Sprint

Relay Colorado

June 2001 - May 2002

RELAY COLORADO

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
	SERVICE COMPLAINTS														
#00	Answer Wait Time	0	1	0	0	0	1	0	0	0	0	0	0	2	1%
#01	Dial Out Time	0	0	2	1	0	0	0	1	0	0	0	1	5	2%
#02	Didn't Follow Database Inst.	0	9	3	1	0	0	0	0	1	1	0	1	16	6%
#03	Didn't Follow Cust. Instruct.	3	6	3	8	7	8	4	6	2	4	5	4	60	23%
#04	Didn't Keep Customer Informed	6	3	3	3	5	6	2	3	1	2	7	3	44	17%
#05	Agent Disconnected Caller	0	1	1	2	3	3	1	2	2	1	3	0	19	7%
#06	Poor Spelling	0	0	0	0	1	0	0	0	0	0	2	1	4	2%
#07	Typing Speed/Accuracy	0	1	2	0	1	0	1	0	0	0	1	0	6	2%
#08	Poor Voice Tone	1	0	1	0	0	2	0	0	0	0	0	0	4	2%
#09	Everything Relayed	1	0	3	1	2	5	1	1	1	0	2	0	17	7%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11	VCO Procedures Not Followed	2	1	1	1	4	2	1	0	2	2	0	2	18	7%
#12	Two-Line VCO Procedure Not F	0	1	0	0	0	0	0	0	0	0	0	0	1	0%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15	Recording Feature Not Used	0	0	1	0	1	1	0	0	0	0	0	0	3	1%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	3	0	2	3	1	3	0	1	0	2	4	0	19	7%
#18	Problem Answer Machine	0	3	0	0	0	2	0	2	0	0	2	2	11	4%
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21	Other Problem Type Complaint	1	3	5	2	4	0	0	4	3	2	1	2	27	10%
	TOTAL	17	29	27	22	29	33	10	20	12	14	27	16	256	
	TECHNICAL COMPLAINTS														
#22	Lost Branding	0	1	0	0	0	0	0	0	0	0	0	0	1	3%
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24	Trouble Linking Up	1	0	0	1	0	0	0	0	0	0	1	1	4	11%
#25	Line Disconnected	0	0	0	0	1	1	0	0	0	1	0	0	3	8%
#26	Garbled Message	0	1	1	0	1	1	0	7	3	5	1	0	20	56%
#27	Database Not Available	0	0	1	0	0	0	0	0	0	0	0	0	1	3%
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29	Other Technical Type Complaint	0	0	0	0	1	1	1	2	1	0	1	0	7	19%
	TOTAL	1	2	2	1	3	3	1	9	4	6	3	1	36	

Sprint

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June 2001 - May 2002

RELAY COLORADO

	MISC COMPLAINTS	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	1	0	1	50%
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35	Other	0	0	0	0	1	0	0	0	0	0	0	0	1	50%
	TOTAL	0	0	0	0	1	0	0	0	0	0	1	0	2	
	TOTAL CONTACT	18	31	29	23	33	36	11	29	16	20	31	17	294	

Attachment # 2

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

For the period of June 1, 2001 through May 31, 2002, Sprint processed more than 1,081,646 outbound calls on behalf of Colorado Relay, receiving a total of two hundred ninety-four (0.027%) customer complaints. All two hundred ninety-four 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 two hundred ninety-four complaints were escalated for action to the State of Colorado or to the Federal Communications Commission.

Complaint Tracking for Colorado

June 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9070	06/06/01	3	Customer stated that agent failed to follow instructions and lost control of call. Supe Darcy minimized problem. I must have control, by calling it feedback. I told him, in no uncertain terms, it was a formal complaint.	06/09/01	Apologized for inconvenience and we'll talk to the agent regarding the incident. Agent was coached on importance of following customers' instruction.
3051C	06/10/01	4	Customer said she has not called our dept for a long time and has been trying to talk to supes directly about her problems she experiences. However, she has been noticing a problem occuring more and more often. She receives incoming calls and the CA's do not give their ID nbrs. CS apologized to customer and thanked her for callling. Customer had tried to call R. Moers but cannot get ahold of him.	06/11/01	On 6/11 via ITP to Relay - VCO - customer was thrilled to get my call. I had left her a msg to call me back. She was confused about billing, etc. She is clear now and will touch base w/me later if problems continue. She is satisfied w/clarification and the resolution.
4229	06/11/01	4	Relay agent refused to tell me if a live person answered the phone, when customer asked. Customer thought that was rude. (supe assisted w/call - agent dialed # given & ans mach picked up. Agent typed & ID the msg. Customer asked for redial. Agent redialed. On 2nd try, line was busy. Agent informed caller. Customer asked repeatedly if live person answered or if live person was there. Agent said Relay did not have that info - that the line was busy. Customer got upset & did not understand when supe tried to explain) Customer was not want follow up contact, said she was ok w/discussion.	06/11/01	CA followed correct procedure.
4229	06/11/01	17			

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4237	06/13/01	4	Agent did not inform VCO when she took over the call (agent change during call). Agent also did not adequately inform customer when the person she was calling disconnected.	06/13/01	Apologized to customer & thanked her for feedback. Told her agent would be coached. Customer was satisfied w/discussion and does not want a follow up contact, but does want copy of complaint forwarded to AM. Agent was coached in proper call takeover procedures & in keeping customer informed.
4240	06/13/01	3	CO VCO user frustrated at agent for not enunciating clearly & not processing his call thru his MCI calling card as requested. Also a supe who assisted after that call was completed did not satisfy the user, only defended the agent's actions, saying that MCI was used. This user did not retain agent nbr or supe nbr.	06/13/01	Apologized and attempted to obtain immediate credit for his erroneously billed call. However, this caller was also frustrated w/the awkward voice to voice process for the immediate credit procedure and also frustrated at the MCI opr lack of help. I suggested checking thru Sprint, but the user was too frustrated. This user does not request contact at this time, as he said he will write letters about this poor service.
4240	06/13/01	8			
4242	06/15/01	4	CO VCO user was frustrated when she received a Relay call. Agent did not announce Relay to her. He only typed to her voice now GA to begin the call.	06/15/01	Apologized and thanked her for her time. I assured her that agent would be coached on the announcement policy. Customer satisfied and did not need feedback. Consulted w/agent and he did not remember the call, but I reminded him that OB VCO customers should be sent the ALT 5 announcement.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4245	06/16/01	21	CO VCO user confused when agent typed ans mach hung up - voice now GA. This user did not know what to do.	06/16/01	Apologized and said agent would be talked to in order to find out what happened. In consulting w/agent, she had understood that the voice now GA was to be used instead of GA for VCO users, in order to prevent the VCO user from switching to TTY, in which case the agent would miss info. I informed the agent that the convention is to simply type ans mach hung up GA and expect the most recently used mode of communication.
4246	06/17/01	4	CO VCO user is concerned, as user, said she wanted to reach a live banker for her call, and was frustrated when agent typed (recording) and (waiting for live person) w/o typing co name that was reached. Then when attempting to get agent's attention by repeatedly typing XXXXXXX VCO pls ga, customer did not receive a timely response and was more frustrated.		Apologized and asked if she would like feedback after we determine what problem was and she said yes and gave email address. Spoke to agent and a timing problem seems to have been evident as a live person did answer, delaying immediate response to the user, then each time the agent switched the IB line to her headset in response to the VCO pls GA she only heard TTY tones, thus switched back to expect more typing.
4254	06/19/01	4	During a recent voice to VCO call this customer received, the agent did not announce Relay & had trouble connecting. At end of call, the agent did not send "person hung up" macro.	06/20/01	Thanked customer for feedback, apologized for the bad experience and told her this would be discussed w/agent & appropriate action would be taken. Customer wanted copy forwarded to AM. Followed up w/CA & he stated that he sent macro twice - it was possibly technical problem.
4254	06/19/01	11			
4254	06/19/01	24			

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3095C	06/20/01	11	Customer called in to report that he received an incoming call thru CO Relay from his brother. The agent did not provide their ID nbr, nor announce call. The customer reports there was some difficulty in getting the call started as he was getting nothing from the agent at all. He kept asking for the agent to give their ID nbr or respond and nothing happened until finally he began receiving typing from his brother. The customer's brother said he was able to hear his brother speaking just fine, but it appeared that the Relay line was dead at first. The agent was not responding to either party. Customer wasn't sure if it was something technical or if the agent was unfamiliar w/VCO calls. The customer was also upset that even at the end of the call the agent still refused to provide their ID nbr.	09/03/01	AM tried contacting customer on 6/29 - no answer, 7/17 - no answer, 8/14 - no answer, and on 9/3 at 8:22 connected and customer satisfied w/resolution.
4257	06/21/01	9	CA missed a lot of info while she retrieved the msg from voicemail recording.	06/21/01	Apologized for inconvenience. Discussed about coaching CA. Coached CA immediately to use the macro so she could get all info from the voicemail recording.
4256	06/21/01	17	Customer stated CA was rude, interrupting caller.	06/25/01	Apologized for inconvenience. CA will be coached immediately - caller satisfied w/discussion. CA hit wrong macro key, then apologized - but still provided an interruption to user.
9501	06/23/01	17	Customer stated that female opr who handled his wife's call was rude and out of line. His wife was arguing w/her mother on call and at end of call, opr told his wife to behave herself and then disconnected the line.	06/23/01	I spoke to caller and apologized for horrible service provided by agent. Informed caller to please try to remember opr's nbr when they use Relay service.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9416	06/30/01	3	VCO customer explained that agent dialed incorrect nbr and when agent was asked to repeat nbr dialed - agent refused. VCO requested supe and supe implied agent did not have to repeat nbr. VCO customer stated supe & agent were rude.	07/02/01	Couldn't follow up due to lack of info.

Complaint Tracking for Colorado

July 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4279	07/02/01	3	Customer asked agent to type "wells" instead of typing recording msg & then to wait for live person. Instead, agent typed "finding live person" & then after live person answered, agent typed "wells (explaining Relay)..." Customer wants agents to listen, pay attention, and follow her instructions.	07/02/01	Thanked customer for feedback & apologized for inconvenience. She was satisfied w/our discussion & does not want follow up contact. She does, however, want CO AM notified of this. Agent misunderstood the special instructions and agreed to listen more carefully & clarify when needed.
3171D	07/03/01	00	Customer states, after I made my phone call, I wanted to make another call and gave agent another nbr to dial. I waited and waited a long time. Finally, I typed GA several times. No response. I typed - pls respond to me Relay - and finally agent dialed nbr I had given her. I asked for her supe and she refused to get one stating that no supes were allowed. I couldn't believe it and just hung up and called RCS. Agent had bad attitude to go along w/poor performance. RCS thanked customer for letting us know and assured him that this would be turned in as a complaint to be further investigated by the supe at the ctr. Also explained that at times the computers do seem very slow in outdialing but that the agent should have never given him this type of info when requesting a supe and that this also would be looked into. Also apologized for any inconvenience that this caused him.	07/05/01	I spoke w/the agent, who remembered the call in question. She did have problems that day and had a hard time concentrating. She knew she messed up. However, she said the customer asked to be transferred to CS and that she did transer the call to CS as requested.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4281	07/03/01	4	Customer was calling to a hospital and asked the agent to ask for a particular dept. Agent did not confirm to customer that he had asked for that dept, so the start of conversation was awkward. Also, at end of call agent typed (Person hung up) but did not send macro w/"Agent # GA or SK" However, agent's typing was excellence.	07/10/01	Thanked customer for this feedback and told her a supe would coach the agent. Customer was satisfied w/discussion and no follow contact is necessary. Spoke w/CA & told him to always type (asking for...) & to always confirm person/extension to TTY/VCO customers. I also coached him to use all macros when applicable.
3173D	07/04/01	4	Customer complained that she was cut off by agent for the 3rd time this wk. When asked, she explained that the agents are not typing the recording or ans mach msg. They just type recording and hang up the OB line. I don't have any way to know if we connected to the right nbr or not. Isn't there anything that can be done about these agents? CS assured customer that her complaint would be forwarded to the AM.	07/06/01	Agent does not recall an instance of not typing the recording w/o being told to do so. But I reminded him we do type what we hear verbatim unless otherwise instructed.
4285	07/05/01	12	CA didn't complete 2LVCO procedure and she needs more training.	07/05/01	Apologized for inconvenience. Passed it on to her appropriate supe for coaching. Agent said she needed additional training in 2LVCO. Agent was trained.
3186D	07/06/01	3	Customer complained that the agent did not follow her instructions for how to handle a call to her bank. The agent was to just type the name of the bank as it is stated in the automated recording then follow the prompts to get a bank rep on line. The agent dialed out and just typed recording, agent did not type the first part of the recording. When customer tried to interrupt the agent was rude and told her could not listen to the recording and hung up on the customer. CS thanked customer for letting us know about the problem and told her this would be forwarded on to the appropriate person.	07/09/01	Spoke to CA & CA said she did type the company's name as requested. She did not turn on VCO because the OB recording was playing. I told the CA to ignore recording & open VCO. She did not hang up on customer.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3184D	07/06/01	3	Customer complained that she was cut off. She gave agent specific instructions on how to let her know they were connected to Wells Fargo bank automated system and then agent was to just get a banker on the line. When the agent dialed out and connected, agent typed recording, did not type the identifying msg. Customer attempted to interrupt and get agent to identify the party & agent disconnected the customer. CS thanked customer for letting us know about the problem and told her this would be forwarded on to the appropriate person.	07/12/01	Agent does not remember call.
4298	07/10/01	2	Agent typed ans mach msg and sent holding macro. CDB notes say hang up on ans mach and do not send hldg macro. 2 other agents today have made same mistake. Customer thinks agents need better training to read CDB notes.	07/10/01	Thanked customer for feedback, apologized for error and told him I would coach the agent. Customer was satisfied w/our discussion. He said he would leave it up to the AM whether or not to contact him. Follow up w/agent: Coached agent (new - first day) to read CDB notes & follow instructions.
4296	07/10/01	21	Customer does not like our policy of explaining Relay before typing how the OB line was answered. I explained to her that our ctr was required to do this by the ACDHH. This is a bad procedure for the person who has to pay the bill and customer also stated she has on occasion had to stay on the line w/only "explaining Relay" displayed only to then find out she had reached a wrong nbr.	09/03/01	7/17 & 8/14 no answer. 9/3 7:40p connected - Customer was glad we connected. She wanted as to continue on improving and is satisfied.
5119	07/12/01	2	Customer stated that CA did not follow CDB notes regarding not sending hldg macro. When I relieved the call, the CDB notes window was closed. Told customer that a contact form would be filed and the CA would be instructed on proper use of CDB.	07/18/01	Reviewed procedure w/CA. Unable to contact @ phone nbr given. Sent follow up letter to customer.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
5120	07/12/01	2	CA did not follow CDB notes requesting CA to hang up on ans mach instead of typing the msg out. The previous CA may have closed notes window before being relieved. Told customer that a contact form would be filed and CA would be instructed on proper use of CDB.	07/18/01	Reviewed procedure w/CA. Unable to contact by phone. Sent follow up letter to customer.
4306	07/13/01	2	CA did not follow the database instructions.	07/13/01	Apologized for inconvenience and thanked the customer for the feedback. Coached CA not to turn off the macro and to follow the database instructions.
4311	07/15/01	3	Had the agent call to a nbr wanted only to know if the ans mach was on. All she did was say ans mach GA. How am I suppose to know who I called.	07/24/01	Thanked customer for feedback & apologized for the trouble. Told her this would be passed on to the agent's team leader. She would like this faxed to AM. Spoke w/agent & agent said she was confused at the instructions. Told agent just to type the person's name and ans mach..
4311	07/15/01	11			
4313	07/16/01	26	CO VCO user wants technical documentation that after many mths, garbling may be a problem again.	07/16/01	Apologized for the problem & offered suggestions of: turning off turbo, branding his phone as VCO and including CDB notes. Entered TT#04011785.
8691	07/16/01	2	VCO was very upset CDB notes were not followed. He has a no holding macro note as well as hang up on ans mach. The hldg note was not used. 8665F sent the hldg macro several times.	07/23/01	Apologized to the person & told them this CA will be coached. Agent did admit not following CDB notes. She simply forgot. In the future, she will be more careful, observing notes as well as requests.
4320	07/18/01	21	Agent really messed up call & gave poor service. No specifics given other than agent only responded w/one word answers of "yes" when asked question.	07/19/01	Apologized to customer and informed her the agent's supe would be informed of situation. Agent coached to be more careful w/the service and follow the customer's question.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3256D	07/19/01	18	Customer dissatisfied w/agent when trying to leave message.	07/24/01	CA stated that she didn't recall the call. Feedback on how to proceed the voice mail msg.
6495	07/20/01	22	Customer is VCO user. Customer has to call in 5 or 6 times in a row to get branding to come up on call. Supe said he would have our tech check her nbr. Supe also put in CDB notes that she is VCO user.	07/20/01	Supe filled out TT on problem so Tech could investigate.
4327	07/23/01	18	Agent did not type ans mach msg.	07/23/01	Apologized for the inconvenience & thanked customer for feedback. Told her I would make sure agent was familiar w/correct procedure. Customer was satisfied & does not want follow up contact. Coached agent to always type recorded msgs unless instructed differently by customer.
6503	07/23/01	7	Agent's typing very sloppy getting messages off of ans mach and cut first and last letters off of words and occasionally turned into nbrs.	07/26/01	Apologized and said will let supe for this agent know so they can talk to agent. FL response: After reviewing some of this agent's blind monitored evaluations, her typing has never been an issue. It seems as if the customer may have been receiving garble from her TDD because some of the words were turning into nbrs.
4331	07/24/01	3	Customer gave CA instructions to type the name of the co she called if she reached a recording, but not to type the recording. CA did not follow instructions.	07/24/01	Spoke w/CA and told her just to type the co's name and (recording playing). CA was confused at the customer's instructions. I also apologized to customer.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3287D	07/25/01	5	Customer stated she usually tries to ask for a supe when she has problems but she has had so many problems w/FL agents, she wanted to let us know. Also, this time when she asked for a supe she was disconnected. When agent placed call, they reached ans mach and did not inform customer what office had been reached. CS thanked customer for calling and apologized.	07/26/01	FL response: Agent remembered call. Customer requested to leave msg immediately and to only type the name on the ans mach. Agent did that and sent the ALT 8 macro. What came across the customer's screen was garble because she did see the ALT 8 macro. The call dropping may have been a result of a T hit.
3287D	07/25/01	18			
3307D	07/27/01	3	CA did not follow customer's instructions.	07/31/01	CA was confused w/the instruction. Coached & explained how to follow her instruction. AM attempted contact w/customer on 8/14 - no answer. On 9/3 at 7:40 AM connected w/customer who stated "Overall, Sprint is the best" and was satisfied w/resolution.
3307D	07/27/01	4			
3310D	07/27/01	2	Agent did not read/follow CDB notes. CS apologized and stated complaint would be documented and forwarded to appropriate ctr for follow up w/agent.	08/01/01	Agent was coached to follow a customer's database instructions more carefully.
3308D	07/27/01	21	Agent did not type correct info given by dr's asst.	07/30/01	CA is still new. Feedback regarding stopping & clarifying for correct info. We had a good discussion how to perform correct procedure.
4335	07/27/01	2	TTY user was upset that agents don't seem to follow CDB notes. Notes stated to hang up on the ans mach and don't use the holding macro.	07/30/01	I apologized for his inconvenience and assured the TTY user that I would file this complaint. Did not feel it was necessary for AM to contact customer. I asked if there was anything else I could do and the conversation terminated. Spoke w/CA & she apologized and misunderstood the instruction.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4336	07/27/01	2	CA # 4585F did not pay attention w/CDB notes.	07/28/01	Apologized for inconvenience and thanked customer for feedback. The customer satisfied w/our discussion. Agent said she read CDB notes saying not to send holding macro. She had forgot during the call though and sent it. She knows not to do it in the future.
9646	07/27/01	2	Agents did not pay attention to CDB notes, even when interrupt key was depressed on Ultratec Superprint Pro88 Gold. Spoke to agent & she explained that customer sent (interrupt request) while she was typing recording right after interrupt was sent - live rep came on line, so she informed customer that live person was on line.	08/02/01	Both agents were coached to follow callers' instructions & next time caller sends interrupt request - that means that the agent should stop typing and just wait for a response from the caller.

Complaint Tracking for Colorado

August 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3328D	08/02/01	21	Opr handled one call for me and after the call I thanked her and told her to have a nice day. She typed back "ur welcome SKSK". I waited for the agent to hang up but she remained on the line and typed to me "agent waited 3 mins" she kept typing this several more times, then finally she typed "disconnecting now" and then hung up. I always wait to be sure that agent has nothing more to say and until they hang up before I disconnect.	08/07/01	CA followed correct procedure and waited for VCO caller to disconnect then she called the bridge to inform that she waited for 3 min disconnect.
3329D	08/02/01	21	Opr broke transparency. Customer asked for DA and opr typed city and state pls. Customer gave her Delta, CO. Then she dialed to DA and typed "explaining Relay" then typed "typing now", then "machine hung up". Why was she explaining Relay to a machine? Normally the agent just types back the nbr requested from DA. CS thanked her for letting us know and told her the report would be sent to the call ctr.	08/20/01	Spoke w/agent and agent stated VCO customer called in & gave instructions to dial DA. Agent dialed DA & waited for opr. When DA opr came on line, the agent asked for the listing. The IB customer typed VCO please. Agent turned on VCO. Customer started speaking saying "wait a min, wait a min, if you give me a min I will explain it myself". The DA recording was playing giving the requeseted nbr, while the VCO cusotmer was talking. Agent typed machine hung up. Explained the proper way to handle DA requests and that she should have kept caller informed throughout call process. Agent was coached on processing DA calls & procedures. Monitoring and test calls will be administered to make sure agent is following procedures.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3335D	08/03/01	7	Agent was careless when typing specific info to me from my wife. The agent typed the time we were to meet as 8:00 when my wife specifically said 5:00. This could really have caused us a problem. Please have this agent coached on being more careful w/specific info. CS thanked customer for letting us know and assured him that we would turn the complaint in so that it could be further investigated w/the supe and corrected.	08/10/01	Coached CA to make sure typing correct and make sure use pacing for clear up.
4344	08/03/01	1	Customer was upset that agent did not dial his nbr quickly enough. He typed the nbr & GA - the hello GA & received no response for a long time.	08/03/01	Apologized to the customer & said I would write a formal complaint & speak w/the agent. Agent needed assistance understanding CDB notes but did not type "one moment pls" & left caller not knowing what was going on. I coached agent to respond sooner.
6200			VOID - customer only requested AM's #. (not a complaint)		
4347	08/05/01	9	Customer complained agent did not type recording properly. States agent needs to pay more attention.	08/09/01	Apologized to user & stated form would be sent to team leader for agent coaching. Thanked customer for input. CA knows to utilize record feature properly, after coaching, to avoid missing words and to ensure proper relay. She also knows to type words unclear or recording skipped when appropriate.
4346	08/05/01	2	Customer complained that CA didn't follow instructions & didn't do a right procedure. Customer gave info to enter, CA had typed the rec msg. In addition, CA didn't follow customer's database not to type the msg if ans mach. Apologized to customer & assured custoemr that CA would be coached in proper procedure.	08/05/01	Coached CA to type ans mach instead of typing the whole msg. CA explained the info customer had given was insufficient. There was a screening procedure. I suggested CA to type (need 10 digit nbr to enter)

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4346	08/05/01	3			
4352	08/08/01	17	Customer said agent was rude and also broke transparency while he was connected to the person he called. He said his good byes to both TTY & Relay when the agent abruptly jumped into conversation saying "I can't do that connected to both lines".	08/14/01	Apologized to customer & said the supe would speak to the agent. Customer wants call back on issue from AM. Follow up w/agent: Agent is now aware that her comments broke transparency. Coached her in proper procedure & will monitor her progress. On 8/14 at 2:40 p.m., AM spoke w/customer and he is satisfied w/resolution.
4352	08/08/01	21			
9094	08/08/01	8	Could not understand Relay agent. Heavy accent male. Agent even left msg on ans mach that was not comprehensible. Person understands we have diversity in hiring but to please ask agents w/accents to be mindful af the fact that they may not be understood by everyone across country and to please make extra effort to speak as clearly as possible in American English. If males would please speak up and clear, it would be very helpful. Apologized to customer for inconvenience and person hung up.	08/08/01	Will be coaching those agents that fall into that category, so they are able to speak a bit more clearly and understandable.

Complaint Tracking for Colorado

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6211	08/10/01	4	Customer asked to call nbr and agent dialed reaching ans mach. Customer requested redial, transfer to ans mach then leave msg. Agent didn't keep customer informed & said there was only a long pause then received Alt 9 macro. Customer asked to speak to supe and agent sent Alt 9 macro again. Asked to speak to supe again and received no one is available and then agent hung up.	08/20/01	Spoke w/agent and she said that when she sent Alt G to inform customer that ans mach was playing. Customer started to type. After several unsuccessful attempts to send macro Alt G, agent left msg and sent the Alt 9 macro. Explained to agent that the customer was always in control of call - when the TTY starts to type, wait and follow the TTY user's instructions. Will follow up w/scans and will be sent to refresher on ans mach processing. When asked why a supe was not requested, agent said that the caller never asked to speak w/a supe. Agent was advised to notify a supe if difficulties are experienced on a call.
3375D	08/11/01	15	Customer says agent did not type the recording on the OB connect. Customer did not know what co they had connected to. Agent paraphrased the recording. CS assured customer her complaint would be forwarded for review.	09/03/01	9/3/01 7:40p Pleased with resoluton - Agent got trained.

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3378D	08/12/01	3	When customer called in, she told agent that he did not need to explain Relay, just to say that grandma was calling and they would know it was Relay. She gave CA info and he dialed nbr. It was busy, so she asked him to try a couple more times. She got busy - person hung up xxx busy person hung up xxx busy. She got this nine times. She said she should have known better than to try w/a FL agent, they never seem to get it right. They need a new TM so that the agents can be properly trained. CS thanked her for calling in and let her know this would be forwarded to ctr.	08/15/01	Agent listed was in nesting period of training at time of complaint. Agent never graduated from training. AM attempted to contact customer on 8/14 - no ans and on 9/3 at 7:40 p.m. connected w/customer who stated that "Overall, Sprint is best" and was pleased w/resolution.
3382D	08/13/01	27	Customer has MCI selected for COC for LD Relay calls in database profile. All her LD calls should automatically bill to MCI, but since last Thursday, this is not happening. Customer notes were added: 1) COC MCI & 2) Do not ask customer which carrier they want to use, just use MCI. Notes are not appearing on agent computer screen when customer calls CO Relay. She reached agent 9155F and 9109F at FL ctr. (QWEST is local phone co, CS called QWEST to confirm that MCI is her selected COC and it is and she is in good standing on her billing).	09/11/01	9/3 no answer 9/6 no answer 9/11 no answer. Caller was unavailable. TT closed - verified MCI as COC if problem continues TT 04123598 for reference.
3379D	08/13/01	4	Customer had bad experience w/opr when placing call thru Relay CO. Opr did not give nbr and hung up at end w/o closing or ID nbr. Took over 10 mins to place simple call. Had to repeat nbr to dial twice. Typing was bad, screen full of xxxx's. There were plain blanks on screen where the agent could not keep up w/typing, so just left info out and screen blank, and what was typed didn't make sense. Wanted to leave msg on ans mach, but does not think that was successful.	09/06/01	9/3 no answer 9/6/01 connected. Appreciated the call, next time will have agent # ready. Satisfied customer.
3379D	08/13/01	7			

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3379D	08/13/01	9			
3379D	08/13/01	11			
3380D	08/13/01	2	Customer frustrated that agents asked her who her LD carrier is when she has that info in her database profile. CS apologized to customer and offered to put an extra note in the database profile telling agents that MCI is the LD carrier and not to ask her who her carrier is. Assured her it was in the customer database profile and if she received any charges for calls thru a different carrier after 8/6, when we entered MCI in the database, that we would help her get it credited.	08/14/01	Addressed agent regarding this complaint, agent states that when the call came in there were not any CDB notes on the screen. Agent says she entered "to" nbr and pressed complete and the COC screen appeared, then she asked the customer "which LD carrier would you like to use". Agent says she asked because there were no notes and the COC screen came up.
3403D	08/17/01	9	Agent did not type how phone was answered. Did not type recording. CS apologized to customer for problem and told her complaint would be forwarded to call ctr.	08/17/01	Spoke w/agent - she stated that because the customer typed "I hope this call goes better than the last one"- she became very nervous. Agent said that she became confused while trying to read CDB notes and dial the nbr. Agent was informed that we must keep the customer informed at all times, because of customer request, agent did not type the content of the msg but just the fact that the msg was playing. Supe discussed various scenarios and responses that would be appropriate in this case. In particular, to clarify exactly how the customer would like their call placed before outdialing. Agent feels more confident and will be monitored for progress.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4364	08/20/01	21	Customer does not like Relay rule that agent cannot repeat info from a relay call after call is over. In this call, the voice user hung up and customer asked how the person sounded.	08/20/01	Thanked customer for her feedback & explained the policy to her. She slad she understood, but still does not like the rule. She does not want follow up contact. Told her we would pass along her feedback.
3416D	08/20/01	26	Call came in to CS & was garbled. CS requested customer repeat info. Caller requested supe and asst. supe was busy, so co-worker assisted. Complaint was regarding garbling, and customer upset that CA let him continue to type for 15 mins w/o interrupting him to inform him that much of his typing was unclear & garbled. CS explained to customer that agents are never to interrupt TTY or VCO user, but that the hearing person has the option to do so or vice versa. Agent must wait for GA in order to inform customer of garbling issues. Customer disagreed w/policy and felt waste of time to retype everything. CS explained agents are following guidelines set up thru the state contracts and also explained variables that can cause garbling. CS apologized for problems experienced and thanked him for taking time to call us regarding issue and advised customer that AM would be notified.	08/21/01	CA did the right procedure. It's possible inappropriately placed the phone and/or technical problem w/TTY.

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3425D	08/21/01	21	Voice customer received 2 CO Relay calls left on her voice mail earlier today, both from agent 4395M. The first one was the agent talking to his co-workers talking about the msg that the TTY user was going to leave. He also was using a lot of "explicatives". The 2nd msg was the agent actually leaving the TTY user's msg. Customer does not think the agent knew his voice was being recorded on her voice mail on the 1st msg. CS apologized to the customer and let her know I would forward this to the ctr where he was located. Also asked if customer would provide name & nbr for follow up w/AM and that was provided.	09/11/01	Agent was consulted & appropriate action taken. (per S. Morehouse)
3423D	08/21/01	3	Customer told agent she may get an ans mach, and if so to just type 4 letters when they say it. CA just typed ans mach playing GA. Then customer asked her why agent typed that and got no response. Then agent typed "ur msg left". Customer did not give any msg to be left, so asked for supe. Assistant Becky stated agent thought she understood customer instruction and thought they followed that. CS apologized for problem customer had w/instructions being misunderstood and thanked her for letting us know.	08/22/01	Follow up w/agent: Agent heard customer say if ans mach, she wanted to leave msg. When agent heard ans mach she told customer "ans mach" GA and customer left a msg. She thought she had done what customer instructed. In the future, agent will ask customer to clarify instructions if she has any doubt what they mean.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3430D	08/22/01	2	Customer uses TTY sometimes and VCO sometimes, so he is not branded either way. He told agent 9355M that he would like to use VCO, but agent never switched him over after requesting VCO. Customer also has a note in place that says not to use the hldg macro, however, agent 9080M used it anyway. CS apologized to the customer for any inconvenience these things may have caused him. Told him this would be documented for supe to follow up on. Thanked him for taking the time to bring this to our attention.	08/23/01	Spoke w/agent & he stated that he beame confused because his screen & keyboard froze. VCO user was speaking. Agent was not able to respond due to the technical difficulty as a rsult the VCO user disconnected. Agent was advised that he must always request a supe's assistance when a problem w/terminal occurs and affects the call processing. AM contacted customer on 9/3 at 8:22 p.m. and customer was pleased w/resolution.
9699	08/23/01	4	Agent was doing a great job and then all of a sudden the agent stopped typing and would not respond. The TTY user stated that the line was not disconnected and the agent stopped typing in the middle of the sentence, but before the agent was very good. Supe thanked customer for comments and apologized for inconvenience.	08/24/01	Spoke w/agent and she stated that she was experiencing technical difficulties in the middle of the call. She requested a supe for assistance, the supe had to close out the system and restart. The call was lost in this process. Tech checked out PC and determined that application hung up. Problem could not be duplicated and console was monitored. No TT completed at tech's request.
9539	08/27/01	5	Customer stated that the agent was having a problem understanding him and hung up on him w/o asking to repeat, after he requested VCO be turned on.	08/30/01	Supe met w/agent to review complaint. VCO process reviewed and agent demonstrated IB and OB VCO connections. Supe discussed nature of complaint and to report any technical problems or instances where calls do not connect to their console. Agent has been observed correctly processing VCO calls.

Complaint Tracking for Colorado

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4371	08/28/01	1	CO voice user stated agent incompetent as it took 6 attempts to get nbr dialed to his VCO wife. Agent refused to give agent nbr until supe got on line. Agent also refused to acknowledge theuser when he voiced concerns/questions. Apologized for frustration. User wants contact regarding resolution.	08/31/01	Agent stated that she repeatedly asked the VCO user to repeat the phone nbr because she did not understand what was being said. The customer's husband took the phone, began yelling, and provided the nbr then put his wife back on the phone. Agent was in training when this occurred & Trainer was w/agent thru call and observed what happened, and also wrote a customer contact form.
4371	08/28/01	17			
9555			VOID - same complaint as 4371.		