

Complaint Tracking for California

September 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9715	09/01/01	3	Caller tried to call nbr and said CA used profanity. TTY user said they gave the nbr over and over again and the caller kept typing the nbr you're calling to please.	09/06/01	Agent was addressed regarding call and he was informed that profanity will not be tolerated at all, and if there is a problem w/a call or a customer - please ask for supe assistance. Agent will be closely monitored by QA to make sure professionalism is maintained during call processing.
6520	09/03/01	35	Customer came on TTY line and called the agent a mother f---- & told then to dial a Sprint opr. Supe came on line and asked that the customer refrain from verbally abusing agent. Customer began to verbally abuse supe and again supe asked customer to refrain from abusive language. Supe then dialed nbr for customer & when OB came on, TTY hung up.	09/03/01	No further resolution required.
9719	09/04/01	17	Customer stated that agent threatened to hang up. Thanked the caller and explained that the agent would be spoken to and that their complaint would be filed.	09/06/01	Agent states that she does not remember this call and would never hang up or threaten a customer. Agent was coached, if in doubt, on how to handle a call to immediately ask for a sup assistance. If the sup determines that a hang up is in order then the sup will follow proper hang up procedures.
9979	09/04/01	21	Caller stated that agent lied to them by repeating that the line was busy. Stated they waited over 2 mins while the agent said the line was busy. Caller stated that they had called customer billing dept and that the billing dept had removed overcharges for busy LD calls.	09/04/01	Explained to caller that a complaint was filed. Advised caller that there would be no reason to remove LD charges for any LD calls that were busy because busy calls are not billed.
6530	09/05/01	1	Caller upset because agent did not respond for 32 mins. Caller stayed on for 45 mins and then hung up. Apologized and assured caller that I would forward complaint to supe.	09/06/01	Addressed agent regarding complaint. Agent states that the OB placed the customer on hold, agent sent holding macro and customer asked the agent not to use the holding macro. The agent says they were on hold for approximately 33 mins. The customer typed "I have been on hold for 32 mins that is not very professional" and then hung up. Agent followed customer's instructions as requested. Customer may have misconstrued the hold time as being an action of agent's?

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3005E	09/06/01	9	Customer placed a CA Relay call through CA 9419M to East Bay Paratransit. Agent dialed the nbr and typed (recording playing pressing 3 hid) instead of typing entire recording. Agent then dialed to Fremont Hearing Services and also typed (recording playing) but did not type out the entire recording. Customer likes to get the entire recordings and greetings. There is nothing in his notes indicating he did not want the entire msg typed. Customer called back a few mins later and said another agent did the same thing but he did not have agent ID nbr. Thanked customer for calling and apologized.	09/06/01	Spoke w/agent regarding complaint and agent states that he did not type the recording on 1st call because the customer asked him to press option nbr 3 for CS. Agent also states that he didn't type the recording on 2nd call because the customer requested to speak w/a specific person. Agent followed customer's instructions & all procedures. If customer asks agent to request a specific person or press an option, the agent is not required to type the recording.
3005E	09/06/01	15			
3639	09/07/01	4	Agent 9548F & 9331 were changing agents and agent 9331 just left me hanging. Apologized to customer.	09/14/01	Spoke w/agents and they stated they were switching and there was a long pause. They were coached on the procedure and how to do so w/o long pauses or interfering w/call process. Both will be monitored by QA Dept to make sure they are following proper procedures.
3022E	09/08/01	7	Customer says agent typed nbr from DA incorrectly & customer was charged to redial to DA to get nbr again. Also, typing was sloppy & opr did not apologize. Thanked caller for letting us know.	09/14/01	Agent was addressed regarding complaint and agent stated that when they placed the call each time the recording was not clear, agent repeatedly offered to redial, but customer refused. Retrained agent on proper procedures to follow when dialling DA and making sure the customer is always in control of call. Will follow up w/QA scans & training.
3026E	09/08/01	4	Customer says agent did not type ans mach, just typed ans mach ga. Customer did not want to leave a msg or leave his voice on mach at all so he did not respond to agent and waited for agent to indicate that the mach had hung up. Agent kept typing ans mach ga, customer could not tell if the mach off or not. Then agent transferred customer to CS w/o notice. When customer connected to CS, he was totally confused and did not know why he was talking to CS. CS apologized to customer for agent error and suggest he try his call again and transferred him back to CA Relay.	09/14/01	Spoke w/agent & reviewed proper procedures for ans mach. Agent will be scheduled for refresher on ans mach procedures & will follow up w/wkly evaluations & retraining.
3026E	09/08/01	18			

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3024E	09/09/01	4	Customer placed a Relay call to East Bay Paratransit thru agent 9900M. The agent dialed nbr and typed "Thank you for calling E. Bay Paratransit CS line (recording playing)". Customer wants the entire recording typed to him. He is upset that the agent just typed (recording playing). CS thanked customer for calling and told him would pass complaint to agent's supe. Customer then requested transfer to agent who would type entire recording. Transfer completed.	09/20/01	Spoke w/agent & he stated that he followed the customer's request. The customer requested CS, the agent informed the customer that he had reached the business requested, sent (recording playing) macro then (holding) macro and listened for the CS option. Agent followed procedure. If a customer requests a particular person, extension or dept - the agent is not required to type recording. If the customer would like to hear the recording, he must inform agent of this.
3024E	09/09/01	15			
9508	09/09/01	5	Customer states that agent threatened him or her. Agent failed to respond to customer & agent hung up on voice party.	09/14/01	Spoke w/agent, she stated that it was a voice to TTY call. At the end of call, the voice person hung up. The TTY user wanted to place a call. The agent attempted to type back to the TTY user that she was unable to process her call because the voice person initiated the call, but the OB line disconnected.
9508	09/09/01	17			
10610	09/10/01	29	Customer had difficulty getting through to an 800 nbr. (complaint received via email to AM)	09/20/01	AM was not yet able to receive further info such as nbr calling from or when this happened, etc. She suggests that we try calling that nbr from our Sprint office and see if it goes through. I responded and thanked her for letting me know. Explained that this may be an agent's training issue and next time try to secure an agent ID nbr along w/date & time of occurrence. That would allow for further investigation to determine whether training or technical issue. Customer offered email address & will remember to do what AM suggested next time.
9546	09/10/01	3	Customer complained on agents. Demanded to speak to supe. I took call to find that this customer calls often and accuses the agents of lying, threatening, not typing verbatim, and charging them for LD calls. Apologized to customer.	09/10/01	This customer repeatedly calls w/same accusations against agents & supe. Complaints have been turned over to L. Pedroza to track complaints and make contact w/customer. Spoke w/AM regarding issue. AM will contact customer and is aware of his contacts w/CS.

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9506	09/10/01	3	TTY user called the Relay to report agents, expressing feeling threatened and that agents were not typing verbatim or following instructions. Customer also stated that she feels as if agents were lying when they said the line was busy or no answer. I apologized to the TTY user and assured her that she should not feel threatened and that I was sure the agents had not lied to her but that we would look into it.	09/10/01	Apologized to TTY user and assured her that she should not feel threatened and that I was sure the agents had not lied to her. The TTY user did not believe me, got angry and disconnected. Agents were not present at that time and 2 were not active nbrs. The 2 agents we spoke to (CS) did not remember any type of call where the customer did not think they were typing verbatim.
3641	09/13/01	3	Caller said that he was talking to his girlfriend and asked opr to hld. Girlfriend claims that she was not advised of the hold and continued to type. When he returned, asked opr if she had told girlfriend about hold and opr said tht he did not ask her to do so. He said yes he did and opr responded with oh yeah is that right? and then "f--- you" and hung up.	10/19/01	CA remotely recalls this call. According to the CA thought he ahs mentioned something and CA continued to type what she though she heard and continued to relay tty conversation. CA didn't hear her coming back on line and comments made by the voice person were typed to the tty user. The OB tty has disconnected the call which was informed to the voice person. CA swears that she did not use such language and did not disconnect on the customer.
3051E	09/15/01	3	Customer came in to Relay CS saying "pls dial the nbr above". CS let them know they were connected to CS and was told that "I just called the CA but they transferred me to this line w/o my request " by CA 9359F. Customer had asked them to dial DA and ask DA for required info & was transferred to CS. CS thanked customer for calling in and let her know that this would be written up and forwarded to proper ctr.	09/27/01	Agent was addressed regarding complaint and agent states thatshe does not remember the call, and wouldn't transfer a customer unless they requested it. Informed the agent that if she transfers someone by accident or is not sure of the customer's request, call a supe to help w/the call, and fill out a CA feedback from. Will follow up w/QA scans & evaluations.
3051E	09/15/01	4			
3059E	09/17/01	17	"I made a phone call thru Relay & opr said person was rude, so I had my mom (who is hearing) call the place to talk w/a mgr. The mgr said she couldn't understand what the opr said so then the Relay opr yelled at her and became rude to her. The opr never said she was calling on behalf of a deaf person so the person who I was talking to was confused." CS thanked customer for calling in and let her know that a complaint would be written up and forwarded to proper ctr. CS also apologized for agent being rude to mgr.	09/19/01	Addressed agent concerning complaint and agent stated that the OB person's reception to call was not very good because she explained Relay twice and person said they understood, but were very impatient and spoke too fast and unclear and did not wait for TTY user's response. Agent also stated she was not rude to the OB and the OB did not allow TTY user to reach their party and was not patient w/the Relay call.

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4389	09/17/01	21	Customer complained that CA didn't hang up immediately after customer typed GA. Customer was concerned about the LD charge on the bill.	09/17/01	I explained to customer that CA did right procedure by notifying OB that the caller was ready to hang up before the line got disconnected. I shared the info w/customer that as the caller says SK, CA will relay to OB & it may take a few seconds before OB will hang up and then CA would relay back to the caller. The charge for LD will be either if the IB or OB hang up first.
3066E	09/18/01	29	VCO customer complained that Relay agent could not hear him speak & has been having this problem recently. He said he only gets 1 in 7 calls that the agent can hear him. CS apologized to customer for problem and informed him a TT#04266451 would be opened. 4 test calls were performed and the FL agent could not hear customer but did see database & branding info. The other 3 were w/SD agents and they could hear him on the calls. Suspect problem w/FL ctr.	09/25/01	AM attempted to contact customer on 9/19 - no ans and on 9/25 reached customer via Relay. Customer said CS & tech have been helpful. He has trouble w/incoming calls and agents not able to hear him. AM replied she would get in touch w/tech. AM called tech who had already been in contact w/customer and had made test calls on 9/18, 9/19 & 9/21 and the tech was able to hear him and he was able to read the text. Will continue to test to be sure it does not happen in near future. AM faxed customer her nbr in case he needed assistance.
1582	09/18/01	8	Opr did not speak clear English. Voice party could not understand. When customer asked agent some questions regarding whether agent speaks English, do they have heavy accent & what was opr's nbr, opr did not answer. Felt policy should allow opr to answer all questions.	09/18/01	Thanked customer for her comments & assured her that her concerns would be addressed w/CA. Explained customer was correct, the agent should give ID at any time, but also explained that since Relay was still connected, the CA could not answer other questions. (We had allowed an agent change in middle of call) Assured her that her concerns regarding policy & hiring procedures would be forwarded to Sprint & the CA Relay AM.
9621	09/18/01	5	TTY customer said agent hung up on me when I gave the toll free nbr to call. Apologized to customer and let her know that the complaint would be forwarded to QA Dept.	09/24/01	Agent did not remember this particular call, however agent was coached on the proper procedures of disconnecting a call. Agent should never disconnect a call, should call a supe if there is no response from customer & the supe will handle the situation. The agent will be closely monitored by the QA Dept to make sure he is following procedures.

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10608	09/19/01	24	Customer left email stating there is still a problem connecting w/Sprint Relay via ASCII line.	11/08/01	AM responded asking several questions in order to try to further investigate issue. What was provided on email was insufficient to be able to solve issue. AM had contacted customer and provided settings to connect via ASCII line. AM, P. Gallant, will also help customer and try to solve issue w/more info - if provided by customer. (per C. Bella)
9983	09/19/01	21	Caller stated that agents do not give enough time for senior citizens to get the nbrs they wish to call.	09/19/01	Supervisor coached agent on using alternate methods to assist customers that need extra time. Agent will be evaluated on a weekly basis by the QA Dept to ensure that the agent is remaining professional and patient w/all customers. Agent will also have follow up training on phone etiquette. Supervisor offered to add a note to CDB notes informing agents that caller types very slowly, at which time customer became upset w/that comment.
10606	09/20/01	21	Customer left msg in regards to issue that ops such as 9502F disclose the nature of the tones. This ops declined to give reply saying that she didn't have the info so she asked the supervisor. Supervisor responded to question and said ops make it out as she said the tone was not obvious so regardless how it came out she should be explicit. Ops are not allowed to give responses after calls have been hung up. It does not make sense since the party should not be burdened to be on hold while I ask the ops for the nature of the tones. Customer requested reply be faxed.	09/27/01	Spoke w/agent regarding complaint and agent states that a customer asked her if the OB sounded sincere. Agent responded that she did not have that info because she couldn't tell if the person sounded sincere or not, she then called for supervisor assistance. Agent followed procedures. Agents are not able to decipher sincerity from a person's voice tone.
3077E	09/21/01	17	Customer felt that agent was rude and impatient. CS apologized to customer explaining that agent's are trained to be courteous to all customers. Informed him that the agent's supervisor would be informed and agent would be coached. CS also explained that agents are trained to not engage in conversation w/callers and that when an agent does not respond it is due to the fact they are not a part of conversation and sometimes that is looked at as rude.	09/25/01	Spoke to agent regarding this complaint, agent stated that at no time was she rude to the customer. Agent says she called a supervisor after the call was completed because the customer began to complain during the call. Informed the agent that if a customer begins to complain during a call it may be helpful to request a supervisor's assistance before the call is completed. The supervisor will be able to review the call to see if proper procedures were followed. Also coached the agent on voice tone, following customer instruction and relaying verbatim.

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3082E	09/22/01	35	Customer did not request to be transferred to CS and also had couple of issues that she wanted addressed: 1) CDB notes request female CA handle calls (customer frequently encounters males & has to wait for available female CA) and 2) Macro indicating change of agents needs to have GA added to indicate TTY user's turn to type.	09/26/01	AM spoke with this customer and discussed these two issues. I explained how changing agents work and apologized for the wait. And secondly, thanked her for her suggestion on adding 'GA' on the macro.
3084E	09/23/01	24	Customer unsuccessful in using E-kit calling card. CS informed customer that TT#04284570 would be entered and suggested option of calling collect in meantime.	09/23/01	Closed - no phone nbr to call customer. Tech had tested the system and finds no problem with sprint relay. It may be a local problem or the calling card.
6553	09/23/01	21	Customer was upset because CA would not tell her if something in the conversation that was typed in parenthesis was to her or said to someone else. CA typed that Relay no longer has that info.		Explained that the CA was following procedure - once the OB has disconnected, Relay does not have that info. Explained to customer that she does have the right to try to interrupt or ask during call.
3099E	09/26/01	26	VCO reports garbling when she calls into Sprint CRS. Has had Ameriphone VCO phone checked out and no problem found. When she calls CS the answer macro is not garbled. Request contact from AM. Advised customer that TT#04299906 would be entered and apologized for problem.	11/27/01	AM called 10/25 9:30a - no answer. AM called 10/29 4p busy signal. Tech attempted to contact customer 10/1, 10/2, 10/4 - not available.
9749	09/26/01	3	Caller stated that he had asked the agent to ask for specific person. When the phone is answered the agent just typed "F" Hello GA. He felt that the call was not properly announced or that the agent did not keep him properly informed.	10/01/01	Spoke with agent regarding this call, agent states that she did not remember the call, however agent was coached on following the customers directions and keeping the caller informed. Agent was instructed to always inform the customer when she is asking for the requested party. Agent will be monitored by QA Dept to make sure she is following call procedures.
9749	09/26/01	4			
3105E	09/27/01	24	Customer's incoming calls are not connecting properly. When CS asked how he knew they were Relay calls, he said his friend was to call thru Relay and couldn't connect. CS asked for her nbr so she could be called to discuss problem she experienced. Customer stated he did not have her nbr and CS could look it up. (her nbr was not published) CS suggested customer call AM and offered nbr, but he refused. CS told customer they would look into problem.	11/30/01	3 attempts to contact customer. Test calls were done and everything was fine. Tech called several times and left msg but he has not heard back from customer.

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9172	09/28/01	17	TTY user stated that agent 9084F messed up the long distance call to a government agency and threatened the voice and the tty user. The government agency is aware of the problem and the tty user is very angry and upset. I apologized for the inconvenience and informed the customer that I would forward this information and have this investigated.	10/01/01	Spoke with agent regarding this call, agent did not remember this particular call and stated that she has never threatened a customer. This customer calls repeatedly making complaints that the agents and supervisors are threatening hm/her.
9657	09/28/01	17	Customer asked agent if outbound customer hung up. Agent replied by sending macro. The tty customer said "no did they hang up?" Again agent responded by sending same macro. Customer got mad and requested a supervisor because he felt that was rude. I apologized to the customer and assured him that we will speak with the agent and make sure that this does not happen again.	10/02/01	Spoke with the agent regarding this complaint. The agent states that she sent the macro the second time because she thought perhaps the customer didn't receive the text or it was garbled the first time it was sent. The agent followed proper relay procedures, however agent was informed of a more courteous way to handle the situation, simply answer the customers question with a yes or no and GA
9750	09/29/01	5	Customer stated that agent disconnected them. I apologized to the customer and informed them that we would follow up on this incident.	10/02/01	Spoke with agent regarding this complaint. The agent had no recollection of this particular call, however the agent stated that she did receive a series of "ghost calls" on the day in question, and he requested supervisor's assistance. The agent also stated that he would never disconnect calls because he is aware of the consequences. the agent was encouraged to fill out a CA feedback form in the event of tech difficulty so the problem can be fixed.

Complaint Tracking for California

October, 2001

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9808	10/03/01	3	Customer stated that he was calling long distance and asked the agent to hang up if she reached voice mail. Agent did reach voice mail but did not hang up and typed the voice mail message. Customer told her to disconnect the line again and agent hung up. I apologized to the customer and informed them that the complaint would be followed up on.	10/04/01	Agent says customer disconnected. Agent admits to typing the message because she did not understand or hear the customer say not to type the message. Agent was coached on following the customer's instructions and was also informed of the severity of disconnecting a customer. Agent will be monitored to make sure she is following procedures and not disconnecting calls.
9808	10/03/01	5			
9763	10/03/01	5	Agent didn't respond after I was waiting for agent to answer me. Somehow the phone was disconnected or hung up on me. I would like a call back promptly to tell me why agent hung up. Apologized for the inconvenience and info would be forwarded to the proper dept for a follow up.	11/17/01	Supervisor spent several days trying to call Mr Mason to resolve the complaint. Supervisor explained that a technical issue may have been at work on this call, creating the situation where he was hung up on. Supervisor explained that it may have been do to an ASCII search or locked up keyboard. Supervisor apologized for poor service. Customer accepted apology.
3143E	10/04/01	9	Caller said agent only typed ans mach playing - waiting for opr - instead of typing out content of recording. CS apologized to caller and assured him that complaint would be sent to agent's supe.	10/08/01	Agent states that she did not type the recording because at the beginning of the call the customer requested that she wait for a live opr. To answer. Agent was just waiting like the customer asked. Agents are not required to type the recording if customer ask them to wait for opr or press a specific extension
3145E	10/04/01	21	Customer called in asking if it was true that Sprint CRS was going to have free LD for calls placed thru our service until 10/1/02. Told customer that that is true. Customer complained that agent told him that was not true. CS apologized to customer and reassured them that it was true and thanked them for calling.	10/04/01	Agent says that customer asked if long distance calls using Sprint CRS to call throughout USA was free, and he responded no. Procedure was clarified to the agent. Agent was receptive and understood.

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3135E	10/04/01	21	Customer called in to report that he dialed 711 and it went to Sprint CRS and it is suppose to go thru MCI CA Relay. I thanked customer for calling and suggested he call the local telephone co to let them know. The LEC must have routed 711 to our 800 nbr instead of MCI's. Informed him the LEC's are the ones who set up 711. He then told me to inform agent of this as she had told him that 711 was suppose to go to Sprint. CS thanked customer for calling, apologized & stated agent would be informed. Customer's LEC is MPower.	10/04/01	Spoke with agent regarding this complaint and agent admitted to informing the customer that 711 should be Sprint then offered to transfer to CS. Agent was informed that she should have only transferred the customer upon his request. Agent was apologetic and understood what she'd done wrong. Agent will be monitored to make sure she is following procedures.
9931	10/09/01	21	Customer was upset because the agent left customer's message without waiting for GA because customer made a mistake and we may decide not to leave the message. I apologized for the inconvenience and stated I will forward it to the proper dept for follow up.	10/09/01	Upon speaking with agent regarding this call, she admitted to redialing and leaving the customer's message prior to the customer's GA. Coached agent on proper proeedures for redialing and leaving messages. The agent was able to demonstrate the procedure on a test call, however reinforced the procedure again with the agent and also informed her of the importance of keeping the customer informed.
3171E	10/10/01	6	Customer said this agents spelling was all twisted and bad and to check this agent out. Thanked the customer for calling and apologized and said I would forward this to the agent's sup.	10/11/01	Agent does not remember this call. Agent was informed that misspellings and inaccurate typing confuses the customer. Agent was coached on paying attention to what's being said and to ask for spellings if he is not sure of them. Agent will be blind monitored to make sure he is following procedures
1613	10/15/01	5	Customer was upset because the CA hung up on her. She called and asked for a 800 number to be dialed and before it was dialed out the CA disconnected. Customer was very upset and wanted to know why CA hung up on her. Apologized to the customer and told her that I would fill out a complaint and the CA's sup would folow up with her. Asked if she wanted CS to follow up with her and she declined because she would be out of town.	10/17/01	Agent does not remember this call and notes that it could have been an ascii look up where CA did not receive the number. CA understands all calls must be placed when received and would not disconnect a caller.

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3199E	10/16/01	21	Customer called in and said that the agent gave confusing info. He mentioned something about the agent telling him that the outbound hung up and the agent said sorry. He wasn't sure why the agent said sorry unless they did something wrong. He doesn't understand why the agent used the word outbound instead of something like your party or something like that. CS rep apologized to customer and told him I would write up the complaint and forward it to the proper center	10/17/01	Agent was able to tell me what transpired on this call. She said this customer was a VCO customer and this customer became upset when the voice person, who was unfamiliar with relay, hung up before the customer could respond. Agent informed customer that the voice party had hung up by typing outbound party disconnected. This is what cause the customer to become confused because he was not sure what outbound meant. I informed the agent that she should have sent the macro that said person hung up GA rather than typing manually to the caller. Agent was coached on the importance of adhering to proper procedures.
3205E	10/17/01	17	Customer was upset because agent 9318M did not notify her that he took over her call. When customer asked for clarification that he should have let her know he repeatedly just said ok. Customer felt agent was being a smart aleck and asked for his sup. Agent transferred customer to CS without customer's consent. Customer was upset about being transferred also. CS rep apologized about the problem and assured her this would be forwarded to the center and customer requested that the AM call her.	12/18/01	12/3 left message with my tty nbr. 12/5 left message with my tty nbr. 12/8 apologized for the inconvenience and she began to complain about foreign accents and does not understand why sprint hires opr who does not speak English well. Goes on to explain that her hearing friends tell her opr are hard to understand. I explained that we need a specific agent id nbr to be able to identify and address these issues appropriately. she says the hearing people don't report or memorize the id #'s. She says she is tired of this and been using relay 25 years. feels as if she suffers along with other deaf customers.
3204E	10/17/01	6	Customer called to complain about an agent he had on a previous call. He tried to find the id number in his records, but could not find it. He then asked that I just document the complaint and give it to the AM. He said his complaint was that the agent continually misspelled the word continue by typing contunie. CS rep thanked the customer for calling and told him I would email it to the AM	10/17/01	Emailed complaint to AM after thanking customer for calling and apologizing. No agent number provided so no further resolution available.

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9889	10/17/01	5	Customer states that when he calls his mom (vco user) the agents never get it connected then hang up on him. I asked the caller if his mom is a vco or tty and it was said that she is a vco user. I plugged in on his call that we processed and his mom just answers hello this is.... She does not say GA or vco or any identifying remarks. I told the customer that I would make a note of his complaint.	10/17/01	I assisted agent on this call. The customer did not give any particular agent nbr. I advised the customer that he could let the opr know that his outbound party is a VCO user that would assist the opr in setting up the call without confusion. The customer agreed to do so.
3213E	10/18/01	3	Customer complained that the agent did not retype the ans mach message after instructing the agent to redial and leave a msg. Sup informed that customer that agent did what agent was supposed to do. Customer was upset because how do they know they reached the right ans mach. CS rep explained to the customer that the ans mach do not allow time to TYPE the entire message before they hang up and that procedure allows for the second call with out charge. Customer says he expects the agent to type the entire recording everytime and leave his message. He also says he has been charged for the call backs to ans mach. I told him he needs to bring these to our attention so they can be credited. I also offered to put note in the database instructing agents to type the entire message everytime; he was agreeable to this and it has been done. Customer refused to give last name, he does want the AM to contact him.	12/27/01	Customer does not want Am to contact him.
3213E	10/18/01	18			
10611	10/18/01	30	Customer is fed up with FL agents who are not aware of CRS providing free long distance. Customer is upset since agents threaten to charge her long distance and the agents always asking what long distance company would she like to use.	10/23/01	AM contacted the customer and apologized for the confusion. AM informed her that a TT would be entered since the agents should not have to ask which long distance she would like to use. AM took down the numbers that she was calling from and to to further help the techs look up this info. AM also suggested that her database COC LD sprint should be removed and left blank as another way to prevent Agents from asking these questions.

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3222E	10/21/01	9	Customer called to let us know that agent 9356 did not relay what the answering machine said, she just typed (answering machine playing) ga. CS rep thanked customer for calling in and let him know that I would type this up and forward it to the appropriate center. CS rep also apologized for the inconvenience he experienced.	10/23/01	Agent states that she did type the recording on the first time but when they redialed a second time she sent the macro ans mach playing. According to agent's description procedure was followed but agent was coached on the importance of keeping the customer informed by always typing everything verbatim. Agent will be monitored by QA dept
3233E	10/23/01	17	Customer states that this agent and sup (Darcy) were very rude to his wife when she called to place an 800 number call. They kept demanding she give them her home number and she became confused and upset. They were both so rude. They have never asked for this info before. CS rep thanked the customer for letting us know. Let him know that we did not know why the agent and sup asked for the home number but that we would turn in the complaint so that it could be investigated further. He was reluctant to leave his name and number when asked also let him know that this info would be kept strictly confidential.	10/26/01	Spoke with sup and he stated that he asked for the calling from number because it did not appear on the screen and calls cannot be processed unless that info is given. Spoke with agent and she too stated that there was no calling from number and the system would not allow her to process the call without that info. Customer got angry and requested a sup. Sup and agent followed proper procedures
10614	10/23/01	21	TTY customer complained that the agent are not relaying correctly what she is saying to the state agency and preventing her from reporting Sprint to these officials. Informed customer that I will investigate the problem and apologize customer for causing inconvenience	10/26/01	Agent does remember processing this call and she informed me that after connecting to a state agency, the caller complained about Sprint overcharging her for long distance. The caller typed a very long message to the voice customer voicing her dissatisfaction with FL opr. She then asked the voice customer to repeat what she had said. The voice customer told the opr that there is nothing she can do about that and that the caller probably needs to contact Sprint long distance. After relaying that the info to the caller, she accused the agent of not relaying her message verbatim. Eventually the voice customer hung up and the (person hung up) macro was sent. Caller became furious and informed the agent that she was going to report her for hanging up her call. Agent alerted a sup. Based on the info the agent followed procedures.

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
10615	10/23/01	21	TTY customer complained that the agent are not relaying correctly what she is saying to the state agency and preventing her from reporting Sprint to these officials. Informed customer that I will investigate the problem and apologize customer for causing inconvenience.	10/26/01	Agent does remember processing this call and she informed me that after connecting to thesenator's office the caller complained about Sprint overcharging her for long distance. Agent relayed the caller's message verbatim and the caller asked the voice customer to repeat everything that the opr had said. The voice customer could not remember everything said so she paraphrased what the caller said. Caller became upset and accused the agent of not relaying her conversation verbatim. Voice customer informed the agent that this had absoutely nothing to do with her and eventually hung up. Agent sent the person hung up macro and tty user accused the agent of threatening to hang up on her. Agent tried to explain why the voice customer had hung up but it was to no avail. Caller stated that she would report the agent for threatening to hang up her call. Based on the info provided the agent followed proper procedures. Encouraged the agent to notify a sup next time and fill out a feedback form.
10613	10/23/01	30	Customer is upset because the agents are constantly asking for the long distance coc when it it supposed to be free for one year. AM apologized and assured that I would file the complaint and get this addressed. Will fax to the center for follow up. Explained about the free LD and suggested her COC on the database be removed as part of preventing this from happening. Agreed and will let her know if anything happens in near future. Thanked her for calling to let me know of this.	10/25/01	Agent states that she requested the LD carrier because that is what the computer screen prompted her to do. She was unable to complete the call without having the LD carrier info.

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9682	10/23/01	5	Customer very upset that agents threaten to hang up and got false info. Also agent 9837F told false info 9364F messed up on call, threatened to hang up. "Will blast your office immediately - bomb threat. Apologized for the inconvenience.	11/05/01	Addressed agent regarding this complaint and they did remember handling this particular call. The agents informed me that after they were connected to the outbound voice person, the caller began complaining about Sprint overcharging her for LD calls. She then asks the voice customer to repeat everything that the opr said verbatim. The voice person then becomes confused and paraphrases what the opr relayed. The customer would then accuse the agent of not relaying verbatim. Once the outbound person disconnects and the macro is sent, the caller then accused the agent of hanging up the call. Based on this info provided the agent did follow proper procedures. AM has been contacted regarding this complaint. Bomb threat was also completed to document the threat.
9682	10/23/01	9			
3237E	10/24/01	30	Customer said he is dialing long distance through Sprint CRS and asks agents if he will be charged long distance. And many times they all answer yes and he said this last one was 9653. CS rep thanked the customer and apologized. I explained that this would be forwarded to the call center. Customer's main concerns is that the agents don't seem to know about this offer. He would like the AM to call him back.	11/01/01	Spoke with the agent regarding this complaint, reiterated proper procedures. Agent understood and will be monitored to make sure he is following proper procedures concerning the free long distance calling promotion.
10617	10/25/01	30	This agent asked for LD carrier when the calls should be free.	11/01/01	Agent states that she requested the LD carrier because that is what the computer screen prompted her to do. She was unable to complete the call without having the LD carrier info.
10618	10/25/01	8	Customer upset because this agent asked for LD carrier when it should be free. Agent also wasted time and talked to slow so the voice person got fed up. Told customer this info would be forwarded to specific agent's sup for follow up.	10/27/01	Agent states that she requested the LD carrier because that is what the computer screen prompted her to do. She was unable to complete the call without having the LD carrier info.
10618	10/25/01	30			

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3260E	10/30/01	29	Customer complained to the AM that agents are asking for her COC info when placing a call through Sprint CRS. TT # 04435648. There is no carrier selected in the database so calls should be defaulted to Sprint for the free year long distance promotion being offered by Sprint CRS. AM asked CS rep to open TT and enter the complaint. AM is working directly with customer.	10/31/01	Possibly she used a different ani - using a different phone which may be why this happening. Tech called and tested this # shows no restriction. Called customer 10/31/01 for 1 hour and removed Sprint as LD preference to prevent from happening on second line.
9524	10/30/01	5	Caller stated that they were in the middle of a call talking to an airline rep when they did not receive a response from the agent. I apologized for what happened and informed the caller that I would document the complaint and meet with the agent regarding what happened.	10/30/01	Met with agent and he infomed me that he remembers the call and that the orginator just disconnected in the middle of the call. The agent then informed the outbound customer that the tty user had disconnected. The agent also stated that he did not know why or how the tty user got disconnected. I coached the agent regarding the procedures to follow when calls need to be disconnected and calling a sup for assistance if there is a problem.
3262E	10/31/01	30	Tty customer states that the agents are continually askinf for what long distance I would like when it should be free for one year. Agent said there is no notes present for COC. CS rep notes that it sayd Sprint is COC in database and free long distance promotion in effect 10/1/01 - 10/1/01. CS rep apologized for problem. Customer requested that the complaint be sent to sup as well as AM.	11/01/01	Both agents stated that they requested the long distance carrier because the computer screen prompted them to do so and was unable to complete the call without that info. *** AM returned her call today at 1:20p. We talked for an hour. I apologized for the inconvenience. i will follow up with the ctr on this issue.. Thanked her for bringing it up to my attention. C Bella
3662	10/31/01	23	Customer states that ever since we began using split screen ASCII he has been having problem. He gets disconnected during his calls and that started with the split screen implementation. He says FL manager has seen it and has submitted 20 to 30 complaints and nothing has happened. He would like someone to contact him thru his email. TT # 04441071 Explained to the customer that this is a tech issue and a TT would have to be done. He says he's already done this but to no avail. Explained that was all I could do at this time.	10/31/01	AM sent email to customer. AM apologized to customer and explained proper settings to prevent problems and steps to connect the call. If any further assistance needed to let her know.
10612					
11053					

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
10623	10/31/01	21	Customer complained that ca played game and misdiald the nbr. Customer is fed up with sprint opr playing games. Agent tried to charge me on this and that's why she misdiald.	11/08/01	AM returned her call today at 1:20. We talked for an hour. I apologized for the inconvenience. I also reminded her that any calls made on and after 10/1/01 are all free of charge. She should not be concerned about that. However for misdialing. I will have this agent addressed. I will follow up with the ctr on this issue. Thanked her for bringing it up to my attention.
10619	10/31/01	30	Customer left msg with Am today to express that this agent tried to force to give out name of phone company carrier. Opr asked me to wait 3 - 5 min before sup came over. It's supposed to be free LD. AM returned her call today. We talked for an hour. I apologized for the inconvenience and explained possible reasons that the system is prompting agents for that info. Also this customer has 2 lines and I am not able to identify which nbr she called from but I have suggested that we forgot the second line to remove on caller profile to remove LD carrier and leave blank to avoid this. I will follow up with ctr on this issue.	11/09/01	Spoke with agent regarding the above complaint. Agent stated that she requested the LD carrier because the computer screen prompted her to do so, and was unable to complete the call without entering a LD carrier. The onsite tech have discovered a problem with the software when attempting to complete LD call free of charge. The problem is currently being worked on and the agents have been given instructions on how to override the COC prompt and process free LD calls, without requesting the customer's LD carrier.
10620	10/31/01	31	Customer left msg with Am today to express that this agent tried to force to give out name of phone company carrier. Opr asked me to wait 3 - 5 min before sup came over. It's supposed to be free LD. AM returned her call today. We talked for an hour. I apologized for the inconvenience and explained possible reasons that the system is prompting agents for that info. Also this customer has 2 lines and I am not able to identify which nbr she called from but I have suggested that we forgot the second line to remove on caller profile to remove LD carrier and leave blank to avoid this. I will follow up with ctr on this issue.	11/02/01	Spoke with agent regarding the above complaint. Agent stated that she requested the LD carrier because the computer screen prompted her to do so, and was unable to complete the call without entering a LD carrier. The onsite tech have discovered a problem with the software when attempting to complete LD call free of charge. The problem is currently being worked on and the agents have been given instructions on how to override the COC prompt and process free LD calls, without requesting the customer's LD carrier.

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
11055	10/31/01	9	Customer called state agency today and agent messed up the wrong info that state agency voice person said I can't understand what you say while agent 9131F changed with another new agent 9019F. Who threatened to block my complaint about the first agent who told the wrong info to the voice person. had to explain over again. We talked for an hour today and apologized for the frustration. will have this addressed with both agents. Will follow up at the ctr.	11/12/01	Addressed agent 9131F regarding this complaint. The agent states that she does not remember processing this particular call, however the agent was coached regarding the importance typing verbatim and relaying verbatim. The QA dept will continue to monitor this agent to make sure she is following proper procedures. Spoke to agent 9019F regarding the above complaint. the agent states that she does remember processing this call. She states that she received this call and informed both parties that she was doing so. During the call the inbound complained about previous agent. Agent states that she just continued to relay what was being said. informed the agent that she was correct in relaying what was being said, however if the customer was complaining about the previous agent she should have gotten sup assist.
11054	10/31/01	21	Customer complained that the agent misdialed the nbr and obviously she was trying to charge on both nbrs. This happened before. AM apologized for the error from the agent however I assured her that this won't be on her phone bill since we have special promotional for free LD in effect 10/1/01 for full year. I will have this followed up with the agent.	11/12/01	Addressed agent regarding this complaint. The agent admitted to dialing incorrectly. The agent states that after the dialing macro displayed the nbr dialed, she realized that she had misdialed and disconnected to redial the correct nbr. Coached the agent on the proper procedure to follow when dialing the incorrect nbr, how to reverse charges when a customer is charged for LD calls in error. Also advised agent to pay closer attention to what she is dialing before pressing complete. the agent will be monitored to make sure she is following procedures.
10622	10/31/01	30	Customer complained that this agent told her that LD is not free for CA.	11/08/01	AM returned her call today at 1:20. We talked for an hour. I apologized for the inconvenience. I also reminded her that any calls made on and after 10/1/01 are all free of charge. She should not be concerned about that. However for misdialing. I will have this agent addressed. I will follow up with the ctr on this issue. Thanked her for bringing it up to my attention.

Complaint Tracking for California

November 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3268E	11/01/01	28	Customer is an ASCII user. He states that he is a computer tech and that he knows how this procedure should be done. When making his LD calls thru CRS he is adamant that he was told by a Relay CS rep that he needs to always ask for the LD to be disabled b	11/02/01	This customer called me today at this date and time. Expressed that agents is not following his request to 'disable' charge before dialing out. We talked for about 30 minutes. He was referring to the Free LD effective 10/1/01 and he says he has asked agen
6642	11/02/01	3	Agent accidently misdialed customer was upset. Gave agent xxx area code and agent dialed xxx instead. Honest mistake agent realized. Apologized Customer for error. Apologized to customer informed him agent accidently switched the area code around.	11/02/01	Informed agent mistakes do happen but to please try and be more careful.
3278E	11/03/01	21	"This is xxxx, finally we have TT for ur system problem why don't you do it few months ago? Bad svc, I will give Cheryl all record my complain about CRS system problem and she will find that you never take care of it few months ago bad svc go ahead tell Cheryl what I told you sksk. CRS response. Thank you for your comments sir. I will be sure to let her know bye sksk.	11/02/01	I have had contact with this customer on 11/2/01 the resolution to this is the same. We do not provide proprietary info about key strokes to customers. This customer was requesting agents to do a specific thing "disable" a key. This is not what agents are trained to do. he was afraid he would get charged with calls from the promotion-free LD calls. i assured him he will not get charged. I asked if he got bill yet for Oct 1 and forward. he said no. I asked to call back if he did indeed get charges. i would help out.
11051	11/05/01	21	this customer's complaint was that the agents don't add a space after GA because when it is her turn to respond, it would add with the GA. I really bothers her and wants me to tell sup to convey msg to agents to stop doing that. Please start adding the space after GA. During our conversation the customer was complaining to ME that I was doing it too, not adding the space after Ga. I asked if any specific agent, time and date it happened. She didn't give me sufficient info. I suggested I would forward this to the training mgr.	11/05/01	I thanked her to bring this up to my attention. I apologized that it was bothering her. I explained to her that she could add the space on her own after she sees GA to resolve this. She says she won't do favors for agents. Like I mentioned, until now. I didn't realize I don't add the space after GA and told her that is an old habit of mine for years. I explained that I am sorry it bothers her so much, but it won't be an issue for Sprint to train agents to add space after GA. it won't be an overnight thing, after she insisted me to tell agents to do this. I explained I don't have the authorization and agents are not trained to do this. Last thing I explained that I'm sorry that I was not able to satisfy this resolution and she could do it on her own. Asked her to contact me if any concerns or CS dept.

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
11052	11/07/01	35	This customer left a message on my machine on Tuesday, Nov, 2001 and stated "I was upset with your Sprint agent 9886F today at 11:05a who demanded to say the system is asking for your LD bill charge. I told her to know that CA Sprint offer free LD at no additional cost.	11/09/01	Spoke with the agent regarding the above complaint. Agent stated that she requested the LD carrier because the computer screen prompted her to do so, and was unable to complete the call without entering a LD carrier. The Onsite techs have discovered a pr
9878	11/07/01	6	Poor spelling TTY user complained of bad spelling, which caused confusion. The voice person had to repeat over and over again. I attempted to apologize to the customer. Customer did not want to hear apology, repeatedly stated that she felt "threatened" then disconnected.	11/13/01	After receiving this complaint the agent was blind monitored, there were no spelling concerns found, however spoke with agent and coached her on typing accurately. The QA dept will continue to monitor this agent to make sure she is providing the highest level of service to our customers.
9878	11/07/01	9			
11056	11/08/01	21	An email was sent to AM to express frustration about a procedure in place. This is about when placing relay calls via relay. When the macro "explaining relay" is sent, and leaves customer to sit there and wait and wait and wait and wait until the other party finally understands the relay process before the relay opr syas GA and lets me type my introductory message. By then the hearing outbound has to sit there and wait, wait, wait for me to type my first msg, all the time probably wondering why I haven't already typed the message. Often they have hung up by the time I have finished my 1st msg. He wants to question about the process thata prevents the deaf caller from typing their first message until the other party finally understands. He offered suggestions.	11/08/01	I have responded via email to explain that I appreciate the feedback. I will have this escalated to the training mgr for review of the process. The training mgr will take into consideration for training.
6645	11/08/01	18	Agent rang for assistance customer provided phone # to dial. Agent dialed reaching ans mach used record feature but recording skipped. Agent was unable to type complete message. Informed customer of this. Customer typed "must get use emergency phone # now". Agent typed that they didn't understand. Customer typed that she was upset that we responded we didn't understand. Ask if we needed to redial to type complete msg. Customer hung up. Customer called back to file complaint.	11/08/01	not agent error.

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9971	11/09/01	3	Customer complained that these agents did not give all instructions and I am not going to repeat my instructions again. Customer disconnected when she finished her complaint, I was unable to respond.	11/19/01	Addressed agents 9181M he staed that he did not work on this particular day. After reviewing the agent profile report it was discovered no one logged in using id nbr 9181M. Agent 9151F stated that she did remember this call. The agent being relieved stated that she did not remember all of the instructions that were given and she did inform the other opr of those that she could remember. Agent was advised to get sup assistance.
6654	11/13/01	5	"I was in the middle of a conversation with a psychiatrist regarding my client. It was a long conversation. I typed GA there was no response. I was really upset. It was very urgent. I noticed a solid red light. So I picked up the phone and I heard it was a tone. This is not the first time. More than 10 times in 6months. Thanked the customer and explained this would be forwarded to his sup. Customer would like a formal letter faxed from sup explaining what happened.	11/30/01	After researching this complaint, the appropriate action was taken with this agent.
9988	11/14/01	5	Customer stated that when they gave their full request to this agent he typed back " I only have a couple of time. I must going home now, you have a blessed night. When I told the agent I'm going to place a call, can you please get me another agent and forward my request to the new agent. he then typed " Good night SKSKS and disconnected my call. Please do something about it. Apologized for the inconvenience and stated i will forward this info to the proper dept.	11/14/01	after researching this incident, the appropriate action was taken with this agent.
5177	11/15/01	5	Customer is tird of CRS hanging up on the outbound before they actually disconnect. Customer just wants CA to stop hanging up before outbound hangs up.	11/29/01	Unable to contact customer on 3 attempts (rings no answer). No further action possible
3329E	11/15/01	8	Customer called to report that she had called to leave a msg on someones ans mach through agent 9474F and the agent did not use good voice tone. I apologized for the experience and told the customer I would document and forward it to the call ctr where the agent is located for follow up with a sup.	11/19/01	Addressed agent regarding this complaint. Agent was coached on the importance of speaking clearly while relaying. The QA dept will conduct coaching sessions with the agent related to voice tone and enunciation and monitor the agent to ensure this is corrected.
9991	11/15/01	9	Customer requested opr to place a LD call for him. The call was answered by the answering machine. The agent did not type the message, only typed "ans mach" GA. Customer stated that the agent was unprofessional and hung up on ans mach.	11/16/01	Agent was addressed regarding this call. Agent states that she does not remember processing this call. Explained to the agent the importance of typing verbatim and keeping customer informed. Will follow up with a performance evaluation.

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9770	11/15/01	5	Customer stated: Agent 9682F threatened to cut off communication with government agency at 9:13a and disconnected my call. Agent 9001F threatened to cut off my full message.	11/15/01	Addressed agent 9001F, she did not remember this call. Agent was coached on the importance of relaying the customer's message completely. Spoke with agent 9682, she did remember processing the call. The agent stated that the tty user was upset because the voice customer kept hanging up on them for no apparent reason. Informed the agent of the severe consequences of disconnecting customers. QA dept will monitor both agents.
9992	11/16/02	5	Customer said that I tell you I did call relay service nbr 9090M hung up 2 times. I don't like it and it wastes my time. I tried to call my daughter she did not hang up. Apologized to the customer and assured them the agent will be addressed about this issue.	11/19/01	Addressed agent regarding this complaint. The agent did not remember this call. The agent was made aware of the consequences of disconnecting calls and advised to request the assist of a sup if he is not sure of what to do. This agent will be monitored to ensure proper procedures are being followed.
6659	11/19/01	3	Customer placed a call in the middle of the call and agent change took place. (9035) took over the call and sent the macro shortly after taking over. Agent actually sent two macros. Customer asked agent to redial. Do not explain ask for manager and say "customer is calling". Agent disconnected call. Customer did ask after the first disconnect for a explanation. None was given.	11/27/01	Addressed agent regarding this complaint and she stated tht when she sent the macro because the outbound customer didn't say anything when she announced relay and just disconnected. She was then informed to redial. The outbound party disconnected again. The agent says she again sent macro to inform the customer that the party had disconnected. Agnet admitted to not responding when the customer asked why person had hung up. It was later discovered that the agent was having tech difficulties with her headset which could possibly be the reason for the voice customer repeatedly hanging up. The agent was issued a new headset. Informed the agent to fill out a CA feedbak form or get sup assistance if there is a problem on a call. Also advised the agent that if the customer asks a question it is acceptable to respond by saying sorry agent does not have that info.

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3343E	11/19/01	3	Customer called in requesting a phone number. I told him that he needed to call relay and have them call Directory Assistance for that request. He told me that he had done that and the CA transferred him to CS. She had asked him if it would be alright to transfer him to me, but did not tell him why. she also had not tried to call DA for him before transferring him to me. I thanked the customer for calling in, let him know that I would forward this to the proper ctr and apologized for his inconvenience at having to call back to relay to try again to get the requested nbr.	11/19/01	addressed agent regarding this call. Agent is just out of training and states that she forgot how to process DA calls, and assumed it was okay to transfer the customer to CS for assistance. This agent was referred back to the training department to be re-trained on how to process DA calls. Agent will be closely monitored by QA dept to make sure she is following procedures.
3345E	11/19/01	2	customer called to say " I want to file a complaint it happened on 11/14 at 5:15p and it was agent 9622M. It is not complaint against agent (I think) because the agent asked me (what is your carrier of choice?) and u know CA provides special promotion free LD effective 10/1/01 and wanted to know if it was an agent or system error. It surprised me. RCS: I do apologize for this we have some new agents that might not be aware of promotions i will let this agent's sup know so that the agent can receive some coaching/training in this area. I will let trainer know so they can make an issue of this problem.(RCS did check the database and this customer has Sprint as their COC)	11/27/01	Spoke to agent regarding this call. This is a new agent and he stated that he forgot how to process this call. Agent was coached on the proper procedure to follow and encouraged to request a sup assistance if he is unsure of how to process any call type. Also agent is being sent back to training fo call processing follow up.
3349E	11/20/01	7	Customer did not have any agent numbers to report, but wanted to report that many agents are disregarding her notes that instruct the agents to type 50 wpm only. She also said many agents have poor typing accuracy. I apologized for inconvenience. I told the customer I would type the complaint right away and forward it to the Am for review since ther weren't any agent id nbrs. I advised the customer to keep track of the agent id nbrs so that these issues can be dealt with more efficiently and she agreed to this.	11/29/01	Left three messages in attempting to reach customer. Has not heard back from them.
3353E	11/23/01	2	Complaint was that agent was typing faster than 50 wpm. Customer has notes saying set typing speed at 50wpm. Caller said she asked agent to slow down it helped for a few words then it was fast again. Caller says she has headaches from trying to read too fast typing. she says many agents do this and do not read the notes. Apologized to caller and let her know that i would send the complaint to management and email training mgr to address this issue.	11/24/01	Addressed agent regarding this complaint. Agent did remember handling this call and states that she did adjust the speed to 50 wpm by pressing keys to get the desired speed. The agent demonstrated that she knows how to change the transmission speed. The agent was coached on the importance of following the customer's instructions. The QA dept will continue to monitor the agent.

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
11057	11/26/01	30	Customer got a bill and got charged for using Sprint CRS? I asked if she could send the bill to me via fax. She said she would today for me to review. It will help me to determine what it is.	11/28/01	this customer called back on my tty and left msg today. 11/28/01 at 9:10a. Customer discovered that her tty is programed to the mci nbr after all so from now on I will type the sprint nbr in when I make LD calls. Thank you for your help. I returned her call and thanked her for calling and I offered to send materials such as sticker, pen etc
12002	11/26/01	30	Placed a call on 10/14/01 at 12:41p and contacted Sprint CRS. Agent 9538F handled my call and asked me how would you like your call billedQ . Left message with AM	11/29/01	Addressed agent regarding this complaint, however she states that she didn't remember this particular call. She stated that at the time she was unsure of what to do. Informed the agent that she needs to call a sup to assist her if she is in doubt of how to process a call. agent also attended a ctr wide refresher on how to process free LD calls for CA. Agent will be monitored to make sure she if following procedures.
4469	11/27/01	21	CA relay ascii user complained that CA 4947 did not automatically choose the option for english language in an automatically. Choose the option for englis in a automated system for this user. User's reasoning isthat this shouldbe sprint policy as (1) user is typing to relay in english. (2) user dialed the english ph # for relay, not the spanish relay ph #	11/27/01	I apologized for the frustration and acknowledged the rationale. I explained that policy is to avoid making decisions for our customers. I gave the toll free # for customer service for a more detailed explanation.customer was satisfied. CA 4947 did proper procedure.
3370E	11/27/01	3	The customer was making a call thru relay and the nbr I called the opr told me the phone is having errors, so I asked her to call again and she said the same thing, the phone is having errors. Then I asked what kind of errors? She said annoying. Ithen called MCI CRS and they said it sounds like a fax machine. I'm not sure if the opr listened closely enough or what, but I don't like the fact they say the call sounds annoying, I think its rude. the nbr that lam calling is xxx xxx xxxx. I tried to dial the nbr from CS and it rang correctly the first ring then it went to an unusual ringing pattern, but I don't believe there was anything wrong with the nbr. i let her know that I would get this complaint written u p and forwarded on to the proper ctr. i also apologized for her inconvenience at having to call so many places to get her call thru and instructed her to let the agents know what I suspected about the ringing pattern.	12/05/01	agent was addressed regarding this complaint. She states that when she typed"annoying" it was an attempt to describe the tones being heard on the outbound line. Informed the agent that "annoying" is not an acceptable as a descriptive word when relaying. Agent was advised that she could have used loud tone or loud noise to inform customer of what was heard. Agent will be monitore to make suer she is following procedures.
3370E	11/27/01	17			

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
11058	11/27/01	30	Customer stated I got a bill and got charged using Sprint CRS. I asked if she could send the bill to me via mail. She said she would be happy to do so, for me to review. It will help me to determine what it is.	11/28/01	This customer called back on my tty and left msg today 11/28/01 saying I am embarrassed to tell you that I discovered that my tty is programmed mci nbr after all so from now on I will type the Sprint nbr in when I make ld calls. Thank you for all your help. I returned her call and thanked her for calling and I offered to send materinals such as sticker , pen etc.
3382E 6643	11/29/01	21	Customer placed a LD call through Sprint CRS. At the end of the call the customer asked the agent (customer couldn't remember id nbr) if they would get the free LD promo for CA customers. The agent said, oops, I forgot to override it. You'll have to call CS to get credit. Customer was uspsed that the agent didn't process it right and that they would have to do follow up to get credit. Customer also wanted to know if their son who lives out of state could get free LD too. i apologized that the agent gave misinformation. I explained that the agents don't do anything differently and that our system automatically recognizes the promotion and the customers will not be billed. The customer had not yet received any bill, so I told them that they shouldn't get any bill, but if there were any LD charges for calls placed after 10/1/01 through Sprint CRS to call me back and I will be glad to assist. I advised that we have not yet had any customers get charged in error. I also explained that it does not matter if the call orginates or terminates in CA as long as the customer uses \$	11/29/01	Not sufficient info to research or no customer info to call back. No agent ID number to follow up.
11059	11/29/01	24	Customer contacted me yesterday, wed, 11/28/01 between 4p - 5:30p the vco 800 line was showing busy for the past one hour. Am tested it after I received the info and it went through fine. I would pass it to the tech to investigate during the date and time on why it was showing busy. thanked for bringing it to my attention.	12/21/01	TT 04559914 problem was not duplicated - techs tried testing it and it went through fine.