident and was expecting a TTY call. When phone rang, customer put phone on TTY and started typing. When there was no typing back, she picked up the phone and said Hello and the agent called her a bitch and said why were you typing in my ear? Then she said, excuse me - do you not know how to use the Relay? I asked for her ID and she would not give it to me. I asked for her supe and she would not get them. She just kept right on w/the call. Later, she tried to apologize on call.	06/08/01	Invalid agent #, no further resolution possible.
3049C	06/09/01	29	Customer has been calling Sprint CRS TTY nbr 1 877 735 2929 since yesterday and reaches the Relay opr's greeting. Customer then types to the CA the nbr to call and either gets no response or the CA keeps sending "nbr calling to pls" macro as if they cannot read customer's typing. Customer then called to MCI Relay and it worked fine. Also, I could read customer fine and had no problems. Customer said yesterday it happened w/ CA 9900M and CA 9724F and 9263F and today w/CA 9961F. CS thanked customer for calling and apologized for problem. Entered a TT#03868683. Customer said it was fine for tech and/or AM to call her.	07/16/01	Followed up on complaint - Tech noted that afer several test calls, was unable to duplicate the problem the caller had experienced. An attempt ws made to rech customer but claler was not available, a msg was left to contact Relay Tech. 6/18: CS made 2 attempts to reach customer, then left msg inquiring whether customer continues to experience problem or not. The caller called back and stated that athe problem does no longer exist. AM attempted to contact customer on 6/28 - left msg w/AM TTY nbr & intention of msg & on 7/16 - left msg w/TTY nbr to follow up.
8300	06/09/01	10	HCO caller stated " I beg that Relay oprs be more thoroughly trained for HCO calls. 90% of oprs are pitiful w/HCO. They are not using the F10 properly and it's not permitting me to hear the outgoiing msgs which is the norm. I have to deal w/this daily and most of the oprs do not get it. Also didn't announce call as requested.	06/15/01	ACU assured follow up w/oprs to ensure that HCO call process is understood. HCO would relay like this/these complaints forwarded to AM and would like follow up. Spoke to opr and coached on HCO. This was her first HCO call and supe went through entire process w/opr. Let opr know if unsure of call process to call supe for assistance. Also coached her to make sure to always follow customer's instruction on how to announce calls.
6415	06/10/01	10	Opr would not speak. I put in HCO & gave nbr and she never dialed. I listened to her breathe for at least 5 mins. I asked if everything was ok - no response. Finally she hung up on me.	06/11/01	Apologized for this & expressed that this would be given to the opr's supe for further training. We do not have a CA w/ID #1051. Unable to follow up.
3053C	06/11/01	6	Customer said agent had worst spelling they had ever seen. CS thanked caller for letting us know about this and told her I would pass this on to a supe.	06/14/01	FL response: Agent was addressed regarding this issue. The agent's typing speed surpasses Sprint's requirements.

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
11104	06/11/01	4	Placed call on 5/18. Customer mailed this info to AM's office on 6/7. CA didn't inform caller that he had left msg or not on voice ans mach. Caller had to ask if he had done or not. CA did not keep caller informed of what was going on w/the call.	06/11/01	FL response: Agent stated he had gotten confused when customer typed SKSK at end of msg. Agent coached on procedures.
9403	06/11/01	26	Caller complained that he gets garbled msgs on split ASCII and says that he/she does not need to change his local echo and that he needs our echo duplex so that he knows he is still connected. The caller stated that this has become a constant problem of receiving garbled msgs and that our agents do not press CTRL D even though he types at the beginning of his msg to turn on CTRL D.	06/11/01	Apologized for problem being experienced by the caller and advised that the complaint is being documented and will be forwarded for follow up. I also advised the caller to contact the manufacturer of the equipment. No further follow up is necessary as there is nothing further that can be done regarding the customer's equipment.
11106	06/13/01	30	Customer called and was surprised when she received her telephone bill which was very high. Her COC is ATT at home. This issue is regarding Opr Assistance Service, not Relay.	06/27/01	Contacted Sprint RCS and investigated matter. Customer may not realize that they are charged for using Opr Asst. May have called Relay ctr and been transferred to OSD or called directly to OSD to make such calls. Another method could have been the CA connecting the LD Opr Asst. on Relay call.
9212	06/14/01	28	The customer complained against the new split screen software. The customer said he tested it and doesn't like it. The customer says his computer freezes for 25-35 mins. The customer says that we need to use the old software. The customer asked for the nbr and disconnected after I told them that it was not available.	06/14/01	Apologized for inconvenience and told caller info would be given to appropriate party. The supe was instructed for further reference to inform customers that if this should happen again, customers should be informed that they can contact the manufacturer of their software. The software is not mandatory and they are free to use the old method.
3080C	06/16/01	9	Caller asked to call store and agent told him it was closed. Caller thinks agent did not want to type recording w/options. Caller hung up and called back in and got different agent who processed call w/recording & options. CS informed customer that a report would be written up and passed on to mgmt and they will make decision about agent. Thanked caller for letting us know about problem and apologized for inconvenience.	06/18/01	I spoke to the agent regarding this complaint, however, she didn't recall this call. I coached the agent about utilizing the record feature when reaching a recorded msg. We also discussed the importance of typing verbatim to customer. Agent says that she understands and I will always make sure that she types verbatim and utilizes record feature.

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3077C	06/16/01	3	Caller requested ATT opr and was transferred to CS. CS apologized and informed caller that agent's supe would be advised.	06/22/01	I spoke w/the agent regarding the complaint. The agent informed me that the caller's instructions were unclear & when asking for clarification, the caller became upset and insisted to be transferred to CS. She said that she did just that. About an hr later, she received a call from the same customer , however this time the instructions were a lot clearer and the agent was able to process the call. The agent was coached on the importance of following the request of our customers.
3088C	06/18/01	21	I'm complain that CRS 9032F hung me up why? And the person did not put ga nothing and I ask r u thereq ga and no response and hung me up. I'm real pissed off cuz my mother need pharmacy. The person hung me up w/no reason. CS asked if they got the initial greeting and then there was no response at all? She replied yes. The pharmacy is closed but can be order refill by voice mail. CS apologized to customer for inconvenience to her and her mother and let her know that I would get the complaint written up.	06/26/01	FL response: Agent does not remember this call. Also checking when referring to the time, agent had already gone home for the day.
9961	06/18/01	5	Customer typed msg to agent. When customer finished typing they realized that no one was on the line. Customer upset that they were hung up on. I apologized for inconvenience & iinformed the customer this would be investigated.	07/05/01	Spoke w/agent regarding complaint. Agent claims to have never hung up a call. However she did recall a time when she had technical difficulties & did notify a supe who then notified tech. We discussed importance of not disconnecting calls and the consequences.
11004	06/23/01	17	CA was rude: kept calling customer hey buddy or buddy; typed "2" repeated when customer was typing & CA pressed spacebar while customer was typing.	06/26/01	FL response: Agent typed what voice person said. She stated that she had relieved another agent on a call and that was part of the conversation from the OB voice customer. She stated that the spacebar was pressed because she received garble on her computer and that is why the spacebar was pressed. If the customer received the "@" sign, then it may have been garble because agents are not to use punctuation.

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9379	06/23/01	17	Customer says agent was rude. He asked agent to dial a nbr and agent typed "busy sksk". Customer said to pls try again and agent typed" busy that's all sksk". Customer said he did not understand what was going on and asked agent to please dial again and agent typed "sksk".	06/26/01	Informed customer that the agent would be spoken to and a complaint would be made. Agent was coached on proper Relay etiquette.
3112D	06/25/01	3	Customer called in thinking they had reached the Holiday Inn. Turned out that they gave the agent 1 800 HOLIDAY to dial and instead of dialing, they transferred call to CS. CS apologized to customer and let them know that this would be written up and forwarded to proper ctr.	06/25/01	I spoke to the agent regarding this complaint. The agent informed me that he didn't have any alphabets on his 10 keypad so he transferred to CS because he thought that they would be able to help them. I explained to the agent that the next time he is in this situation, he needs to call a supe over for assistance and they will be able to provide him w/that info. The agent understood and agreed to do so the next time when in a similar situation.
3114D	06/25/01	21	Customer called in & said an agent had just told them there was only 1 Relay nbr for CA. Customer told me they thought the TTY nbr was 1 888 877 5378 and voice nbr 1 888 877 5379. CS instructed customer that, yes, there are 2 separate nbrs. Let customer know that the newest TTY nbr that we publish is actually 1 877 735 2929, but the one they are using is our older TTY nbr and should still work. Customer says yes it still works, but he made note of new TTY nbr. Customer wanted me to let the agent know they had given out wrong info about there being only 1 nbr for CRS for both voice & TTY users. CS thanked customer for the info and informed them I would make sure the agent's supe got the info so they could be coached.	06/27/01	I spoke w/the agent regarding this complaint. The agent was informed that we have 2 Sprint Relay nbrs in CA.
9933			Same complaint as 9179.		
9179	06/25/01	3	Caller said that the agent did not follow her instructions. She had a call and her party hung up on her. She then told agent to call back and leave a msg for the person she was speaking with. Agent redialed and left msg w/a female that answered the phone. She said she is tired of FL agents and their many mistakes, which had destroyed families. She had made several complaints but is yet to see improvements.	06/25/01	I apologized and told customer I would speak to the agent regarding following the customer's instructions. Caller kept going on and wanted me to redial. I did and the OB hung up on her again. Customer then kept complaining about problems w/her family. I advised that if she had no further calls to make I would say good bye. She requested to continue redialing, so I got another opr to continue w/her calls. I then spoke w/agent 9933M regarding following the customer's instructions and requests.

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
11108	06/26/01	21	Customer left msg asking for return call. Didn't state what issue regarding.	06/17/01	AM attempted to call customer twice on 6/26 - could not get through & twice on 6/27 - busy via video.
11107	06/26/01	35	Customer called Relay and gave nbr. Waited for response. Called other Relay, put it on TTY and agent said VCO or type, so I typed VCO. Happens a lot.	06/26/01	AM asked customer if she feels comfortable placing VCO via Relay and she responded not that much, the other TTY she had before trouble started w/it all - all she had to do is pick up receiver and talk thru and dial Relay. AM asked what model customer is currently using and customer responded w/Dialogue TTY. AM conversed w/customer for about 30 mins discussing VCO procedures. She requests that AM type slowly - 50 wpm. AM gave customer several options. In the past, AM has referred T. Tibble from DDTP to send a field advisor to meet w/customer to be sure she is comfortable w/TTY and placing VCO via Relay. T. Tibble said that this customer has been contacted several times already. Customer will call back to let AM know if tips AM provided help. DDTP was referred to assist her again to understand what confusion is coming from. Requested and received permission from customer to provide her name & nbr to DDTP.
3136D	06/28/01	7	Customer asked for RCS mgr to take complaint. J. Murphy was supe who took complaint: Customer stated they had made a call to Dept of Insur. Legislation and during call, agent typed false info. She typed the info that someone was a Deputy in charge of Press instead of typing Deputy in Press person. I asked what is "charge of Press" mean and this agent changed to another agent w/o ever answering my question. She gave me false info and wasted one min of my LD call. When the other agent took the call, I had to explain the problem all over again and waste more time on my LD call. Customer did not appreciate this kind of unprofessional service. Supe response: Thanked customer for letting us know about this and assured him that it would be written up so that the agent could get further coaching on issue.	06/29/01	Agent does not remember this call. When the TTY asked "what is charge of press" the agent would have typed that to the voice. Reminded the agent to type everything heard and to ask to repeat if not sure. Appropriate action taken w/agent.

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9406	06/28/01	3	Customer called Relay to place a call. He wanted to make it clear that he was a supe from the Deaf and Hard of Hearing Rehab Ctr, so he is familiar w/the Relay Service. He stated that the agent had apparently never identified who he was when he called his office and thus the people who were on the line had no idea who was calling and thought it was a client and not their supe. She came across, in their words, as angry & hostile; she never identified her self as calling thru the Relay Service.	06/29/01	Explained to TTY customer that I was sorry about the inconvenience and mgmt will address the problem asap. Spoke w/the agent regarding this call. Agent states that she remembers this call. She states that she was not rude to the OB and that she did inform them that it was a Relay call. When she began the call and attempted to give the customer's name but the person that answered the phone cut her off, was rude and did not pay attention as she announced Relay and the customer's name that was calling. Agent was coached regarding voice tone, Relay announcement & giving ID nbr.
9406	06/28/01	4			
9406	06/28/01	17			

Complaint Tracking for California

July 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3156D	07/02/01	21	Customer stated that the phone rang twice and then hung up and then rang again and customer said hello and the agent typed Thank you, bye SKSK w/o giving me the msg. CS response: Apologized for inconvenience and did let the customer know that we would turn in a complaint but that it sounded like the msg may have been interrupted as they picked up the call.	07/03/01	ID nbr 7316 is not assigned to any employee. Unable to investigate further w/the info provided by customer and CS.
3157D	07/02/01	01	Customer stated that they gave the agent the nbr to call and gave msg to leave. After typing msg, the customer typed GA and there was no response. Customer typed GA GA GA and still no response. Customer said "are you there?" no response. Finally customer tapped space bar a few times and agent typed Dialing. Customer felt agent was not paying attention. Feels calls are so slow at getting through. Also today, customer had an agent give the Relay announcement to a co. that she was calling that had never used the Relay before and the co. said they didn't have time for this Relay call.	07/24/01	Spoke w/CA - she does not remember the call. Expressed that she tries not to do things like this.
7198	07/02/01	00	VCO user called Relay and got no response after GA. Long wait, so decide to hang up but agent finally answered. Got rude and awful response from agent when asked to use VCO feature. Informed VCO user will have agent's supe discuss this w/agent and thanked caller.	07/02/01	Agent was not scheduled to work on day in question. Customer did not provide enough information for further investigation.
7198	07/02/01	11			
6466	07/02/01	29	Wants to be notified by mail re: 1) Why CA's are not not trained to leave F10 on all the time & 2) How does "interrupt" work? How can she get CA's attention while they are dialing out? How should she answer when she is called?	09/20/01	Sent a letter w/answers to her request. AM also included customer profile and business card for her reference. She asked questions that can be used in CDB notes to benefit her.
3160D	07/03/01	10	HCO caller reports agent's processing of HCO call cumbersome. All agents need to be trained to handle HCO calls w/o panic and process call correctly. CS apologized to caller for problem encountered and advised complaint would be forwarded to supe and agent would be coached. HCO user requests complaint be forwarded to training as well.	07/05/01	FL response: Unfortunately, at this time, 9278 has not yet been assigned to any of our agents.

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3162D	07/03/01	10	HCO caller reports agent's processing of HCO call a horror. All agents need to be trained to handle HCO calls w/o panic and process call correctly. CS apologized to caller for problem encountered and advised complaint would be forwarded to supe and agent would be coached. HCO user requests complaint be forwarded to training as well.	07/05/01	FL response: I spoke w/the agent regarding this complaint. The agent was aware of how to process an HCO call and in fact remembered this particular call. The agent explained to me how he in fact processed the call from beginning to end. I was informed that the HCO user hung up when the recording ended. From what the agent told me, procedures were followed. FYI: Our ctr is currently conducting HCO refreshers due to numerous complaints received.
3163D	07/03/01	10	HCO user reports that 6445 hung up on HCO call. All agents need to be trained to handle HCO calls w/o panic and process call correctly. HCO user reports spending too much time having to instruct agents how to process HCO calls. CS apologized to customer.	07/06/01	Agent does not remember the call. Agent was coached on HCO calls & to request help if in doubt.
3164D	07/03/01	10	HCO user reports that 1367F did not know how to maximize microphone to follow CDB notes regarding the agent turn up mic volume to max. "All agents need to be trained to handle HCO calls w/o panic and process call correctly". HCO user reports spending too much time having to instruct agents how to process HCO calls. CS apologized to caller for problem encountered & advised complaint would be forwarded to supe and agent would coached. HCO request HCO complaint be forwarded to training as well.	07/06/01	No longer an employee at this center.
3165D	07/03/01	10	HCO user reports that 9877F needs instruction of how to process HCO calls. CS apologized to customer.	07/05/01	FL Response: Unfortunately this nbr is not assigned to any agent at our ctr.
3166D	07/03/01	10	HCO user reports that 6413F did not turn up mic to max as listed on CDB notes and HCO user had to lean over to speaker, physically touching it to listen to msg given.	07/06/01	No agents here w/that nbr.
9411	07/04/01	7	Customer stated that agent did not type the OB party's conversation verbatim. Customer placed a call to SW Airlines and the agent just typed "hello GA" instead of the proper greeting.	07/06/01	I advised customer that a complaint would be filed and insured her that the issue will be resolved. Agent asked the person to repeat the greeting and rather than repeating what was said, customer simply said hello.

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9418	07/05/01	4	Caller stated that she made a call which was answered by ans service. She left a msg w/the service and went further to ask if the ans service can page the person she was trying to reach and the agent typed "I have no idea". She said she was confused as the agent never informed her that the party had hung up. The customer said that she felt the agent took over the conversation when she shouldn't.	07/10/01	Apologized to customer and assured her that her complaint will be counseled regarding proper procedure. Spoke w/agent and agent stated she has forgotten to sent "ALT 0 macro when the OB voice hung up. Agent coached on following procedures and also on proper phrases to communicate w/TTY user.
6476	07/09/01	17	Customer said they tried to call Sprint but the agent didn't do anything.	07/12/01	FL response: Agent does not know what the complaint is about. Unfortunately there is not enough info to follow up further. Unclear what complaint is about.
9221	07/11/01	17	Customer stated that the agent failed the quality of service and she kept denying the response w/my request of service and simply informed that the msg was garbled.	07/12/01	Spoke to customer and told them that I will speak to the agent regarding incident and also apologized for incident. Agent followed procedures. Text came across screen garbled therefore the agent informed the customer tht the msg was garbled. There was no wrong doing on behalf of agent.
3225D	07/13/01	4	Customer says there was a change of agents between calls and the oncoming agent did not send his ID nbr. Customer asked if agent was the same, agent typed back "is there a problem". Customer asked that agent repeat his ID nbr & agent responded w/"abuse by client will not be tolerated". Customer asked for a supe, there was a pause and customer assumed supe was on line. Customer asked for supe's name and was hung upon. Customer believes the agent pretended to be the supe. CS thanked customer for letting us know about this issue.	07/20/01	CA no longer employed w/Relay.
9441			VOID		
3229D	07/14/01	00	Customer complained that for the past couple of wks she has experienced difficulty connecting in a timely manner to an opr. Customer inquired about possible staffing problems. Times when customer has experienced this most frequently are 8am to 1pm and sometimes from 6pm to 8 pm. CS explained that it is best to hold the line for the next available opr rather than hanging up and calling back as this further delays the order in which your call is answered. I placed a call to CA Relay and was answered on the 1st ring. Told the customer I was not aware of any higher than normal call volumes.	08/06/01	AM attempted to contact customer on 8/6 several times and left msg w/TTY nbr to call back AM. AM heard from customer on 8/6 and Vicki from DDTP was also there and said they received good VCO. Works really well.

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9446	07/14/01	3	Customer stated that she wanted to speak to a supe. Agent explained that customer wanted her to go outside of Relay guidelines and she did not think she could remember all requests made by customer. Supe introduced themselves and inquired what problem was. Customer stated agent was dumb because she (customer) could not understand why agent could not follow thru w/her requests. Apologized to customer and asked her to refrain from name calling and then grew irate and disconnected.	07/14/01	Agent coached.
3237D	07/16/01	3	Customer complaint: I phoned my grocer for the express purpose of giving her my shopping list. I typed out entire list before placing call. I have arthritis and my hands hurt badly from doing this. I expected to get the voice mail, but instead the phone was answered and opr refused to read her the msg I had typed. (CS responded that the agent was following proper procedure if a voice person answers, they are to relay a call - not to leave a pre-typed msg and the call is to proceed as a live call). I complained to the supe and he refused to help even after I explained about the arthritis. These actions may be policy, but they are discriminary when a person has arthritis and it hurts to have to retype the whole thing. And additionally it violates the rule that the caller has control over the call. If a caller says I want you to read what I typed, you should do that. (CS responded that her complaint will be forwarded verbatim and the matter will be sent to the AM as a suggestion as to Relay policy procedure you would like changed.) Customer would like respo	08/03/01	AM spoke w/customer and apologized and attempted to give ideas/suggestions: CDB notes & FD. Also offered to bring issue to mgmt for policy review. Customer expected correspondence for Sprint CEO regarding policy issue. AM escalated issue to her manager and he attempted to contact customer on 7/25, 7/27 & 8/3 - left msgs. Customer called back on 8/3 & left msg stating she feels it is not appropriate that there is a "run around" contacting a specific mgr (due to vacations). AM called back on 8/6 and asked customer to call her so that they can solve the database situation to meet her needs. On 8/8 customer called & left 3 msgs. AM was out of office and left msg to contact V. Scheppach (who was ready to help if heard from her). On 8/13, AM called & left msg to set up phone appt. Attempted to request address in order to send her the forms since she has no fax or email.
3248D	07/17/01	21	Agent could not process 800 call & argued w/customer and supe assisted and placed call. CS apologized to customer for behaviior of agent and told him this complaint would be sent to call ctr and copied to AM. Customer will send copy of TTY printout to CS.	07/18/01	FL response: After conferring w/supe, he stated the agent was only keeping customer informed w/the call process. Agent was not arguing w/customer. Agent only wanted customer to know what was going on w/call. Agent coached by supe on processing regional 800 calls.

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9961	07/18/01	5	Customer typed msg to agent. When the customer finished typing, they realized there was no one on the line. The customer was upset because they were hung up on. I apologized for inconvenience and informed the customer this would be investigated.	07/05/01	I spoke w/the agent regarding complaint. Agent claims to have never hung up a call. However, she did recall a time when she had technical difficulties and did notify a supe who then notified the tech. We discussed the importance of not disconnecting calls and the consequences.
3251D	07/18/01	17	Customer wanted to place a LD call and wanted to make sure opr would remain on call w/out any interruptions and opr only responded w/GA. Customer felt opr was inpolite. Also, customer's neighbor calls daily and last time she called, she could not hear opr because opr kept yawning and acted so tired she couldn't speak. Customer felt agents are getting sloppy.	07/19/01	Agent was coached on telephone etiquette.
3253D	07/18/01	17	Customer noticed a bit of machine problems so the first thing she typed was "opr can you tell me if you can read me before I make my call, pls?" and opr typed "nbr you are calling pls?". Customer stated that doesn't tell her one thing. (complaint reiterated about opr yawning & acted so tired she couldn't speak).	07/20/01	Opr was coached.
9439	07/18/01	21	Customer was trying to engage in personal conversation w/agent.	07/18/01	I informed customer that the agent would not be allowed to partake in any personal conversation. I then informed the customer if they did not wish to place another call I would have to disconnect the line. The customer persisted on having his personal conversation therefore I had to disconnect the line.
9968	07/18/01	21	Customer stated that the agent would not read entire msg verbatim. The customer had to retype msg several times before voice person was able to understand. The customer also stated that the agent threatened to not read entire msg causing problems for both parties.	07/18/01	I asked the customer if they had a TTY tape of these threats and they said yes. However, the customer did not want to fax it to us or CS. I apologized for any inconvenience and assured the customer that we would follow up w/this situation. After reviewing the screen, the agent only relayed what was heard. The OB did not understand and therefore when the voice person said this the agent had to type. There agent relayed the call the way it was supposed to.

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3264D	07/19/01	27	Customer concerned why they had to provide calling from nbr and LD carrier. CS explained not agent error, but system problem w/database. Explained call volume must have been high which would automatically reroute call to next available agent. Since call was answered by FL agent, the CDB info did not follow and agent had to request info in order to process call. Apologized for inconvenience and thanked her for taking time to call us about problem. Explained techs are aware of problem and are continually working to upgrade and improve system. TT#04027976 entered. Customer suggested option where customer can use # key and enter info themselves such as pin and pass codes for business purposes. Thanked customer for suggestions and let her know that AM would be made aware of her concerns and ideas.	08/14/01	Agent was addressed regarding the appropriate procedures to use when encountering an issue w/a customer on line. In the event that a customer questions standard procedure such as "Why are you asking for the from nbr", the agent should advise that due to technical related issues that they are unable to see the nbr that your dialing from. At that time, if the customer is not satisfied w/this response, the agent should see the assistance of mgmt. A supe may be able to clear up any discrepancy w/the procedure w/the customer. Follow up QA evaluatons will be completed to ensure that appropriate procedures are being followed.
9562	07/19/01	17	Customer placed call to Bell South. Once call answered, customer proceeded to say things to the Bell South opr which she did not understand. She then asked agent if she knew what he was talking about and agent relayed that to customer. At that point, customer asked for supe, but he was not clear if he wanted a Relay supe or a Bell South supe.	07/19/01	I took over the call and asked how may I be of service. Customer stated that the agent was unprofessional and rude. I reviewed the screen and explained to customer that everything that was typed was said by the Bell South opr not the agent. I made an attempt to clarify what he was trying tell the Bell South opr. At the same time I was trying to inform customer of what was going on. Each time I made an attempt he kept interrupting. After he would give the GA, I would proceed to type. Customer continued to interrupt and the Bell South opr disconnected. I then tried to inform him what had happened and he refused to let me type. Finally, I had to disconnect the call.

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9584	07/19/01	21	The customer stated that the agent did not explain to the OB what TTY user typed. TTY user said that the agent shortened sentences over and over.	07/19/01	Explained to the TTY user that it is not proper procedure to shorten sentences and I will meet w/the agent to resolve the matter. I apologized for the inconvenience and asked if the customer would like to place another call. The response was "no". The customer thanked me and hung up. Agent relayed what was heard and read what was typed. Agent stated that she did not understand what the customer was saying therefore she relayed everything that was typed verbatim w/o trying to translate into conversational English.
9585	07/19/01	21	Customer said agent threatened to cause problems w/a government office. Customer said they had to repeat 4 times because the agent did not read correctly and the agent gave false info.	07/19/01	Apologized for the problem and assured the customer that this will be followed up. TTY user threatened to bomb the Relay ctr and then hung up. Agent did relay verbatim. TTY user requested to speak to a specific person. The person who answered the phone stated that the line could not be transferred and asked customer if there was anything futher she could assist the caller with. TTY user continuously repeated the same thing, asking for the particular person. The voice person could not help the customer and she hung up.
9578	07/19/01	5	Customer said that the agent threatened to hang up on him. The line got disconnected when they were talking to the senate. Customer also said that the agent redialed w/o permission.	07/19/01	Apologized to customer and assured that the agent would be counseled. Agent stated that the person to whom the customer was speaking hung up because they did not understand what the customer was saying. The agent also stated that she did not redial the nbr.
9578	07/19/01	17			
9582	07/20/01	4	The caller stated that both of these agents did not type "GA" while on VCO when the party the caller was talking to finished their statements. The caller said this caused delay as he/she kept waiting for a "GA".	07/26/01	Apologized and told the caller that the complaint will be documented for follow up. I was not able to meet the agents concerned as they were unavailable. Agents stated that the person that was called was not saying "GA" therefore they would wait a little while because the person called would also take long pauses and then start talking again. Both agents were coached.

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9492	07/20/01	3	Customer's main concern is that opr's don't follow CDB notes.	08/10/01	All agents were sent to an HCO refresher and received complete instruction on how to process HCO calls. Agents have been administered HCO test calls and processed all calls properly, however, all agents will still be monitored to make sure call procedure is being adhered to.
9492	07/20/01	10			
3270D	07/21/01	15	Voice caller reports using Sprint CRS VCO to Voice opr 9540F reached ans mach and typed "ans mach playing GA". Opr did not type recording at office where he called. (call received as voice but caller used Relay as VCO to voice) Caller requests contact from supe regarding this complaint. CS apologized for problem encountered.	07/25/01	Agent recalled that when they dialed the nbr, they were able to get a voice person on the line and it was not an ans mach. That once there was a person on the line, the VCO user put someone else on the phone and they continued w/the call w/o any problems. Agent even stated that the VCO thanked her for processing the call so well. Coached the agent on that they should always type any ans mach or recorded msg verbatim unless instructed by the customer.
3270D	07/21/01	18			
9591	07/21/01	29	During the middle of the call, the keyboard froze. Supe tried to fix the problem but each time a key was pressed a different macro would be transmitted. There was no way of communicating w/the customer.	07/21/01	Supe attempted to contact the customer at home to inform them of what transpired on this calll but the person was not answering.
9593	07/22/01	16	Agent 9896F was not professional. Customer could hear agent whisper to someone and she would speak very fast. Whenever customer would ask the agent to repeat a msg, agent would sound like she did not want to be bothered.	07/24/01	I apologized and explained that this would be forwarded to the QA Dept. for follow up. Appropriate action was taken w/agent.
9593	07/22/01	17			
9285	07/22/01	17	Customer said agent was incredibly rude & sarcastic.	07/30/01	Informed customer that I am apologetic for inconvenience that Relay has caused and I informed him that proper action would be taken. Thanked customer for his comments.

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3280D	07/23/01	6	Customer says agent was careless & very difficult to read. Experienced a lot of garbling. States agent's typing was very bad, words misspelled and words ran together. CS asked customer if they had the radio or TV on due to the fact that CS could hear background noises when he placed the call. Customer said they did not have anything on, it was in his line. CS let him know he needed to contact his local phone co for repair and that was probably what was causing his garbling problem. He stated he would contact repair and still wanted to do a complaint. He also wants someone to contact him about this agent's carelessness.	07/26/01	FL response: If customer was receiving garbling, then there is no wrong doing on the agent's behalf.
3279D	07/23/01	10	Customer states FL agents do not know how to process HCO calls. CS apologized for inconvenience and frustration that this caused. Let customer know that we would turn in the agent nbrs to make sure that the issue was futher investigated & also thanked customer for letting us know.	07/23/01	The HCO procedure is one that is consistently part of our acct refresher training program. Agents outlined via this complaint were all addressed regarding the appropriate procedures for processing alternate call types. Agents' 9856F, 9722F, 9948F & 9460M attended a refresher course on HCO processes via the acct training dept. During this session, each employee went thru various examples of HCO procdures such as when to utilize the appropriate key or if a call initiates as a branded HCO. Role play scenarios were also implemented to give real life online situations. At the time of complaint, 9151F was in the testing period w/in the TD. The agent was paired w/an acct training coach and the HCO procedure was thoroughly reviewed.
9467	07/23/01	3	Caller finished the call w/agent 9784F. She then asked agent if she saw the parenthesis around a sentence that she typed immediately after the call was answered. The agent read the sentence to the voice person. The agent answered the customer's question and told her yes. The TTY user went crazy because she did not want that part to be read. She said it was just to give a description of the other person that answered the phone so the opr would know. The opr did apologized but that did not help.	07/23/01	I apologized to customer but the customer was still upset. The TTY user went on and on and insisted that relaying the msg meant for the Relay could only cause dangerous problems. I apologized over and over, however, she was still upset. Customer left her name and hung up upset. Agent followed procedures as this is Sprint's guidelines.

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6502	07/23/01	4	Customer was upset, asked agent to redial to leave a msg. Agent typed leaving msg, your msg sent, thank you bye. Agent never typed redialing to leave msg, never sent ringing macro, never said ans mach playing, etc.	07/23/01	Agent does not recall this call.
9613	07/24/01	4	Customer says that agent 9517F had called the nbr the customer has requested and told them that they had reached housework. The customer then thought they had reached the wrong nbr. The customer then disconnected and called back to realize that had reached the correct nbr. Then they handled their business and once finished called back in to report that agent 9517F cuased confusion on the call and had then call a nbr twice which cost them money since it was LD. I then told the customer that I had written down all of their info and will present it to our QA Dept.	07/25/01	When agent was spoken to about the complaint, agent did not have any recollection of this call. Still coached agent to always double check if they entered the correct dialing to nbr and if they have any doubts about the nbr to just ga and politely ask the customer to repeat the nbr back to the agent.
3284D	07/24/01	4	Customer was trying to place a call to the Ctr for Independent Living - he gave CA all of necessary info. He was trying to reach a specific person. The CA did not let him know whether or not he reached the right place or not nor did she send the gender of the person that answered the telephone. He was unable to complete his call w/this agent. He was going to have to call the Relay later. When he called me he was on the voice line and could hear me fine. Thanked customer for calling in and let him know that I would be fowarding this to to the proper ctr. Customer wants someone to contact him either by phone or via email.	07/26/01	Agent coached on procedures & customer has been emailed w/an update.
1513	07/24/01	21	Agent change was made after call was complete. (Actually agent change was completed earlier in call but 1750 forgot to inform caller until they requested ID nbr.) 1421F frustrated caller by not being able to type menue options w/o redialing several times.	07/24/01	Coached CA 1750 to make sure to send ALT 3 & inform caller of agent change asa it happens. CA followed procedure for typing recordings & redialing.
7210	07/24/01	5	Agent hung up on customer.	07/26/01	Assured customer that a supe would address the matter and apologized for the incident. FL response: Ctr has been experiencing T hits on 7/24 and 7/25. Many calls were lost. We apologize for inconvenience this has caused.

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3291D	07/25/01	24	Customer has been trying to call Sprint CRS all day long and keeps getting "all circuits are busy" recording. I thanked the customer for calling and apoloigzed. I told her I would enter a TT#04050240. (CS just started to notice that several customers have complained about this same problem today. At first, CS thought it was just a local problem, but then we started getting more calls about it and thought it may be a Sprint problem)	07/26/01	No customer info or agent ID provided. This is to let us know of recording coming on. On this date, there was a blockage issue resulting the recording. All mgmt, including techs were aware of issue and it was escalated & resolved.
3269D	07/25/01	24	Caller says she dials Relay and gives the nbr and agent continues to send the greeting macro "nbr calling to pls" just as if caller has not responded to original greeting (problem connecting to agent) TT#04036926. Apologized to caller for problem and assured her a TT would be entered.	08/14/01	TT indicates test calls made and received CDB notes. Could not duplicate problem. Tech attempted to call customer to test (follow up) on 7/23 at 1:00 & 2:15 p.m. EST.
3292D	07/25/01	24	Customer reports that he had been dialing 1 800 735 2929 for CA Relay and is getting fast busy signal for last half hour and does not connect to Relay at all. CS explained Relay techs are aware of similar problem and have advised CS to document complaints and enter TT (per Force Mgmt). CS apologized and was able to transfer this customer back to CA Relay to place his call.	08/03/01	On this date, there was a blockage issue resulting in the busy signal of all circuits busy (recording). All mgmt w/in Sprint & techs were aware of issue. Escalated to proper mgmt level. AM attempted calling customer twice on 8/6 and left msgs w/TTY office nbr.
3318D	07/30/01	4	Customer called in to say that she needed to know when a call was disconnected. My secretary didn't hang up, that she didn't know what to do. I have a problem but I can't solve it. She just told me. I need to know when my calls are disconnected. CS apologized to the customer and explained that sometimes it is a problem w/the terminal that the agent is using but I would pass the info on to the proper personal and thanked them for calling and letting us know of the problem.	08/07/01	Coached CA on sending macro to let customer know person has disconnected.
3318D	07/30/01	5			

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
11109	07/30/01	30	Customer called AM to express her anger about being over charged on phone bill by Sprint. Calls made from LA to Washington, D.C. Will fax phone statement for review.	08/01/01	AM tried to fax back to customer to confirm receipt of her fax 3 times and would not go thru. Rates were checked and customer does use Sprint LD thru Relay, however, she does not use any calling plan thus receiving defaulted rates. Mileage from her phone nbr to Washington, D.C. (by prefix) shows similar miles and default rates are .16 cents per min as billed. Don't know why she thinks she should receive .3 cents per min. She may sign up for any calling plan and may get better rates than default rate .16 cents per min. Called 8/1 to share results w/customer. Informed of options of calling plans to join which may help & she can call LD Dept to obtain info. Provided phone nbr to Sprint LD and explained Relay COC.
10597	07/31/01	35	Left msg on AM's TTY: Customer interested in knowing why we do not have caller ID for the Relay in CA. I get so many calls from marketing people and they are not using the Relay, so I use VCO and answer the phone over and over (sigh). I only get TTY calls to my via Relay and I am confused and upset by not being able to see that it is the Relay calling me. I do not need the nbr for the nbr who called the Relay to call me. I just want to know if it is the Sprint opr or not before I go thru a long thing w/the phone trying to see if it is a VCO call or not. Pls pass my concern along to the DDTP in CA and let them know I would like to know about Relay nbr caller ID.	07/31/01	There was no phone nbr to return the call. However, a letter w/her address provided on the ans mach has been sent in response to her concern. In the letter, I explained that in CA contract does not support caller ID feature and included David Weiss' TTY nbr if she wishes to contact him to express that concern.

Complaint Tracking for California

August 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9602	08/02/01	25	The customer was on a long distance call with this agent and the caller stated that the agent disconnected on him. Apologized to the customer and told them that this will be filed and insured him that the problem will be resolved with the agent.	08/08/01	Agent was coached if they encountered a problem that maybe the line disconnected by accident even if it was their fault not to hestiate and write a CA feedback form. That way we will know what happened and how the call ended up disconnecting, and also trained the agent to be more careful while processing calls.
3336D	08/03/01	21	Opr took over call in the middle. She didn't bother to send me an opr ID or tell me that she was a different opr until I gave her the 2nd nbr to dial and told her to bill as before and at that point, it came out. And she was rude about it. I did not appreciate that so I'm making a complaint. I just want to know that the complaint will be filed and appropriate action taken, thank you. CS apologized to caller for the problem she had w/the agent. Assured her the complaint would be filed and appropriate action taken.	08/08/01	Spoke w/agent regarding this complaint and the agent had complete recollection of call. Agent stated when she attempted to log in, computer provided msg that stated the log in was unsuccessful. I informed the agent if that happens she needs to manually type her agent nbr to the caller. She informed me that eventuallyshe was able to log in and send ALT 3 macro to caller. Caller questioned the agent as to why she had not notified her that she ws a different agent. As she tried to explain, the voice customer said she was rather rude and said she will contact CS to launch a complaint. Agent offered to transfer the call. Agent coached on importance of professionalism and ways to properly respond when customers' ask questions such as that.
9639	08/04/01	5	Customer said agent hung up w/o allowing her to make another call. Apologized to caller and thanked them for informing me of what transpired.	08/06/01	Spoke w/agent regarding this complaint and she advised me that she would never hang up on a call. She explained that she is well aware of the consequences of disconnecting calls and would never do such a thing. Agent coached on matter.
9666	08/06/01	17	Caller complained that agent was rude when she asked her to confirm her agent nbr. Caller waited for some time and the agent did not respond. She then repeated herself thinking that the agent did not hear her the first time. The agent replied by typing "yes, pls don't yell maam, how are you tonight?"	08/06/01	I informed the caller that her complaint is being documented for follow up. I spoke w/the agent and stressed the fact that agents are not allowed to be rude to customers at anytime. I told her that her statement was considered rude and she apoogized for her behavior.

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9668	08/07/01	3	Caller said agent did not follow given instructions.	08/15/01	Agent advised that she is aware of procedure when TTY requests specific person. Once agent dialed nbr, the line was answered by a voice party unfamiliar w/Relay service and she gave explanation and neglected to ask for party requested. Specific guidelines were reviewed w/agent regarding requests for specific people. QA will conduct wkly evaluations in order to ensure agent adheres to procedures.
3361D	08/08/01	29	Customer reports that if she tries to dial 525 nbr thru Relay she gets a fast busy signal. She tried many times w/several different oprs and got same results. She tried dialing the nbr directly w/o Relay and got thru w/o problem. CS apologized to customer for any inconvenience this may have caused her and thanked her for taking the time to make note of the agent ID nbr so we can properly report it to the tech. TT#04107139	08/23/01	Florida tech have contacted the customer to verify the number. Tech and the customer both have reached an agreeement that the number is invalid after many attempts to call this number directly.
3357D	08/09/01	3	Caller said agent did not announce the call to ask for specific person. When nbr answered agent just typed (M) hello GA and caller said he is tired of agents not paying attention and following his instructions. Apologized to caller and let him know that the complaint would be sent thru to agent's supe.	08/29/01	Supe spoke w/agent regarding complaint. Agent stated that she did not relay on that day. After researching the agent profile report on the date in question, it was discovered that this agent ID was not utilized at all on 8/9. Perhaps the agent ID # or date is incorrect?
3366D	08/09/01	1	Customer states that CA got an ans mach and when I gave a msg to leave there was along pause and nothing for about 3 mins and then finally the agent started typing again and said, redialing ans mach pls hld. Why did it take so long for agent to answer? CS thanked customer for letting us know and assured them that we would turn in a complaint so that this could be investigated further.	08/10/01	When agent was spoken to, agent stated that they did send right after the GA and took maybe less than a min to respond back to caller after sending - once they pressed CTRL. A customer was typing hello GA, but agent stated that they did not take that long to respond to the caller like the customer states. Explained to agent that they should never leave a customer waiting for any amount of time and if they are experiencing problems processing a call, they should request for a supe and keep customer informed as to what is going on w/their call.

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3367D	08/09/01	3	Customer states that CA typed wrong ans mach msg when calling his friend. Agent typed msg to some company instead of friend's nbr. Agent did not let me know what the nbr was that he did dial, he just typed dialing local nbr. CS thanked customer for letting us know and assured him that we would pass the info on to the supe so issue could be investigated further.	08/14/01	Agent addressed regarding customer issues as stated in complaint. Agent advised that he had dialed nbr as specified by customer and pressed complete key. At that time he saw the macro "dialing local nbr" go across screen to customer. Agent was under assumption that he had in fact dialed correct nbr as requested. QA dept advised agent that state of CA is equipped w/macro that verified the nbr being dialed for customer. It is always a good idea to verify the call to nbr in order to avoid possible discrepancies. Agent was also advised that in future, he should contact a supe/tech in order to troubleshoot issues related to software. QA will conduct follow up evaluations in order to ensure agent adhering to online protocol.
9620	08/11/01	3	Agent was very rude. Agent 4150F was relieved from my call by agent 4462F to continue the call. Agent was asked to dial 800 DA. Agent dialed another nbr instead. Then agent transferred to OSD. Customer asked why did agent transfer her call and requested to be transferred back to Relay opr to complete her call. Apologized for inconvenience caused by agent. Advised will forward complaint to appropriate ctr where agent is located.	08/11/01	Coached CA to make sure to follow the customer's request. CA not sure how to use 800 DA. She transferred to CS. She was not rude.
9620	08/11/01	4			
9620	08/11/01	17			
3398D	08/16/01	5	Customer made one call w/agent successfully. He needed to make couple more calls, but at the end, the agent disconnected him. He stayed on line and was saying hello, but didn't get any response and had to hang up and dial back to report this. CS apologized to customer and told him I would document his complaint right away to forward to the call ctr where agent is located for coaching w/supe, then transferred him back to CA Relay so he could continue w/his calls.	08/23/01	Spoke with the agent and coached them on waiting for SKSK from the customer for proper disconnecting.

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9676	08/16/01	11	Agent did not respond when VCO user typed"VCO GA" agent only sent nbr u r calling to pls: Then VCO customer typed pls get me a sup agent continued to send NBR U R CALLING TO PLS. Apologized to the customer, and assured customer that the agent would be addressed regarding this complaint. Customer requested that someone call him back to follow up on this incident.	08/16/01	Sup reviewed VCO process immediately upon completion of call. Agent has recently completed the training process and became confused. Agent demonstrated proper handling of both branded and non branded VCO calls. The agent was paired with a vetern agent for the remainer of their shift to ensure agent is comfortable handling vco calls. Sup will follow up with agent's progress.
3408D	08/17/01	3	Caller said that agent did not wait to dial nbr before caller was finished speaking. He said he was giving instructions to agent as to who to ask for etc and agent did not wait to hear that. CS apologized that he encountered this problem w/agent and assured him the issue would be addressed w/agent by supe.	08/24/01	Spoke w/agent regarding complaint. She stated that when the call came in the VCO user started giving her instructions. After the customer stopped speaking, she typed to the customer that she did not get all of the instructions and would have to write them down. Customer then hung up. Informed agent she should have asked customer to repeat instructions or type instructions since there were several requests. Agent will be monitored to make sure she is understanding and following customer's instructions.
3410D	08/17/01	3	Customer called in to say he had an agent that did not follow his instructions. Customer wants follow up on agent resolution. CS apologized for inconvenience and frustration.	08/29/01	At the time complaint was made on agent, it was agent's first wk on the floor. Spoke w/agent & had agent explain procedure for processing an ans mach call and agent was able to take me through all of the steps on how to process call. Coached agent on following customer requests. Agent will go through refresher on processing answering machine calls, and training dept will evaluate agent.
3409D	08/17/01	3	Agent did not follow customer instructions.	08/31/01	Spoke w/agent & she stated that she did not remember the call. Reviewed customer notes procedures w/agent. Agent could demonstrate how to respond to CDB notes, i.e. when they appear. Reminded agent to always follow the customer's notes before processing calls. Will follow up w/QA scans and evaluations.
7225	08/17/01	7	Agent inexperienced. When I would speak and she had to type, she would go back as opposed to giving few words.	08/17/01	Apologized to customer. Coached agent on pacing skills.

Complaint Tracking for California

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9558	08/17/01	9	TTY user said "I said to the dr, will dr be able to treat w/neruoma pain". Dr did not understand what agent said and asked over and over again. Agent said can the dr treat oma. Dr did not understand the TTY user, hung up and got another opr. Agent 9211 threatened to disconnect line while TTY user asked agent what their name was. TTY user got another agent to call dr. Dr's office said hello & agent would not speak. Dr's office hung up. TTY user then wanted to know agent's name, then threatened to hang up the line. TTY user called back and I answered the request. It was the same caller so I asked June to take over call because they had just hung up on me while I was handling the complaint.	08/30/01	Spoke w/both agents regarding complaint. Agents did not remember this call, however, both agents were coached on relaying verbatim. Agents have been closely monitored following this complaint and have demonstrated that they are able to relay verbatim, and follow call procedures. These agents will continue to be monitored.
3411D	08/18/01	26	VCO caller reports that she didn't receive greeting from agent.	08/28/01	Complaint stated that customer was experiencing technical difficulties and has experienced technical difficulties before. The contact states that the customer will contact CA Equipment.
3417D	08/20/01	5	VCO Customer Comments: I just received an incoming call and when I answered, opr immediately sent TTY tones and didn't ask me if TTY user was available. She just said one moment pls, then sent typing w/out announcing the call. I said hello, hello and then she disconnected. She did not do what she was supposed to do - she did not ask for the TTY user. CS thanked customer for taking time to call in and apologized for the disconnect.	08/21/01	Spoke w/agent - she stated that the call was voice to TTY. She dialed the nbr, it was answered by voice. Agent announced the call and asked if a TTY user was available. OB only responded w/hello, hello. After several attempts, she sent the Alt 5 macro and Ctrl 0. That's when the agent noticed the OB notes said VCO user. The IB voice customer instructed agent to hang up and redial. Agent followed IB instructions. The phone was answered by a female voice. Agent announced call asking for TTY user. The call was completed. After speaking to agent about paying attention to CDB notes (IB & OB), agent was able to demonstrate proper call sequence.
10606	08/20/01	21	Customer left msg re: issue opr such as 9502F disclose the nature of the tones. Opr declined to give reply saying that she didn't have the info so she asked the supe. Supe responded to this question and said opr make it out as she said the tone was not obvious so regardless how it came out she should be explicit. Oprs are not allowed to give responses after calls being hung up. Does not make sense since the party should not be burdened to be on hold when I ask the opr for nature of tone.	09/04/01	AM sent fax to customer to let her know AM got her TTY msg and am working on issue involving the training ctr in regards to the policy issue.

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9707	08/23/01	3	Agent did not follow customer's instructions if ans mach picked up, to leave a msg right then & there. Agent did not type GA when OB customer would speak, causing confusion for the VCO user and the OB. Apologized & stated this would be followed up.	08/27/01	Spoke w/agent and she stated that the VCO user requested that she typed "beep" if ans mach picked up. She did not know that she had to also type GA for the VCO to voice the msg. After they attempted the call for the 2nd time, the msg was left and the call completed. Agent felt comfortable w/call and thought she was following customer's request. Agent will be followed up w/QA scans and evaluation w/TD.
9707	08/23/01	5			
1552	08/24/01	21	Voice customer concerned that agents at CRS and OR Relay were mispronouncing the City of "Yuka" pronounced "Why-vee-Ka" and not Eureka, which is also a city located in CA.	08/24/01	I told customer I would take down all info and would forward info to appropriate ctrs.
9483	08/24/01	16	Customer gave CA 2 nbrs to dial. The nbr was dialed - I happened to look at the screen and noticed Alt 5 was not sent. I informed agent to press Alt 5. Agent accidentally pressed F5. She thought the TTY user was still on the line. She pressed Alt M to mute the mic and held it too long, which turned mute off. She laughed nervously on the line, while I attempted to coach her on procedures, and the voice person heard everything. I did explained to the voice customer what had happened. I told the voice customer that I was assisting the opr on the call and telling agent how to set up call and that the line was disconnected accidentally. The opr did call back and processed call properly.	08/24/01	Coached agent on proper procedures and about toggle keys. QA will follow up on agent w/scans and evaluations.
3451D	08/26/01	9	Customer placed a call to East Bay Paratransit thru CA Relay agent 9073M and reached a recording. The agent only typed "recording" but did not type out what the recording said. Customer says he has been having this happen a lot where agents just type "recording..hlding" or "recording..waiting for person to answer" etc. Customer has no special notes instructing the agents not to type out recordings. CS thanked customer for calling and apologized.	09/24/01	Employee is no longer employed.
3451D	08/26/01	15			
3451D	08/26/01	18			

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3453D	08/27/01	2	TTY user reports that Relay opr continually ask him for his COC. This has happened several times in past mth. COC info in database is Sprint and should automatically be processed as Sprint. After caller hung up, agent was still on line and CS inquired about COC info and agent advised the CDB notes did not indicate COC. CS advised Sprint is COC in COC section and no need to list in CDB note. Customer requests contact from supe regarding this problem and why it occurred.	08/31/01	Coached agent on proper procedures to follow when processing LD calls and pointing out as well that a customer's request are always honored. Also informed agent if any problems come up that don't allow agent to process call to request for supe assist. Will meet w/training on setting up refresher.
3464D	08/28/01	3	TTY reports that agent misdialed the nbr she/he typed. CS apologized for the problem.	08/28/01	Followed up w/agent on 9/28 and agent was coached regarding checking nbr before dialing.
4370	08/28/01	3	CA gave out customer's nbr to OB person w/o asking for permission. When customer informed CA that the nbr was unlisted, CA replied that customer should have given better instruction. Customer didn't have a chance to do so. Apologized to customer for any inconvenience it may have caused & would have appropriate supe to coach CA. Suggested customer have info about UL nbr on CDB notes.	08/30/01	Spoke w/agent concerning complaint, he expressed that he would not give out a customer's telephone info. Agent was coached on proper procedures to follow customer instruction and to never give out personal info about caller w/o their permission. Spoke w/tech to inquire about caller ID transmission, but he was unable to test w/o phone nbr. Will continue to monitor agent w/QA scans.
4370	08/28/01	17			
9698	08/29/01	17	Caller stated that the agent was being smart and voice customer said agent was rude and snappy when he asked agent to read him what he had said. Caller & her party requested for another agent to continue call.	08/29/01	I apologized to caller and asked both parties to explain what they meant by the agent being rude. Then I got another agent to continue the call. I spoke w/agent and read what was typed and found out that the voice party was trying to involve the agent in conversation, and agent just typed msg verbatim. Agent followed proper procedure and also filled out a CA feedback form regarding this incident.
9711	08/30/01	21	Customer was using Spanish Relay. Complaint was that every time she called the service they would transfer her to CS w/o asking. Then she said she was being charged for the use of the service. I assured her that I would file a complaint about agents transferring her to CS.	09/14/01	Spoke w/Trainer, Louis Pedroza regarding complaint. The TD will post an update for the Spanish oprs regarding CS procedures. Ctr was in process of disseminating procedures for Puerto Rico & Spanish programs. Initial test calls were transferred to CS. Problem resolved.

Complaint Tracking for California

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9486	08/30/01	35	Caller gave agent 2 nbrs to call. Agent dialed nbr and reached ans mach. Agent typed msg on ans mach then "beep" (f) (ans mach) GA. Caller then typed "you type last word say Q". Agent did not understand if caller wanted her to type the last word from the ans mach or if the caller was asking her if she did type the last word. Agent asked for clarity. Customer started to tell agent that she is "threatening to waste your time". Caller grew more irate when I assisted and called me an asshole.	08/30/01	Thanked customer for coment and disconnected call.
3475D	08/31/01	4	Agent never gave GA, customer did not know if the person they called hung up or get her msg. CS thanked customer for calling in and let her know that I would write up the complaint and forward it on the proper ctr.	09/06/01	Addressed agent regarding this complaint. Agent states that she remembers this call because she did type the OB user's vague responses, but the TTY user thought it was the CA's responses. The OB was not paying attention when the CA read the text, nor did she respond when the opr asked for the GA. Agent did type verbatim, however, did not inform the TTY user when the OB was not responding. The agent was coached regarding keeping the customer informed of all activity that transpires during call processing.
3480D	08/31/01	11	Customer asks for experienced agents to make her business calls because she feels there are too many new agents that cannot process calls. CS empathized w/her frustration and stated her concern would be passed on to the AM.	08/24/01	AM attempted to contact customer several times and left messages. Customer never contacted AM back.
3479D	08/31/01	8	Customer sent fax regarding disatisfaction w/agent being unprofessional and conveying w/voice that they would rather be doing something else than relay call.	09/06/01	Supe coached agent on maintaining professional phone image. Also advised agent to use the mute feature when yawning, sneezing or coughing. Agent states that he understands. Agent will be monitored to make sure procedure is being followed.
3458D	08/31/01	26	Caller having garbling problems. TT#04196436 generated. Apologized to customer for problem and informed her that TT opened for tech to check into problem.	10/24/01	Called on 10/24 and spoke with customer via Relay TTY to VCO. Customer saw an improvement since she reported it. Told her to feel free to report if it happens again. Nice Customer!
6607	08/31/01	21	Customer said agent placed call from North CA to South CA and person he was calling transferred him, but agent acutally transferred him to Sprint CS.	08/31/01	Reviewed proper call procedure w/agent and encouraged agent to ask when in doubt w/supe.